



The Community Partnership
For the Prevention of Homelessness

Quarterly All Provider Meeting

FEBRUARY 2023

Agenda

- ▶ [Early Stages Presentation](#)
- ▶ DC Central Kitchen Services Presentation
- ▶ Reasonable Accommodation Request Process Update
- ▶ Training Discussion
- ▶ Deliverable Updates + Monthly Deliverables
- ▶ Compliance Updates/Reminders
- ▶ HUD Provider Updates
- ▶ Language Access Reporting Reminders
- ▶ Contracting Reminders

Reasonable Accommodation Updates

- ▶ The reasonable request form has been updated.
- ▶ Important highlights of the new form include
 - ▶ It is a 4 page document with an intentionally blank page
 - ▶ Form now includes meal related questions for programs that serve meals looking for a dietary accommodation
 - ▶ If your program does not serve meals, still answer the questions but answer no.
 - ▶ Form now asks about requests for religious exemptions.
- ▶ Submission...
 - ▶ All requests are to be forwarded to TCP through the smartsheet link that has been provided.
 - ▶ THIS INCLUDES THE REQUESTS THAT YOU WERE ABLE TO APPROVE WITHOUT THE CONSIDERATION OF TCP AND THOSE THAT NEED TCP'S REVIEW AND APPROVAL.

Reasonable Accommodation Updates

- ▶ We need all reasonable accommodation request information for all requests that have been submitted to your agency from 10/1/2022 to present.
 - ▶ Please have this information updated in the smartsheet by 3/31/2022
- ▶ Updated forms and the link to the smartsheet will be sent to providers following the meeting.

Training

- ▶ Training Transcript
 - ▶ General – Refer back to contract
 - ▶ Keep Training Certificates
- ▶ Updated Resources
 - ▶ Website
 - ▶ FAQ Sheet
 - ▶ Partner List
- ▶ Concerns
- ▶ Training Seats Available

Training Attendance February 2022 - January 2023



Deliverable Updates

- ▶ FY 22 Management contracts ended on 1.31.23
 - ▶ All management contracts have received extensions through 3.31.23
 - ▶ Finance deliverables are required to reflect the contract amount included in the extension
 - ▶ If you have not submitted your contract's finance deliverables, please do so immediately to prevent delays in payment
 - ▶ If you have not received a contract extension, please reach out to Apryll Green (agreen@community-partnership.org)
- ▶ FY 23 Sole Source contracts have been issued
 - ▶ Deliverable submission via Content Snare
 - ▶ Employee Background Clearances submission via Smartsheet form
 - ▶ Government photo ID, TB Screening, Drug/Alcohol Screening, DCMP check, FBI check, Child and Family Services (if your program serves youth) check, National Sex Offender Registry check, COVID Vaccination proof (if required by your organization)
 - ▶ TB Screening, Drug/Alcohol Screening, DCMP background check, FBI background check, CFSA check, and NSO check are to be conducted **annually**, per FY 23 contracts.
 - ▶ Update clearances utilizing the Smartsheet update forms that are sent to your organizations' point-of-contact
 - ▶ Can be requested from Jenna Kearney (jkearney@community-partnership.org)
 - ▶ If you have not submitted your organization's plan for ensuring client safety:
 - ▶ This is required if your staff members' employee background clearances are on temporary exemption due to backlog of appointments
 - ▶ Organization letterhead
 - ▶ Email directly to Jenna Kearney (jkearney@community-partnership.org)

Deliverable Updates: New Deliverables & TCP Deliverable Submission + Payment Clearance Receipt

- ▶ Scattered Site Programs:
 - ▶ Updated Client Roster
 - ▶ Housing Quality Standard (HQS) Inspections
 - ▶ Required for the units of each client listed on the Updated Client Roster
 - ▶ Inspections must be completed by a certified HQS inspector
 - ▶ If you need assistance with identifying a certified HQS Inspector, please reach out to Ashley Burrell, aburrell@community-partnership.org
- ▶ TCP Deliverable Submission + Payment Clearance Receipt Form
 - ▶ Your deliverable point-of-contact will receive this form once all contract deliverables have been submitted and reviewed
 - ▶ Lists deliverables, including Employee Background Clearances, that need amended resubmission
 - ▶ Please utilize Content Snare to view comments on the deliverables that were not accepted
 - ▶ Your deliverable point-of-contact will receive this form stating your contract's eligibility for payment once all resubmissions are accepted by TCP

