



DC | DEPARTMENT of  
HUMAN SERVICES

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# THE BROOKS

## WARD 3 SHORT-TERM FAMILY HOUSING PART B – Services, Expectations, and Requirements

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Effective as of April 2020

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D.C. Department of Human Services

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Approved by: *Noah Abraham*  
Noah Abraham, Deputy Administrator for Homeless Families, DHS/FSA

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**These are Part B of the Program Rules of The Brooks Ward 3 Short Term Family Housing program  
A “temporary shelter” program, governed by the Homeless Services Reform Act of 2005,  
as amended (D.C. Official Code § 4-751.01 *et seq.*) (HSRA)**

**K. Case Management Requirements**

1. General

- You are responsible for working with your Case Manager and the Housing Navigator to locate and move to affordable, permanent housing within 90 days of arriving at The Brooks.
- You are required to meet twice per week with your assigned Case Manager to work towards your goal of permanent housing, and to work on any barriers that may be hindering your ability to get permanent housing. You will develop a case management plan, known in this program as a Housing Stabilization and Exit Plan (HSEP), with your Case Manager, listing short and long term goals and action steps. You have the right to and are encouraged to participate and provide input into the creation of these goals.
- You must follow your HSEP and must follow up on all referrals made by your Case Manager and other staff. This could include referrals to other housing programs or market rate housing based on your circumstances and the eligibility criteria of the programs that are available.
- During intake, your Case Manager will ask you for information about your family situation and to provide copies of pertinent information such as birth certificates, Social Security numbers, and photo identification (ID) for all family members. If you do not have these documents, your HSEP will include obtaining them within 7 days of intake at The Brooks. Your Case Manager can provide you with referrals to obtain needed documents. The refusal to provide documentation or information needed to demonstrate or verify eligibility or homelessness status may be grounds for denying eligibility for services.
- You and every adult member of your household will meet with your Case Manager two times per week to work on your HSEP goals. It is the responsibility of every adult member of your household to attend these meetings. If you cannot attend the meetings, you must inform your Case Manager in advance.
- If you are a Temporary Assistance for Needy Families (TANF) recipient, you must be actively engaged with your TANF vendor and demonstrate activity in achieving goals identified on your Individual Recovery Plan (IRP). Your Case Manager will work with your TANF vendor to help you achieve your goals.
- When needed, a program exit plan and participation agreement will be created to further assist you with an established plan to obtain housing.
- Failure to meet with your Case Manager or work towards your HSEP goals will result in a Notice of Program Rule Violation. If you receive repeated Notices of Program Rule Violations, you and your family may be transferred or terminated from the program.
- You must be honest and truthful with your Case Manager and provide truthful and accurate information to the best of your knowledge regarding your eligibility status and homelessness status. Knowingly making any false or misleading statements or misrepresentations or providing forged or counterfeit documents regarding your eligibility or homelessness status is a violation of these Program Rules.

2. Financial Planning
  - Financial Planning is a part of case management. You will be required to have a financial or budget plan as part of your HSEP.
  - Your financial or budget plan will include obtaining your credit history and may include attending a financial literacy class.
  - You will be asked to submit documentation of all forms of income, if documentation is not already on file, and to report any income changes. Income is considered to be but is not limited to: employment (full time and part time) income, Supplemental Security Income (SSI), Social Security Disability Income (SSDI), Temporary Assistance for Needy Families (TANF), child support, unemployment benefits, and Supplement Nutrition Assistance Program (SNAP) benefits or food stamps.
  - If you have income, you will be encouraged to contribute to a savings plan as part of your HSEP, to assist with financial planning and stabilization. Your monthly savings amount will be determined by your assessment and your particular circumstances. Having a savings account helps establish a record of your ability to make regularly monthly payments and may help you be eligible for a rental reference based on regular escrow payments. A savings account will also help with moving expenses upon your departure from The Brooks.
  
3. Education, Employment Training, or Employment
  - If your HSEP includes either education (such as General Education Development (GED) classes, literacy development, or parenting skills classes) or employment training (such as nursing training or daycare aide classes), you will be expected to follow up on any recommendations or referrals to appropriate trainings or programs.
  - If you are not currently employed, you may be required to meet with your TANF vendor or another employment agency as part of your HSEP.
  - As part of your HSEP, you may be required to show documentation of employment searches. Exceptions will be made for those individuals who have a disability that does not allow them to participate in these activities.
  - Children under the age of 5 should be enrolled in a daycare or Head Start program so that you can gain employment or obtain training.
  
