

**DISTRICT OF COLUMBIA HOUSING AUTHORITY
BOARD OF COMMISSIONERS**

FINAL

**DRAFT Meeting Minutes
Committee on Resident Services
Executive Director's Conference Room
Thursday, June 30, 2016**

Commissioner Aquarius Vann-Ghasri, Chairman
Commissioner Kenneth Council
Commissioner Shelore Fisher
Commissioner Frank Lancaster
Commissioner Bill Slover

**COMMITTEE
COMMISSIONER
MEMBERS
PRESENT**

None

**COMMITTEE
COMMISSIONER
MEMBER ABSENT**

Commissioner Clarence Mobley

**OTHER
COMMISSIONERS
PRESENT**

Chairman Vann Ghasri called the meeting to order on Thursday, June 30, 2016 at approximately 12:02 pm. Commissioner Vann-Ghasri opened by reading the statement of the purpose and the history of the Committee on Resident Services.

OPENING REMARKS

The draft minutes from the Thursday, May 26, 2016 meeting were reviewed and accepted.

**MEETING MINUTES:
MAY 26, 2016**

The Office of Resident Services (ORS) provided the Committee with an overview of the protocols for securing service providers for DCHA. This presentation included the overall mission of ORS as well as details regarding the types of service providers that are both on site and off site and the process in which they are secured. There are 32 current service providers working with DCHA residents. The role of the ORS Community Navigators was discussed and how the needs of the residents are determined. All service providers are pre-screened, must submit a proposal and all must have a license agreement with DCHA. ORS will initiate a Request For Proposal (RFP) process this fiscal year. There was discussion regarding seniors living on family properties and having their needs addressed. There was discussion regarding the Resident Councils' input on service providers at their respective properties. There was discussion regarding monitoring and reporting required to ensure service providers are meeting expectations and reaching desired goals. There was discussion regarding managing the RFP process and what the current process is now. It was recommended that a baseline of services regarding providers is prepared by ORS.

BRIEFINGS:

**SERVICE PROVIDER
ENGAGEMENT
PROCESS**

The Office of the General Counsel (OGC) provided the Committee with a copy of the Non-Dwelling License Agreement for Service Providers and explained that the goal is to set in place standards of expectations with the service providers. An explanation of key terms in the license agreement was provided to the Committee as

**LICENSE
AGREEMENT**

reference. It was stated that OGC is open to any suggestions from the Committee on simplifying language in the license agreement. There was additional discussion regarding insurance for the laundry service license agreements. It was recommended that insurance not be negotiable and that OGC contact the laundry vendor regarding insurance and report at the next Committee on Resident Services meeting. It was also recommended that there is clarity on how Resident Councils can spend funds.

None

The meeting was adjourned at approximately 1:45 pm.

OVERVIEW

COMMISSIONERS' ISSUES

ANNOUNCEMENTS AND ADJOURNMENT