DC | DEPARTMENT of HUMAN SERVICES

The "E Street" Good Neighbor Agreement

Background and Purpose

The District of Columbia, as part of its efforts to create non-congregate bridge housing options, purchased 25 E Street NW to provide a dignified environment for District residents who are best served in non-shelter facilities. The E Street Non-Congregate Bridge Housing (NCBH) facility, located in Ward 6 at 25 E Street NW, will serve the following populations, for men and women except where noted:

- Adults matched to a permanent housing resource through the District's Continuum of Care.
- Adults who cannot be served in low-barrier shelters, or who would be better served in a non-congregate setting, including:
    - Persons living in encampments
    - Seniors – Women
    - Workbed – Women
    - Medical respite
- Couples and adult families.

The purpose of this Good Neighbor Agreement (GNA) is to outline the shared goals and responsibilities of the contracted service provider, Miriam's Kitchen (which was selected by the Continuum of Care (CoC) lead, The Community Partnership for the Prevention of Homelessness ("The Community Partnership" or "TCP")); The Community Partnership; the Department of Human Services (DHS); the Department of General Services (DGS); and neighbors (including both residents, businesses, and other entities) in the surrounding area; in establishing and maintaining positive and productive relationships.

This Good Neighbor Agreement was created by the E Street Community Advisory Team (CAT) and may be amended as described in Section __ ("Good Neighbor Agreement Governance").

Shared Goals

The parties to this GNA agree that our community is stronger when we support each other. The parties acknowledge the following goals of the GNA:

- **To facilitate transparent, accurate and timely communication *in all matters pertaining to E Street 's impact on the community*.**
- **To serve as a framework that allows the parties to work collaboratively to address concerns and solve problems.**
- ***To maintain a peaceful, safe, and clean neighborhood*.**

Partners to this Agreement

The Department of Human Services (DHS), through contracts with nonprofit service providers, is the District government entity responsible for providing emergency housing for families and individuals experiencing a housing crisis. DHS is responsible for oversight of all its contracted providers related to the E Street Bridge Housing Program.

The Department of General Services (DGS) is the real estate arm of the District government responsible for managing the facilities at E Street and providing building system management services for E Street throughout its operation as a city facility, either directly or through a contracted vendor.

The Community Partnership for the Prevention of Homelessness (TCP) is the continuum of care entity for the District, which, through its providers, is responsible for overseeing operations and management of E Street. In addition, TCP will coordinate day-to-day maintenance services.

Miriam's Kitchen is the non-profit on-site provider and operator of E Street under a contract with TCP. Miriam's Kitchen is responsible for day-to-day management of the site, including the delivery of services. Miriam's Kitchen is also responsible for the enforcement of program rules, and for communicating with neighbors when questions or issues arise.

E Street Community Advisory Team (CAT) is composed of (A) members of city agencies, (B) a representative of the Ward 6 councilmember, (C) representatives of the community, including residents, business, and/or other entities, and (D) representatives of Advisory Neighborhood Commission 6E (ANC 6E). The CAT is responsible for facilitating communication between the public and the District through at least the first year of operations.

Participant means an individual staying at E Street who has agreed to abide by the program's rules and expectations.

Neighbor means a resident, nonresident property owner, business owner or other neighboring entity and/or their employees or consumers in the neighborhood surrounding E Street.

Stakeholders mean all the above.

Terms of the Agreement

The terms of the GNA below address responsibilities and commitments regarding (A) program description , (B) maintenance of the property, (C) participant conduct and behavior, (D) safety and security, (E) communication and mutual respect between all stakeholders, (F) program development, updates, and reporting, (G) Good Neighbor Agreement governance and points of contact, and (I) glossary.