4. Permanent Housing Search
  - During your time at The Brooks, you must search for housing alternatives to your short-term family housing placement. You will be expected to work on your housing goal every week with your Case Manager and the Housing Navigator.
  - You will be expected to view housing units and provide updates on your progress per your HSEP. The Housing Navigator is available to answer your questions and assist you in the process. It is also your responsibility to independently and actively seek affordable, permanent, and safe housing once moving into The Brooks.
  - Permanent housing may have different meanings for different families. Upon entry to the program, you will discuss with your Case Manager and the Housing Navigator the different types of housing available that may constitute permanent housing. Your permanent housing plan will then help you achieve this goal.
  - If you have been offered safe, permanent housing opportunities and have denied two of these opportunities, you may be subject to termination pursuant to the HSRA. *See* D.C. Official Code § 4-754.36(a)(2)(F), (b).

## **L. Behavioral Requirements**

### **1. Health and Safety Requirements**

- You are required to address any health issues that may impede your ability to live in stable housing and The Brooks. All children's immunizations must be current. Proof of immunizations may be requested by your Case Manager. Your Case Manager will assist in connecting to medical services, if needed.
- Any immediate health needs, including allergies, must be reported to program staff.
- Children should participate in programs that focus on educational assistance, recreation, and social development. When there are concerns about your children's health, behavior, or school performance, your HSEP will include referrals for assessments and appropriate resources.
- The Brooks staff are obligated to report excessive school non-attendance to the Child and Family Services Agency (CFSA).
- Friendship Place and The Brooks are concerned about your safety in the event of an emergency that affects the building. We have regular fire drills that are required by the District of Columbia that must be conducted at different hours (even late at night). These drills may be unannounced. Everyone is required to participate in these drills by leaving the building to a designated site outside.
- It is prohibited to do anything to damage or tamper with the emergency equipment and emergency response system. This includes: removing smoke detectors, exiting through the emergency doors when there is no emergency or drill, prank calls to 911, setting off the fire alarm when there is no emergency, damaging the fire extinguishers or glass storage cabinets, or remaining in your unit when the fire alarm goes off. You must listen to the directions of a staff member when there is an emergency or drill.
- If The Brooks staff has reasonable cause to believe that there may be a fire, gas, or chemical leak in your unit or that there is a situation occurring in your unit that is causing a risk to the safety of you or another person, The Brooks may perform a safety check to ensure that you and your family are safe. This check will be to verify you and your family's safety and will not include a room inspection.
- The use of marijuana, K2, and illegal substance cigarettes of any kind is not allowed anywhere on The Brooks grounds. Tobacco cigarettes and e-cigarettes may be smoked in the designated smoking area only. In accordance with the Good Neighbor Protocol, please refrain from smoking on neighboring private properties.
- Burning incense or lighting candles, matches, or lighters is prohibited anywhere in The Brooks.
- Illegal activity is prohibited on The Brooks grounds and could be grounds for termination, including immediate termination if the illegal activity presents an imminent threat to the health or safety of you or any other person on The Brooks's premises.
- You are responsible for locking your unit. Friendship Place is not responsible for any items that are missing or stolen from your unit.

### **2. Substance Abuse Policy**

- Intoxication is prohibited in The Brooks building and on The Brooks grounds.
- The use of illegal drugs, marijuana, K2, and alcohol on The Brooks grounds is prohibited and could be grounds for termination.

- Selling, purchasing, growing, or distributing any form of illegal drugs, marijuana, K2, or alcohol on The Brooks premises is strictly prohibited and could be grounds for termination.
- Illegal drugs or drug paraphernalia are not allowed in your unit or anywhere on The Brooks premises.
- The Brooks staff reserves the right to enter any unit without prior notice when there is reasonable cause, in the opinion of The Brooks Program Director, to believe that you or a member of your household is in possession of a substance or object that poses an imminent threat to the safety, health, or well-being of you or any other person on The Brooks premises. Such reasonable cause must be documented in your client record.
- If a resident is experiencing issues related to substance use and wishes to make treatment goals a part of their HSEP, or wants help connecting to services, the Case Manager can make a referral for appropriate services to a treatment program or other support group as requested.
- If you enter The Brooks building, or are found in The Brooks, or on The Brooks grounds under the influence of drugs or alcohol, The Brooks staff may report the situation to CFSA.

