



THE COMMUNITY PARTNERSHIP FOR THE PREVENTION OF HOMELESSNESS

QUARTERLY ALL PROVIDER MEETING

MEETING AGENDA

- Contract Modifications
- SmartSheet Data Submission
- Client Satisfaction Surveys
- Training Updates
- Invoicing Reminder
- HUD Data Clean-Up

CONTRACT MODIFICATIONS

- Contract modifications will be issued to all management and sole source contracts to address some important changes
- Programs serving meals will now be required to submit a meal satisfaction survey, done quarterly, in addition to the standard client satisfaction survey, required biannually.
- Modifications address background check requirement changes:
 - FBI, MPD, Jurisdiction of residency for 5 years prior to employment, CFSA, Sex Offender registry, TB screening, Toxicology screening
 - All are to be completed annually
- This information must be uploaded using SmartSheets
 - The TCP Form 905 is still required
 - There is an updated TCP TB Screening form that is to be used for all staff going forward
 - The TB Screening form required will be uploaded to the TCP website.

SMARTSHEET EMPLOYEE CLEARANCE INFORMATION UPLOAD

- A link will be sent to all Executive Leadership that should be sent to your Human Resource Staff **As Soon As Possible!!**
- A form will need to be completed for each staff person that is charged to the contract.
- Each staff person that you complete a form for must have ALL supporting documents uploaded as an attachment to the form that you complete.
 - The upload of ALL clearance information should be submitted as ONE attachment in the order in which the information is listed on the electronic form.
- You will only be able to complete the form one time per staff person.

SMARTSHEET EMPLOYEE CLEARANCE INFORMATION UPLOAD

- Instructions on how to complete the data upload will be sent in the communication from TCP.
- The schedule for data upload is as follows:
 - May 1 – Low Barrier, Emergency and Temporary (Singles) Shelters (May 13 data upload deadline)
 - May 15 – Transitional (Singles and Families) and Temporary (Families) Shelters (May 21 data upload deadline)
 - May 22 – FRSP (May 31 data upload deadline)
 - June 3 – Sole Source providers and Specialty (Meals, Security, Janitorial) Providers (June 7 data upload deadline)

CLIENT SATISFACTION SURVEYS

- Client satisfaction surveys are due on or before June 11, 2019.
- The link for SurveyMonkey submission will be shared with providers Monday, May 13, 2019.
- The link for upload to SurveyMonkey will close June 11, 2019 at 11:59 pm EST.
- TCP is introducing a new food survey for providers who serve meals (as mentioned in contract modifications)
 - These surveys will be required quarterly by providers serving meals only.
 - First submission will be July 31.
 - The survey will be sent to you in the coming weeks.

TRAINING UPDATES

- May Training Calendar released on April 26, 2019
- Mental Health First Aid Certification Training
 - Mental Health First Aid certification teaches participants a five-step action plan, ALGEE, to support someone developing signs and symptoms of a mental illness or in an emotional crisis.
 - Certification course is included on the Substance Abuse and Mental Health Services Administration's National Registry of Evidence-based Programs and Practices (NREPP).
 - **All trainees receive a program manual to compliment the course material and will receive a certificate issued by Mental Health First Aid USA.**

TRAINING UPDATES

- **Trauma Informed Care Training**
 - Monthly
 - DCCADV
 - **Trainings by subgroups**
 - Front Line & Clinical Staff (e.g., case managers and program assistants)
 - Administrative Staff (e.g., security and janitorial staff)
- **Domestic Violence Training**
 - Quarterly
 - DCCADV
 - Trauma Informed Care is a Prerequisite

TRAINING UPDATES

- Canceling a Training Registration
 - Step 1 -Login to the Eventbrite account used to register staff for the training
 - Step 2-In the upper right-hand corner you will see your account Aviator, click on the arrow next to the Aviator and a drop-down menu will appear
 - Step 3-Select the , "Tickets," tab, which will bring up a list of all the events you are registered for
 - Step 4-Click on the applicable event you want to cancel and hit the, "Cancel Order," tab

TRAINING UPDATES: OFFICE OF THE TENANT ADVOCATE (OTA)

OTA

- Established in 2005, the D.C. Office of the Tenant Advocate (OTA) is an independent District agency charged with providing legal, policy advocacy, emergency housing, and education and outreach services to District renters.
- LEGAL BRANCH
 - Speak with an attorney or case manager
 - Call the hotline (202-719-6560) Monday through Friday, 9 am to 5 pm.
 - Walk-in hours Monday through Thursday, 9 am to 4 pm.
 - For FY 18 we had 7,992 cases.
- LEGISLATIVE BRANCH
 - OTA works with other governmental and non-governmental officials and entities to promote better tenant protection laws and policies in the District.
 - We send a periodic email with legislative updates to stakeholders.

TRAINING UPDATES: OTA

- EMERGENCY HOUSING BRANCH
 - A 14-day stay in a hotel
 - There must be a fire or DCRA closes the unit down, for a tenant to be eligible.
 - Example: Arthur Capper Apartments
- EDUCATION & OUTREACH BRANCH
 - “DC Renters’ Rights 101” is to provide first-time District renters with a brief overview of their rights and responsibilities.
 - Annual Tenant Summit in September
 - Per requests, conduct tenants right presentation in the community.
 - Collaborates with Community Partnership.
 - Please do not hesitate to contact the OTA if you have a tenant who has a dispute with their landlord, or if there are any questions about tenant rights and responsibilities.