Monthly Deliverables: Shift Supervisor Reports (SSR)

- ▶ Required for all site-based programs
- ▶ To be completed and submitted by the last day of each month for the preceding month
 - ▶ Eg. The February 2023 SSR is due by 5pm on February 28, 2023
- ▶ Late submissions are not acceptable
 - ▶ Failure to submit by the deadline will result in the issuance of a Deficiency Notice and the withholding of contract payment until satisfied/corrected
- ▶ Reminders are sent to Program Managers and Executive Directors each month
 - ▶ Please make sure your Program Information Sheet 904 is updated so the correct points-of-contact receive notification
- ▶ The SSR Form is to be submitted utilizing the SSR Submission Form
 - ▶ Both, the SSR Form, and the link to the SSR Submission form can be found on TCP's website

SSR Reminders + FAQ

- ▶ Please complete the SSR Form in its entirety
 - ▶ ProviderName = Organization name
 - ▶ If you are unsure of your program's contract number, please reach out to Jenna Kearney
 - ▶ The contract number is not a phone number
 - ▶ Requires 2 staff members – preparer and approver
- ▶ "Shift Supervisor" can be any lead staff person assigned to a shift, regardless of job title
- ▶ Please do not email SSR Forms to TCP staff members unless requested by TCP staff

Monthly Deliverables Continued: Fire Drill Logs

- ▶ Site Based Programs only
- ▶ Reinstated effective 11/1/2022
- ▶ Must be submitted by 12 noon on the 10th of every month for the preceding month (i.e. the Fire Drill Log for the month of February 2023 will be due by 12 noon on 3/10/2023). If the 10th happens to fall on a weekend or holiday, your Fire Drill Log should be submitted the following business day, no exceptions.
- ▶ Fire Drill Log Report: [Monthly Fire Drill Log Report \(smartsheet.com\)](https://smartsheet.com)



HUD/Community Grant Updates

- FY 2022 Grants Notice Update
- Spending Trends
- Program Monitoring
- HQS Inspection Reporting

Contact Info:

Marsheika Gee Mgee@community-partnership.org



Compliance Reminders: Client Terminations

- ▶ All emergency terminations for programs funded by the Department of Human Services (DHS) must be submitted to DHS for approval (no exceptions). Emergency termination requests must be submitted to DHS within **24 hours** of the occurrence of the incident. No exceptions!!!
- ▶ The DHS Compliance Finding Document indicating the decision to uphold or overturn the termination must be provided to TCP within 24 hours of receipt.
- ▶ Should the emergency termination be denied by DHS, the provider must demonstrate to TCP that the client has been reinstated in the program by providing the Compliance finding Document with sections 6 & 7 completed.

Compliance Reminders: Client Terminations cont.

- ▶ Non-emergency terminations do not require approval from the DHS. (15-day terminations)
- ▶ Please make sure that you are utilizing the correct non-emergency termination form for your program's funding source (Non-emergency Termination Notices for DHS funded programs vs. Non-Emergency Termination Notices for non-DHS funded programs). If the incorrect termination notice is utilized for your program's funding source, the termination notice **will be invalid.**
- ▶ The effective date for non-emergency terminations **must be at least** 15 calendar days from the date in which the notice was issued. (Example: if the notice is issued to a client on 10/8/2022, the effective date for the termination must be at least 10/23/2022.)
- ▶ The notice must be signed by the client. If the client refuses to sign the notice, this must be indicated on the notice form.

Compliance Reminders: Client Terminations cont.

- ▶ If your program is HUD Funded and does not receive any District Dollars, emergency sanctions must be sent to TCP with all supporting documentation.
- ▶ TCP will take the same steps as the DHS...
 - ▶ Review information submitted.
 - ▶ Provide a response within 24 hours.
 - ▶ If the sanction is denied/overtured, your program will need to demonstrate they have reinstated the client.
- ▶ Non-emergency actions do not need to be approved.