### 3. General Conduct

- All residents must behave respectfully to other residents, to volunteers and agencies working within The Brooks and to The Brooks staff.
- All residents must refrain from using profanity and vulgar language.
- You are responsible for the actions of your visitors. You are responsible for ensuring that your visitor(s) are informed of The Brooks's Program Rules and comply with them while on the premises.
- All residents and visitors must maintain quiet tones within and around the building. Yelling and screaming are not acceptable.
- In accordance with the Good Neighbor Protocol, loud music, threatening language and behaviors, and weapons are not allowed in or around The Brooks building.
- Verbal or physical altercations and threats are strictly forbidden and may result in the issuance of a Notice of Termination or a Notice of Emergency Termination, as permitted by the HSRA and described in Section C.4 and C.5 of these Program Rules.
- Residents are not permitted to hang out of the windows or climb in or out of the windows.
- Bullying of any kind, including cyberbullying, is prohibited on The Brooks premises. A copy of Friendship Place (FP)'s bullying prevention policy is available for any client upon request, and any incident of bullying should be reported to The Brooks staff.
- Residents or residents' guests are not allowed in other residents' units.
- Residents and residents' guests are only allowed on the first floor and the floor you reside on. Guests are not permitted in your unit. Guests are only permitted to access community spaces.
- Residents are required to return key cards to security when exiting the building, and will get it back from security upon return. This procedure helps staff members know who is in the building in the case of an emergency.
- All resident family members, including children, must sign The Census Log when coming in and out of The Brooks, to ensure safety and family accountability.

- Residents are not permitted to loiter in the outside areas and private properties surrounding The Brooks. This includes anywhere listed within the Good Neighbor Protocol.
  - Residents are also not permitted to loiter in the hallways, stairwells, elevators or other common areas of The Brooks facility.
  - Weapons of any kind are not allowed on The Brooks premises.
4. Other Community Spaces
- The Brooks has community spaces available for residents to use. Residents must leave the community spaces as clean as they were found, or cleaner.
  - Cable television is provided in the community rooms. The remote controls to the TVs must be signed out from Residential Aide staff by an adult.
  - Each family is allowed to use the television for up to an hour at a time. If no other family is waiting to use the television, an additional hour may be approved.
  - Batteries should remain in the remote controls at all times. If a remote control does not work, please report this to staff.
  - When using the community sinks and microwaves, residents must clean the microwave, counter tops, and sink after you use them. Please do not leave dishes soaking in the sink.
  - If a spill occurs that is larger than you can clean on your own, please contact the janitorial staff for access to cleaning supplies or assistance in cleaning.
  - If you notice a maintenance issue in a community space (such as an overflowing trash can), please contact staff immediately.
  - Times that community spaces will be open to residents will be posted outside of each room. All residents must abide by the posted times. Times are subject to change without previous notice.
  - Each family will have an assigned laundry day. When using the laundry facilities, please be considerate of other residents. Clothing must not be in machines after the cycle has finished. Clothes must be removed from the machine within 30 minutes of the cycle ending.
  - The Brooks does not have parking spots designated for resident parking. If you or your family have a vehicle and require parking, it is recommended that you identify parking spots in the neighborhood and/or consider obtaining a residential permit for the area.
  - The deck and playground are open to residents between 7:00 a.m. and 9:00 p.m.
5. The Brooks's Computer Lab
- The Brooks's Computer Lab will be open from 7:00 a.m. – 8:00 p.m., Sunday through Saturday.
  - All residents must sign into the Computer Lab Logbook when entering and exiting the lab.
  - All backpacks and personal items must be left under the computer that is being used.
  - All gum, drinks, and candy are prohibited and must be disposed of before entering the Computer Lab.
  - Residents are responsible for the proper care of the computer that they are using. If something is wrong or if the computer is not working properly, you should report it *immediately* to The Brooks front desk staff.

- **All children must be accompanied by an adult in the Computer Lab. Parents should actively monitor their children's computer use at all times and should not leave children alone in the Computer Lab.**

- Playing games, downloading movies and viewing inappropriate content is prohibited.
- Do not reset background images or use the internet or email inappropriately.
- All computer components are to remain with their assigned station. All cords are to remain plugged in. All buttons and equipment should be handled carefully.
- Do not turn off the computers unless there is a problem and a reboot is necessary.
- For your own safety and privacy, personal passwords and login information should be kept confidential and should not be shared.
- Do not save work on the computer's desktop or hard drive. Save all files and documents on a flash drive. You may also email or upload files to your personal email account. The Brooks cannot guarantee the security of documents or information left on the computer.
- The Brooks cannot guarantee that the computers will be running at all times. On occasion computers may be down awaiting repair, servicing, or maintenance.
- You must leave the Computer Lab in the same condition as when you entered it. You must leave your workspace neat, clean, and tidy.

