WARD 7 RESILIENCE HUB PROPOSAL
JUNE 2020
A PRODUCT OF THE RESILIENCE HUB COMMUNITY COMMITTEE
CONTENTS

Background ................................................................. 1
  • What is a resilience hub?
  • The Resilience Hub Community Committee (RHCC)
  • Five resilience functions of a hub
  • Resilience hubs: from basic to ideal

Ward 7 Hubs ................................................................. 5
  • RHCC Vision
  • Guiding principles for Ward 7 hubs
  • Five resilience functions in Ward 7

RHCC Identified Needs .................................................. 9
  • Ward 7 stressors
  • How a resilience hub can address stressors
  • Services - Essential & Important

Site Evaluation ............................................................. 16
  • Asset Mapping
  • Site Evaluation Results
  • Site Option 1: Faunteroy Community Enrichment Center
    ◦ About FCEC
    ◦ Why is this site a good hub
    ◦ Challenges & potential solutions
    ◦ Potential partners
  • Site Option 2: Parkside Neighborhood
    ◦ About Parkside
    ◦ Why does Parkside need a hub
    ◦ Potential partners
    ◦ Services
    ◦ Proposed hub & spoke model
  • Site Option 3: Marshall Heights Community Development Organization
    ◦ About MHCDO
    ◦ Why would MHCDO be a good location
    ◦ Challenges & solutions
    ◦ MHCDO partners
BACKGROUND
Resilience Hubs are community-serving facilities augmented to support residents, coordinate communication, distribute resources, and reduce carbon pollution while enhancing quality of life. Hubs can meet a myriad of physical and social goals by utilizing a trusted physical space such as a community center, recreation facility, or multi-family housing building as well as the surrounding infrastructure such as a vacant lot, community park, or local business. They provide an opportunity to effectively work at the nexus of community resilience, emergency management, climate change mitigation, and social equity while also providing opportunities for communities to become more self-determining, socially connected, and successful before, during, and after disruptions. Resilience Hubs serve communities in three operating conditions: Normal/steady (>99% of the time), Disruption, and Recovery.

WHAT IS A RESILIENCE HUB?

Resilience Hubs are community-serving facilities augmented to support residents, coordinate communication, distribute resources, and reduce carbon pollution while enhancing quality of life. Hubs can meet a myriad of physical and social goals by utilizing a trusted physical space such as a community center, recreation facility, or multi-family housing building as well as the surrounding infrastructure such as a vacant lot, community park, or local business. They provide an opportunity to effectively work at the nexus of community resilience, emergency management, climate change mitigation, and social equity while also providing opportunities for communities to become more self-determining, socially connected, and successful before, during, and after disruptions. Resilience Hubs serve communities in three operating conditions: Normal/steady (>99% of the time), Disruption, and Recovery.

THE RHCC

The Resilience Hub Community Committee (RHCC) is a group of 16 Ward 7 residents that gathered monthly during 2019 and 2020 to provide input on the plans for a pilot Ward 7 Resilience Hub.

The RHCC weighed in on:
- Key criteria for designing resilience hubs
- Services offered at hubs
- Potential sites
- Community partners & community assets that could support the hub
- Funding/financing
FIVE RESILIENCE FUNCTIONS OF A HUB - GENERAL

PROGRAMMING
- **Steady**: Programming to promote community preparedness, resident well-being, and trust-building. Open to general public.
- **Disruption**: Programming transitions to meet community needs including refrigeration, charging, information, communications, etc. Open to general public.
- **Recovery**: Programming transitions to support long-term recovery. Open to the general public.

OPERATIONS
- **Steady**: Personnel/supplies on site to support programming.
- **Disruption**: Enhanced personnel, augmented by volunteers and supplies to respond to demand. Emergency supplies needed.
- **Recovery**: Insure redundancy in the supply chain, communications, and staff to prepare for a second wave of disruption or support a return to steady state.

STRUCTURE
- **Steady**: Includes necessary spaces to meet programming goals.
- **Disruption**: Built/enhanced to withstand extreme weather and accommodate extra demand.
- **Recovery**: Includes necessary spaces to meet new recovery programming and planning, in addition to steady state activities.

COMMUNICATIONS
- **Steady**: Builds trust by developing ongoing communications.
- **Disruption**: Facilitates emergency communications through trusted community channels; Partners with government to ensure consistent messaging.
- **Recovery**: Facilitates community planning and communication about recovery.

POWER
- **Steady**: Receives energy from the grid. Solar and storage can reduce utility costs and support grid operations.
- **Disruption**: Resilience hub can island to provide back-up power. May be supplemented by generator.
- **Recovery**: Returns to energy from the grid as it becomes available.
Base Resilience Hubs are sites that meet the minimum criteria for being a Resilience Hub, including: strong community support and leadership, a site that is well-trusted, a building or set of buildings, resilient energy systems, resilient communications systems, and base programming and services that have been identified by the community. The site will provide community benefit in all three resilience modes (stead, disruption, and recovery).