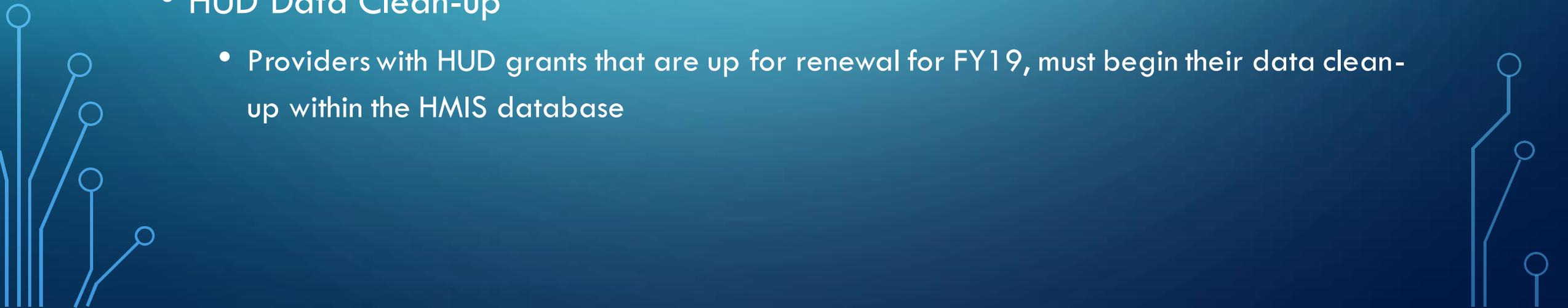


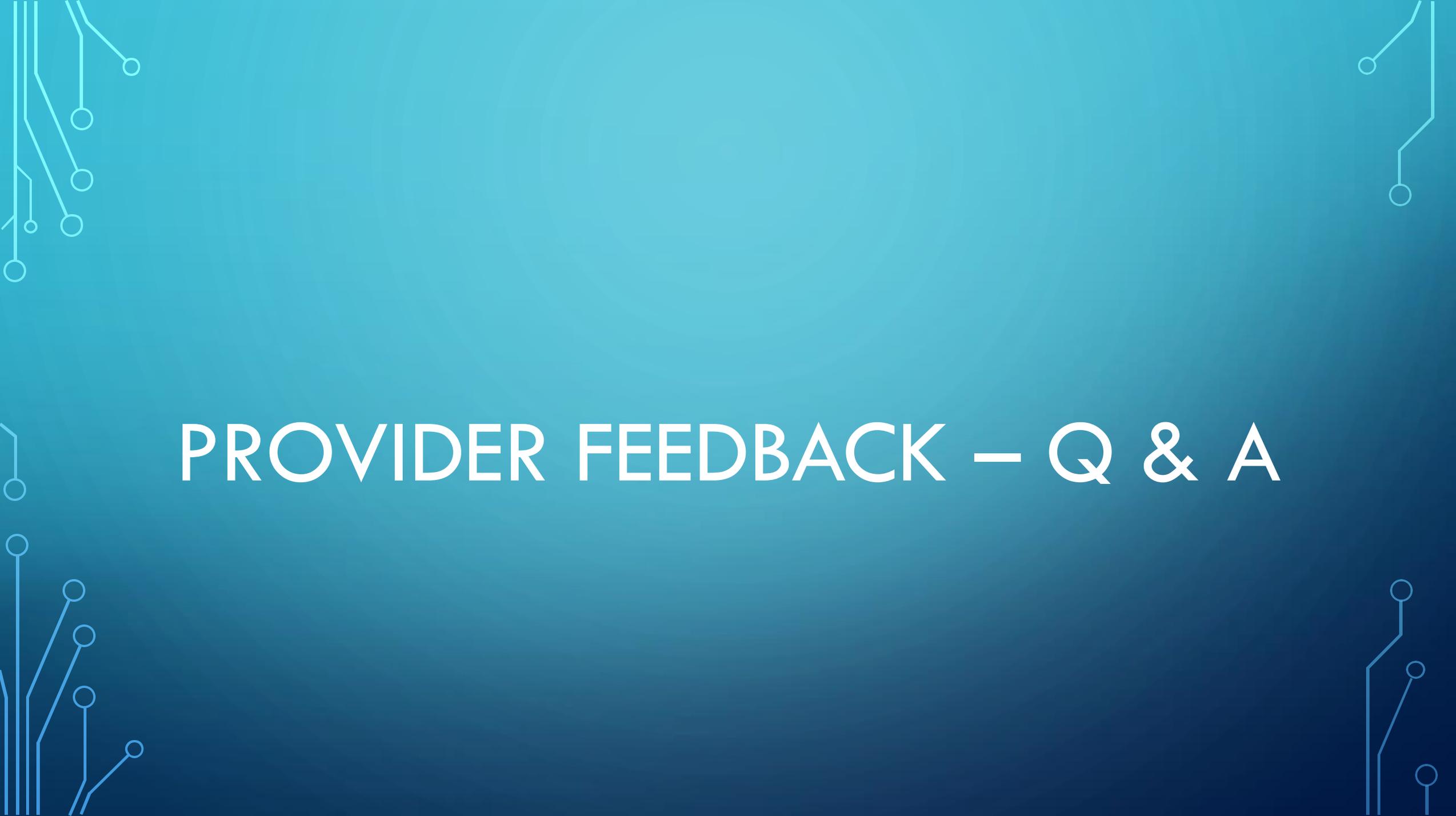
- **INVOICING REMINDER & HUD DATA CLEAN-UP**

- **Invoices**

- Cannot be submitted to TCP's finance department before the issuance of a contract and receipt of all required deliverables.

- **HUD Data Clean-up**

- Providers with HUD grants that are up for renewal for FY19, must begin their data clean-up within the HMIS database
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PROVIDER FEEDBACK – Q & A

CONTACT INFORMATION

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Next Meeting August 2019

Or sooner if necessary to communicate important updates