#### 6. Supervision of Children

- The safety and wellbeing of all family members, especially children, is of the utmost importance to Friendship Place staff. It is expected that all parents ensure that children under the age of 18 are always appropriately supervised while residing at the Brooks.
- Children aged 14 to 17 may stay alone in their unit as long as the parent remains on the premises of The Brooks, and as long as no problems arise. In these situations, the child is not allowed to supervise other, younger children unless approved by the Case Manager.
- Children under 14 are not allowed to stay in the unit alone unless otherwise authorized by the Case Manager.
- Adult residents may watch your children for a maximum of four hours at a time, if pre-approved by The Brooks staff. Both adult residents must sign a Child-Care Authorization form in the presence of The Brooks staff. All children must be in the unit of the resident who is watching them, or the community room. The Brooks staff have the right to deny any child-care arrangement of this kind.
- No children should play in the hallways, stairwells, or elevators.
- If you leave the facility and leave your children unattended, a report may be made to Child and Family Services Agency (CFSA).
- Children must also be supervised while outside of The Brooks building, but still on the premises, including on the playground.
- Remember that all Friendship Place and The Brooks staff members are mandated to report abuse, neglect, and endangerment situations regarding children at The Brooks.

#### 7. Security

- To ensure the safety of all residents, entrances into The Brooks Program building are locked at all times, and monitored by 24-hour security. Residents must ring the doorbell to gain entry into the building. Residents may never allow unauthorized persons onto The Brooks campus or building. If residents see suspicious or unsafe activity anywhere on the campus, they are asked to notify staff immediately. Adult residents are not



permitted to open the door for people who do not live in the Brooks Program building. Children are never permitted to open the door to The Brooks Program building. Residents may not open the door for other residents after curfew.

- Brooks residents and all visitors will be subject to security bag searches and handheld metal detector wand searches to monitor compliance with rules concerning safety of clients and staff, security of agency and individual property. Residents and volunteers will be asked to exit and discard if entering with drugs and alcohol and other prohibited items. Prohibited items confiscated by security personnel will be discarded.

#### 8. Maintenance of Unit

- It is the responsibility of each family to maintain your unit so that it is clean and safe for you and your children. Cleanliness prevents or reduces roaches, rats and mice. An uncluttered unit prevents fires.
- **ONLY** cleaning products and supplies provided by The Brooks should be used when cleaning your unit, so that The Brooks can maintain its environmental certification.
- Trash cans in each unit must be emptied each day in order to prevent infestation issues. Please tie off trash bags and place the trash bag and can outside of the door to your unit each morning. Janitorial staff will pick up trash bags between 8 am- 10 am daily. Otherwise, please tie off trash bags and dispose them in the trash room located on your floor.
- All trash cans **MUST** have trash bags in them. Staff will provide you with a trash bag daily. Your trash cans will have lids, which must remain closed whenever possible.
- Clothes and personal items are to be stored in the dressers provided. Improper storage of clothing and personal items could result in a failed unit inspection.
- All refrigerators must be cleaned at least weekly.
- All food must be kept in sealed, air-tight containers. This is to prevent insects and rodents.
- In order to ensure a safe and hygienic living environment for all, staff will inspect each unit weekly, with prior written notice given to each resident. Upon completion of the inspection, you will receive a written inspection report. A staff member will conduct a follow-up inspection within 24 hours or the next business day for those units which did not pass the inspection. Extremely unclean and unsanitary units may be issued a warning notice. CFSA may be contacted if children are deemed neglected or kept within an unsafe environment due to the condition of the unit.
- Maintaining a clean and safe unit will be included in your HSEP if needed.
- After three failed unit inspection attempts, your Case Manager may initiate a participation agreement that would require unit inspections three times per week.
- Pest control services may be ordered. These are mandatory unit visits that are not optional for residents, and pest control may enter your unit with staff to service the unit. A notice will be given to all residents prior to pest control coming out.
- All repairs must be requested in writing to the program staff.
- Televisions, radios, desk top computers, space heaters, fans, and hot plates are not permitted in your unit at The Brooks.
- Upon exiting, you will participate in a final walk through of the unit with your Case Manager. The unit should be free of trash, food, and any unwanted items.