Optimal Resilience Hubs will not only meet all the minimum criteria set for the Base Hub, but will also incorporate a range of expanded services and resilience-enhancing retrofits. Optimal Hub criteria should be co-developed with the community, and will often include items like water capture and filtration onsite, air filtration, solar with battery backup, and community gardens.

Ideal Resilience Hubs will fulfill ambitious goals that provide community benefits year-round. The criteria for Ideal Hubs should be co-developed with community members and partners and can include ambitious goals such as having greywater reuse onsite, biophilic design standards, net zero energy, or having community solar benefits for the surrounding community.

SOURCE: HTTP://RESILIENCE-HUB.ORG/HUBS-IN-ACTION/
WARD 7 HUBS
RHCC VISION

LONG-TERM GOAL

To provide an accessible, neighborhood center -- buoyed with a network of supportive service providers -- in order to meet diverse community needs during various states: steady-state, disruptions, and recovery.

A pilot is just the beginning

The ultimate goal is to have a resilience hub in walking distance of all Ward 7 residents

STRATEGY

Develop a series of hubs (“peripheral sites”) in Ward 7 so that all residents are within walking distance of a hub. A central hub will serve as the “nerve center” for each peripheral site. The peripheral sites will fulfill a specific community need (e.g., one site as a community gathering space, another for workforce development and business innovation, a third for youth activities, and so forth). The central hub serves as the communication center for the community and community referral site. The central hub also provides planning and quality monitoring of community services, and will stay ready for emergency preparedness.

To achieve a network of hubs, Ward 7 could start with a pilot hub to exemplify the value that these spaces could provide and serve as a proof of concept for future hubs. While it will be impossible to find a single location that serves all needs, the group should prioritize parts of Ward 7 that are most at risk of flooding and have less access to other service providers. The degree of government resources and support that should go into a hub is up for debate. Some members advocate for complete community ownership and management, while others are more open to a partnership.
GUIDING PRINCIPLES FOR WARD 7 RESILIENCE HUBS

- **Be strategically located** in Far Northeast Ward 7 in physical spaces that are: trusted and recognized by the community they serve; resilient to flooding and other physical hazards; and welcoming and accessible, addressing physical and perceived barriers that limit connectivity and the likelihood that residents will utilize them.

- **Offer resources** during a disaster – including power, information, and essential provisions – and provide natural gathering places to meet community needs during non-emergency situations.

- **Uplift the community** by leveraging sustainable funding to hire and train local residents, building on existing community resources, and partnering with established leaders.
PROGRAMMING

- **Steady:**
  - Host workforce development programs & summer youth programs.
  - Provide space for pop-ups and community markets.
  - Host resident services that will activate the space, such as a tool library, community garden, etc.
  - Provide emergency and resilience information that can help people prepare for climate change and disaster events.

- **Disruption:**
  - Offer medical services and supplies, such as refilling medical prescriptions.
  - Provide internet access and electrical power.
  - Consider the needs of families and multi-generational households by providing services and activities for a wide range of ages.

- **Recovery:**
  - Provide grief counseling and other mental health services.
  - Provide assistance for caregivers who served on the front lines.
  - Support temporary relocation services.
  - Provide grants and other financial supports.
  - Assist in any insurance and building reconstruction.

COMMUNICATIONS

- **Steady:**
  - Provide community meeting spaces & internet access to improve Ward 7 connectivity.

- **Disruption:**
  - Notify people when emergency services are available through existing alert systems, social media, newsletters, and other strategies.
  - Offer essential information to Ward 7 residents to ensure safety.
  - Serve as a communication center to help people locate family members.

- **Recovery**
  - Support long-term planning for recovery. Communicate about available recovery resources.

POWER

- **Steady:** Receive energy from the grid. Solar and storage can reduce utility costs and support grid operations.
- **Disruption:** Resilience hub can island to provide back-up power. May be supplemented by generator.
- **Recovery:** Power from the grid as available. Determine if resources were adequate.

OPERATIONS

- **Steady:** Hire and train local residents and partner with existing community resources.
- **Disruption:** Enhance personnel, augmented by volunteers and supplies, to respond to demand. Provide emergency supplies.
- **Recovery:** Transition to steady state while preparing for a second wave of disruption. Restock supplies and resources for another disruption. Assess if community needs were met and identify lessons for future operations.

COMMUNICATIONS

- **Steady:**
  - Provide community meeting spaces & internet access to improve Ward 7 connectivity.

- **Disruption:**
  - Notify people when emergency services are available through existing alert systems, social media, newsletters, and other strategies.
  - Offer essential information to Ward 7 residents to ensure safety.
  - Serve as a communication center to help people locate family members.

- **Recovery**
  - Support long-term planning for recovery. Communicate about available recovery resources.