A. Program Description

The E Street Bridge Housing Program provides adults experiencing homelessness with semi-private rooms and individualized case management to support more effective connections to permanent housing. Specifically, the E Street Program will provide participants with:

- A semi-private room (2 adults per room) that promotes safety and dignity
- Comprehensive case management focused on long-term housing goals, including individualized housing navigation and support services
- Behavioral and physical health support through community partnerships
- Nutritious meals
- Community programming and wellness activities that build connection and confidence

B. Maintenance of the Property

Clean, well-kept neighborhoods attract residents and businesses. Just as neighbors are expected to keep their property well-maintained, presentable, and within the design standards of the community, so shall the District keep E Street presentable and in good condition.

To maintain the property at 25 E Street NW, the District commits to the following:

- Maintaining building management systems to allow continuous operation of E Street.
- Making any necessary structural repairs to the building as quickly as possible, to prevent health or safety impacts on participants and on-site staff.
- Remediating public health and public safety-related property issues.
- Developing and implementing a trash and recycling plan for the site that covers frequency of pick-up, timing of pick-up no earlier than 7 am where possible, and type of truck, etc., so that there will be no trash buildup up at E Street.
- Developing and implementing an integrated pest management strategy for the site, the execution of which will be monitored monthly.

- Performing daytime testing of the emergency generator for noise control.
- The property and sidewalks, tree boxes, and curbs adjacent to the property will be kept free of litter and other debris.
- Any necessary nonstructural repairs to the building will be made as quickly as possible.

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C. Participant Conduct and Behavior

Mutually respectful behavior is essential to the quality of life in a community. Neighbors and participants will strive to live together peacefully and respectfully. Similarly, the District shall promote good conduct and respectful behavior, and will ensure compliance with District laws and regulations.

To promote mutually beneficial behavior, Miriam's Kitchen will:

- Give prompt and effective notice of its program rules to program participants, in accordance with the Homeless Services Reform Act of 2005, D.C. Official Code § 4-752.32, by giving every new participant a written copy of the program rules, reading and explaining the rules to the participant, and obtaining the participant's signature acknowledging their receipt of the program rules and indicating their awareness, understanding, and acceptance of the program rules.
- Enforce program rules that encourage respect inside E Street and in the surrounding neighborhood, and quickly address rule violations.
- Enforce leash laws and ensure animal waste in front of the building is disposed of appropriately when participants have service or support animals.

In addition, the program rules will:

- Require participants to work toward their housing goals in accordance with the individualized housing plan they develop with their case manager.
- Provide hours and days for visitation.
- Prohibit threatening language and behavior on the property.
- Prohibit alcohol and illegal drug use on the property.
- Prohibit weapon possession on the property.

TCP and DHS will:

- Review Unusual Incident Reports filed by any of the contracted service providers, including security and case management providers, to determine if any contractual changes or remedial actions are required.

- Offer mental health and substance use disorder treatment to participants, as applicable, and strictly enforce a policy that prohibits alcohol and illegal drug use on site.

D. Safety and Security

All neighbors and participants deserve to feel safe and secure in their homes and businesses. Neighbors, participants, Miriam's Kitchen, TCP, DHS, and DGS will work together to create a safe and secure community.

TCP/ Miriam's Kitchen will:

- Require participants to abide by program rules approved by DHS.
- Conduct background checks and clearances for employees and onsite personnel as required by contract and District law, to ensure safe and supportive services for participants.
- Provide de-escalation training to staff and security personnel.
- Contract security to be on-site 24/7/365, with each floor included in security procedures.
- Require security to monitor the immediate area outside the building, subject to the relevant limitations under District law.
- Equip E Street with a magnetometer to screen entry for participants and visitors.
- Ensure that the magnetometer is in working condition, and coordinate with DGS for prompt repairs as needed.
- Complete and file an Unusual Incident Report, as required by DHS. (For example, any time MPD or FEMS is called to the site.)

DGS will:

- Ensure sufficient lighting on the grounds of the property.

All stakeholders will:

- In the case of safety emergencies, call 911.
- In non-emergency situations, stakeholders will follow communication Agreements set out in Section E ("Communications") below.

E. Communication and Mutual Respect

Communication between neighbors is extremely important in any community. In the spirit of mutual respect, the following sets forth expectations for each stakeholders' role in facilitating effective and respectful communication.