#### 9. Bathroom Access

- Your unit may have its own bathroom, and you are responsible for keeping the bathroom clean. When you move into The Brooks, you will receive cleaning products and supplies for your unit and bathroom from the Residential Aide. These

are the **ONLY** cleaning supplies approved for use in The Brooks because of the building's environmental certification.

- If you have a plumbing emergency or some other emergency in the bathroom, please contact staff immediately.
  - If The Brooks staff or contract staff notice a leak coming from your unit, they may enter your unit immediately, without your consent if you are not present, to prevent more flooding.
- You and your family may share a bathroom with another family. If your unit has shared bathroom access, you must work out a schedule for bathroom usage with the other family. If you need assistance in setting a schedule, please discuss it with staff.
- You may use other restrooms on your floor in cases of emergencies. Bathrooms are also available for use on the first floor.
- You must leave the bathroom as clean as you found it; all personal items should be taken with you to your room after use of the bathroom. No personal belongings are to be stored in the communal bathrooms
- Young children should be supervised while in the bathroom. Similarly, children must remain under supervision of the head of household, even when the head of household is in the bathroom.
- Nothing should be flushed down toilets except for toilet tissue. Please do not flush excessive toilet tissue, paper towels, diapers, sanitary napkins, wipes, including wipes labeled as "flushable," or anything else down the toilet.

#### **M. Served Meals**

1. The Brooks will provide breakfast and dinner every day during the posted meal times.
2. Meals provided by The Brooks are to be eaten in the dining room only.
3. If you or a family member cannot make a meal time, please discuss alternative arrangements with staff.
4. One meal will be served per family member for breakfast and dinner.
  - If there are extra meals after all residents have received a meal, extra meals can be disbursed on an as-needed basis.
5. Visitors and guests will not be provided meals by The Brooks.
6. Any dietary restrictions must be relayed at intake or within 24 hours of change in diet needs per doctor orders or religious reasons.

#### **N. Pets**

1. Pets or animals are not permitted on The Brooks premises.
2. Exceptions to this rule will be made for service animals in accordance with the program's reasonable modification policy and the Americans with Disabilities Act (ADA) and for emotional support animals, according to federal fair housing law.
  - If you have a service or support animal, you are responsible for complying with leash laws and ensuring pet waste inside and outside of the building is disposed of immediately, and properly.
  - The animal must be with you and under your control at all times. They may not be left in the unit unattended.
  - You must feed, clean, clean up after, and take the animal out.
  - Service animals are not permitted to be bathed in the bathroom at The Brooks.
  - If the animal is showing behavior that is threatening towards the handler or others, the animal will be required to leave.

#### **O. Progressive Discipline Policy**

- In the event that you are noncompliant with these Program Rules, your HSEP, or the HSRA, The Brooks's Progressive Discipline Policy may be implemented to ensure that you have the opportunity to address any issues and work towards effective successful program engagement.
- Verbal Warning:
  - a. A verbal warning is issued on the first offense. You will receive guidance how to comply with the Program Rules or correct the behavior or issue.
  - b. All staff at The Brooks may issue verbal warnings.
  - c. Once a verbal warning is issued, your Case Manager will document the warning and will place it in your client file and in the facility logbook.
  - d. Your Case Manager will check in with you within the next 24 hours to determine if you have followed the guidance accompanying the verbal warning and if you have any issues or questions about either the warning or the guidance.
  - e. You may receive two verbal warnings before alternative sanctions are implemented.
- Alternative Sanctions
  - a. If you remain non-compliant, continue to violate Program Rules, and receive two verbal warnings, you may receive Alternative Sanctions.
  - b. Alternative sanctions may include the loss of special privileges and the imposition of additional responsibilities, including but not limited to:
    1. Reduced visitation hours;
    2. Reduced curfew hours;
    3. Additional case management meetings or counseling sessions;
    4. Additional training classes;
    5. Additional parenting classes;
    6. Additional job search requirements;
    7. Denial of overnight passes;
    8. Denial of permission to attend special events; or
    9. Another privilege suspended at the discretion of staff.
  - c. Any Alternative Sanction will be issued in writing and will be clearly identified.
  - d. Your Alternative Sanction will have target end dates, defined limits and expectations, designated staff to address issues, desired behavior change, and clear consequences if you receive five (5) Program Rule Violation Notices or continue to be non-compliant.
  - e. Any Alternative Sanction will be addressed by the Program Director with the Case Manager present for client support.
- Written Warning Notice:
  - a. If the verbal warning and Alternative Sanctions are not effective, you will receive a written Warning Notice.
  - b. The written Warning Notice will clearly define the infraction, the history of non-compliance, the desired behavior changes to remedy the problems, and the possibility of program termination.
  - c. You will have a meeting with your Case Manager and the Program Director to review the Warning Notice and to address any questions, concerns, responses, or any issues that you feel need to be addressed.
  - d. Your Case Manager will review the Program Rules with you, to remind you of your responsibilities at The Brooks.
  - e. You will receive a copy of the Warning Notice, and a copy will be placed in your client file.