Compliance Updates:

UIR Submissions and Tracker Updates

- ▶ All UIRs should be submitted via TCP's UIR Smartsheet Tracker:
 - ▶ [Unusual Incident Report Submission to TCP \(smartsheet.com\)](https://smartsheet.com)
 - ▶ When Submitting UIRs, please include Safety Plans or Follow Up Plans that indicate how you are working to address the incident
 - ▶ Please ensure you are submitting the completed documentation, we notice there has been an increase in submissions of incomplete forms and submissions of OPRMI confirmation pages
- ▶ Any documentation that is associated with a UIR should be uploaded as an additional attachment with the DHS UIR Report Form in the TCP UIR Tracker.
 - ▶ (Examples: Termination Notices, Violation Letters, Barring Notices, DHS Compliance Finding Documents, Refusal of Medical Attention Forms..etc)

Compliance Updates:

UIR Tracker Updates

- ▶ **TCP's Emergency Incident Report Hotline:**

- ▶ (877) 341-3702 (New Number as of 1/31/23)
- ▶ All emergency incidents should be submitted via TCP's Emergency Incident Report Hotline within 2 hours from the occurrence of the incident as well as
- ▶ A completed DHS UIR Form should be submitted to TCP Smartsheet Tracker once the call placed is finished

- ▶ **Fatality Reports**

- ▶ A completed DHS UIR Form should be submitted to TCP Smartsheet Tracker
- ▶ As of 1/11/23, TCP has an updated Fatality Report Form on our website and all fatalities reported should use this form moving forward. Please be sure to complete the new form and submit it to TCP via TCP's Fatality Report Tracker (Smartsheets). Fatality Reports should not be submitted to TCP via email.
 - ▶ [FatalityReport \(smartsheet.com\)](#)

- ▶ **Barring Notice Tracker**

- ▶ A completed DHS UIR Form should be submitted to TCP Smartsheet Tracker
- ▶ Once a barring request form is completed and submitted to Kimberly Baxter at DHS, please be sure submit it to TCP's Barring Notice Tracker. All Barring Notices should be submitted via TCP's Barring Notice Request Tracker (Smartsheets).
 - ▶ [TCP Provider Barring Notice Request Tracker \(smartsheet.com\)](#)

Compliance Updates: Site Visits!!

- ▶ As of 1/1/2023, TCP has resumed in-person site visits in which TCP staff will visit facilities to observe the day-to-day operations, tour the facilities and have client/employee interviews
- ▶ Prior to the visit, TCP staff will send "The Site Visit Announcement Notice" up to 48 hours in advance to inform programs in advance of the scheduled visit.
- ▶ The site visit notice includes in detail what TCP will be observing/reviewing during the site visit.
- ▶ Once the Notice is received, program staff must sign and date this Announcement Notice. Once sign and dated, they must email it back to TCP with a Points of Contact list that includes telephone number and email address as well as an Updated Client Roster (for case management contracts).

Language Access Compliance Reminders

- ▶ Annual Bilingual Staff Log vs. The Monthly Bilingual Staff Interaction Log
- ▶ Monthly Bilingual Staff Interaction Log: [Monthly Bilingual Staff Interaction Log \(smartsheet.com\)](https://smartsheet.com)
 1. Due the First Friday of every month for the preceding month
 2. Must be completed even if there were no interpretation services provided to LEP or NEP clients during the month

Contracting Reminders

- ▶ Please note that once your contract is issued you will have **five business days** to sign and return the contract back to TCP.
- ▶ During this time frame your contract should be read **thoroughly and in it's entirety**. To make things easier for TCP and the provider all questions and concerns regarding the contract should be expressed during this time frame, as well.
- ▶ Modifications **will and can** be made after execution but to work more efficiently we would like to address as many concerns as possible **during the five day time frame**.
- ▶ Lastly, please make sure Jose Lucio, Candyce Coates, and Apryll Green are CC'd in **all correspondence** regarding budget issues.

TCP Contracting and Procurement Team Transitions

▶ See you later...

▶ Tiffany Eley,
Contract Support
Specialist

▶ Welcome to the TCP
Family...

▶ Cassidy Dykstra,
Training Coordinator

Contact Information

Jose Lucio, Chief of Contracting and Procurement

- Jlucio@community-partnership.org

Candyce J. Coates, Deputy Chief of Contracting and Procurement

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Ashley Burrell, Senior Compliance Specialist

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