DHS will:

- Receive and coordinate opportunities for community feedback, through the CAT and ANC 6E meetings, on concerns related to the E Street Non-Congregate Bridge Housing program.
- Respond to and strive to address concerns related to participants' and neighbors' quality of life during any building repurposing and/or construction, and during E Street 's operations.
- In the event of a change in service provider or agency responsibility, update the CAT, ANC 6E, and the Ward 6 Councilmember within 10 business days.
- Create and maintain a website on an easily accessible webpage, which will include:
    - Updates and other information relevant to the E Street Bridge Housing Program.
    - E Street 's service provider and program manager and contact information.
    - Information on how neighbors can submit feedback and/or non-emergency health, safety, and other concerns to the service provider, is set out below.

Neighbors will:

In non-emergency situations, neighbors and community members can share feedback or concerns as follows:

By Contacting the On-Site Provider – Miriam's Kitchen

- **Nicole Hall, On-site E Street Director**
    - **nicole.hall@miriamskitchen.org or phone 202-963-9362 or**
    - **E Street Front Desk at 202-248-0254**
- **For quality assurance, you may also contact The Community Partnership at Feedback@community-partnership.org.**

Additional contacts:

The Department of Human Services:

- Anthony D. Newman, PMP, Deputy Administrator, Homeless Services anthony.newman@dc.gov
- Arielle Mungin, Bridge Housing Program, Homeless Services arielle.mungin@dc.gov

The Aston CAT

- Sakina Thompson, CAT Co-Chair for DC Government, EOM sakina.thompson@dc.gov
- Ritanch Hans, CAT Co-Chair – ANC 6E Chairperson Designee

6E09@anc.dc.gov.

Miriam's Kitchen will:

- Communicate transparently, accurately, and in a timely manner, with participants, neighbors, ANC 6E, the CAT, DHS, and DGS, as applicable.
- Provide a clear point of contact for participants and neighbors, with contact information easily accessible both on the DHS E Street Bridge Housing website at https://dhs.dc.gov/page/e-street and in the E Street Good Neighbor Agreement.
- Respond as follows to any email/written concerns submitted to Miriam's Kitchen, DHS, or TCP about the E Street facility or operations:
    - Respond to the submitter within one business day to acknowledge receipt of the submission.
    - Respond to the submitter within three business days to address (a) whether the concern falls within the responsibility and scope of Miriam's Kitchen or a different entity, (b) whether the concern requires further action, and (c) if the concern requires further action, Miriam's Kitchen will provide a plan and timetable for remedying the concern, while maintaining appropriate participant confidentiality.

- Provide notification to neighbors when programming will have an impact on the surrounding neighborhood (for instance, if there is a program activity taking place on the exterior of the property).
    - Notification shall be via written notice to the ANC 6E Chairperson, the CAT Co-Chairpersons, and the Ward 6 Councilmember's office, at least one week prior to the scheduled programming.
- Communicate via the CAT volunteer opportunities related to the E Street Bridge Housing program.

CAT members will:

- Welcome participants to the neighborhood.
- Encourage neighbors to treat participants as they would any other resident or patron of the area.
- Encourage neighbors to understand participants' need for privacy and confidentiality.
- Provide feedback on concerns related to neighborhood quality of life.
- Coordinate opportunities for community engagement, including feedback and input, on all issues and concerns related to the function of E Street, and share information with Miriam's Kitchen and DHS.
- Support the success of the non-congregate bridge housing and related services delivered at E Street.