- Internal Mediation Process:
  - a. After two Verbal Warnings, Alternative Sanctions, and a Written Warning Notice you have the right to request an Internal Mediation.
  - b. The Internal Mediation will be a meeting with the Program Director, your Case Manager, and any involved parties.
  - c. If the Internal Mediation is not successful, you may be subject to termination. All stipulations will remain in place.
  - d. If the Internal Mediation process is successful, you will remain in the Short-Term Family Housing program.
  - e. If you continue to violate the Program Rules, you may be subject to termination.
- Program Termination:
  - a. The Brooks intends to exhaust each and every step of this Progressive Discipline Policy to provide you with every opportunity to correct any Program Rule violations.
  - b. If you receive two Verbal Warnings, Alternative Sanctions, and a written Warning Notice, you may be terminated from the Short-Term Family Housing program.
  - c. You will receive a Notice of Termination from the Program Director, as described in Section C.4.
  - d. You have the right to appeal any decision to terminate you from The Brooks, as provided in the HSRA. (*See* Section D of Part A of these Program Rules.)
- If you have any questions about these sanctions, please contact your Case Manager or the Program Director.

**P. Grievance Policy and Procedures**

1. If you have a concern or complaint about Friendship Place or The Brooks staff or the quality of services provided, you are encouraged to attempt to work out the problem directly with the staff person involved.
2. If you do not feel comfortable going to a FP or The Brooks staff, you can call the Friendship Place grievance hotline at (202) 414-7718. You will receive a call back within 24 hours or the next business day.
3. If the outcome of this discussion is not satisfactory, you may begin the grievance procedure. The steps for initiating a grievance are:
  - Submit your concern or complaint in writing to The Brooks Program Director, who has five (5) business days to investigate and to meet with you to discuss the situation. At the conclusion of this meeting, the Program Director will review any recommended steps with you. You will also receive the recommendation(s) in writing. You will be asked to indicate, in writing, whether or not you agree with the recommendation(s).
  - If you disagree with the recommendation(s), or you do not feel comfortable meeting with the Program Director, you may direct your grievance to Friendship Place's President/CEO, who has seven (7) business days to investigate and to meet with you. Friendship Place's Associate President/CEO can be reached at:

**Friendship Place  
3655 Calvert St NW  
Washington, DC 20017  
Phone: 202-503-2961**

4. Friendship Place's President/CEO will make a recommendation. You will be asked to indicate, in writing, whether or not you agree with her or his recommendation. This is the end of the internal grievance process.
5. If you disagree with the recommendation of the Friendship Place President/CEO, or if you do not feel comfortable meeting with any Friendship Place staff about the grievance, you have a right to file a written complaint with:  

**Jenna Cevalco, DHS Short Term Family Housing Program Administrator**  
**64 New York Avenue N.E., Washington, DC 20002**  
**[jenna.cevasco@dc.gov](mailto:jenna.cevasco@dc.gov)**
6. If you feel that The Brooks or Friendship Place is violating your rights or not fulfilling its responsibilities, you may also request a Fair Hearing in accordance with the procedures outlined in Section D of these Program Rules.

7. At any time you may request an Administrative Review or Fair Hearing, as permitted by the HSRA. (See Section D of these Program Rules for how to request a Fair Hearing or Administrative Review.)

**Q. Signed Acknowledgment**

I acknowledge that I have received, understand, and accept the Program Rules of the program. I further understand that I must enforce these rules with my entire family.

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Resident's Signature and Printed Name

Date

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Staff Member's Signature and Printed Name

Date

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Staff Member's Title