F. Program Development, Updates and Reporting

DHS will:

- **Apply lessons learned** from PEP-V, other Bridge Housing programs, and work closely with the Interagency Council on Homelessness (ICH), which publishes the District's Strategic Plans, specifically Homeward DC (2015-2020), Homeward DC 2.0 (2021-2025), and the forthcoming Homeward DC 3.0 (2026-2030).
- **Provide updates** to ANC 6E, and the office of the Ward 6 Councilmember, and the CAT when requested.
- **Report quarterly** to the ANC 6E, the office of the Ward 6 Councilmember, and the CAT ***on the impact of the property on the surrounding neighborhood,*** using the following data metrics:
    - Quarterly facilities data:
        - Pest control code violations.
        - Trash pickup and special trash notices.
        - Any new and/or resolved facilities concerns.
        - Status of construction and/or major repairs.
        - Number of neighborhood concerns and resolutions (including noise complaints).
    - Quarterly program data:
        - Number of program-related 311 calls.
        - Number of program-related non-medical 911 calls.

G. Good Neighbor Agreement Governance

Meeting procedures and membership:

- The CAT shall conduct all votes in accordance with Roberts Rules of Order.
- The CAT will be co-chaired by the ANC 6E Chairperson (or their designee) and a representative from the Executive Office of the Mayor.
- The member composition of the CAT shall be as follows:
    - ANC 6E (2 participants): The ANC 6E Chairperson (or their designee), and another representative selected by ANC 6E.
    - Community Stakeholders (participants): Two resident neighbors of the E Street program and two representatives of local (public or private) institutions, organizations, or businesses.
    - Ward 6 Councilmember (1 participants): The Ward 6 Councilmember (or their designee).
    - Homeless Services Stakeholders (4 participants): 1 representative of the homeless services provider contracted to operate E Street, 1 representative of a homeless services provider who serves the neighborhood surrounding E Street under the District's outreach provider contract, 1 homeless services consumer selected by the

above homeless services provider, and a representative of the Downtown BID.

- DC Executive Government Representatives (4 participants): 1 representative appointed by the Executive Office of the Mayor as co-chair, 1 representative appointed by DHS, a representative from the Ward 6 Mayor's Office of Community Relations (MOCRS); and 1 representative from the Metropolitan Police Department (MPD).

CAT meetings:

CAT meetings will take place on the third Monday of every month from 6:30 – 7:30 p.m., except when rescheduled to avoid conflict with holidays, or by a vote of the CAT. Additional meetings may be added by a vote of the CAT.

These public meetings shall take place online via Microsoft Teams, except as otherwise noted. The link will be provided and updated as needed in the D.C. Register and on the DHS E Street Bridge Housing website.

Amendments to the GNA:

- The GNA shall be reviewed by the CAT as needed or requested.
- Amendments to the GNA may be offered by CAT members at any properly-noticed CAT meeting.

Agency Points of Contact:

DHS POC:
Anthony Newman,
Deputy Administrator, Homeless Services
Family Service Administration-Individuals
64 New York Avenue NE
202-655-8172(cell)
Email: anthony.newman@dc.gov

Miriam's Kitchen POC:
Nicole Hall, Director Bridge Housing
25 E Street NW
Email: nicole.hall@miriamskitchen.org

I. Glossary

(1) Congregate shelter. A type of shelter that provides space for multiple people to sleep in a common area, with limited or no privacy.

(2) Continuum of Care. The comprehensive system of services for individuals and families who are homeless or at risk of homelessness.

(3) Low barrier shelter. An overnight housing accommodation for adults who are homeless for the purpose of providing shelter to individuals without imposition of identification, time limits, or other program requirements. Low-barrier shelters are typically congregate shelters.

(4) Non-congregate program. A temporary housing program that provides private or semi-private units or rooms for individuals or families.

(5) Participant. A person receiving services as part of the E Street Bridge Housing program.

(6) Permanent supportive housing. A program that provides rental assistance and supportive services for an unrestricted period of time, to assist individuals and families who are experiencing chronic homelessness (or who are at risk of experiencing chronic homelessness) to obtain and maintain permanent housing and to live as independently as possible.

(7) Project Reconnect. A program that is individually tailored to support persons experiencing homelessness who desire to connect with friends and family as a way to return to more stable housing.

(8) Rapid Re-Housing. A program that provides housing relocation and stabilization services and time-limited rental assistance to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in permanent housing such that recipients may remain in the housing when assistance ends.