STRUCTURE

- **Locate hubs in areas where need is greatest, i.e., areas of Far Northeast Ward 7 that are most vulnerable to flooding and heat.**
- **Ensure hubs are easily accessible (to the elderly, disabled, and others with special needs) and are located along public transit lines outside of the floodplain.**
- **Serve all the multiple resident-defined micro-communities within Far Northeast Ward 7, which may necessitate having many small resilience hubs.**
- **Prioritize places without existing community resources.**
RHCC IDENTIFIED NEEDS

- AND HOW A WARD 7 HUB CAN HELP
Ward 7 Stressors

Score based on RHCC survey - November 2019
Resilience hubs cannot fix all stressors faced by the Ward 7 community, but can play a role by ensuring the community is better equipped to handle disruptions and by providing ongoing services that address community needs.

While a wide range of services are important, the RHCC members emphasized the importance of creating a strong communication system, taking into account the common communication challenges following an emergency event.

RHCC members stressed the importance of ensuring that Ward 7 hubs are trusted resources for the community and provide reliable information.

Hubs can prove their value by responding to everyday smaller stressors in the community during steady state. These events will also build capacity to respond to larger events.
The next page lists essential services that should be offered at all sites because they will allow the hub to provide life-safety resources to residents during a disruption. A hub simply cannot be a hub unless it meets these basic standards.

The services listed on the following (blue) page transform a hub from a basic community resource to a valued community institution. While not all sites will be able to offer all of these services, the network should collectively meet these community needs. There are likely additional services that should be added to the list, but these are meant to be a starting point.

For a few of these proposed services, the RHCC provides even more detail on how these could be delivered.
ESSENTIAL SERVICES

WATER & ICE
RESTROOMS
FOOD STORAGE/ESSENTIAL PANTRY
BASIC MEDICAL SUPPLIES
COOLING & HEATING
EMERGENCY MANAGEMENT
COMMUNICATIONS
ACTIVATION
COMMUNICATIONS
MENTAL HEALTH SUPPORT
COMMUNITY BUILDING ACTIVITIES
PROGRAMMING (GARDENING & WORKFORCE DEVELOPMENT)
EMERGENCY PREPAREDNESS TRAINING
IMPORTANT SERVICES

LOGISTICAL SUPPORT FOR FIRST RESPONDERS

DIRECT ECONOMIC ASSISTANCE

MEDICAL SUPPORT

CHILD CARE

ELDER CARE

FOOD STORAGE

WIFI ACCESS

RESOURCES FOR PEOPLE WITH MOBILITY CHALLENGES

ANIMAL & PET CARE SERVICES

MOBILE HUB OPTION (TRAILER)

RESPONSE COORDINATION

NEWS & INFORMATION

LOGISTICAL SUPPORT FOR COMMUNITY MEMBERS

AGRICULTURAL INITIATIVES
## More Details on Key Service:

### Emergency Communications

<table>
<thead>
<tr>
<th>Community Action</th>
<th>Normal</th>
<th>Disruption</th>
<th>Recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resilience hub staff to organize neighborhood captains that would implement outreach plan</td>
<td>Staff implement outreach strategy through volunteer neighborhood captains</td>
<td>Meet with residents to better understand needs. Communicate needs to govt.</td>
<td></td>
</tr>
<tr>
<td>Respond to everyday emergencies in the community</td>
<td>Elevate concerns to DC govt.</td>
<td>Provide case assistance to residents applying for financial assistance</td>
<td></td>
</tr>
<tr>
<td>Training/simulations</td>
<td>Communicate govt. resources to residents</td>
<td>Develop infrastructure to support seniors during crisis (food, medical, etc.)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Govt. Action</th>
<th>Normal</th>
<th>Disruption</th>
<th>Recovery</th>
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</thead>
<tbody>
<tr>
<td>Integrate resilience hubs into DC emergency communication plan</td>
<td>Use AlertDC to notify residents about services at hubs</td>
<td>Regularly brief hub staff on recovery resources and activities</td>
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</tr>
<tr>
<td>Identify and leverage funding opportunities for Resilience Hub</td>
<td>Coordinate reunification efforts &amp; ensure hub staff are briefed</td>
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</tbody>
</table>
SITE EVALUATION & ASSESSMENT
WARD 7 ASSETS

Community space and facilities
- DCPS Schools - Kelly Miller, HD Woodson HS, Neval Thomas ES, Burrville ES, Cesar Chavez PCS, and Educare
- Riverside Healthy Living Center
- DC Dream Center (not close to Watts Branch)
- Multiple churches and other houses of worship
- Faunteroy Center
- Marshall Heights Community Development Organization

Communications
- ANCs; civic and citizen associations;
- Facebook pages: Greater Ward 7, Black Washingtonians, East of the River Magazine
- DCPS

Health Services
- MBI Health Systems & Unity Health

Cool/Warm Places
- Recreation centers
- Libraries

Child care/programming
- Educare
- Faunteroy Center

Elder care/programming
- AARP DC Chapter
- Faunteroy Center

Transportation Services
- Metro Access
- Battle Transportation

Animal Services
- None in Ward 7. Capitol Hill Animal Hospital is directly across the river on Pennsylvania Ave, plus Metro Mutts, Wagtime, and Howl to the Chief in Eastern Market. Anacostia Animal Care is nearby in Ward 8.

Interactive map at: https://drive.google.com/open?id=1yzxwldr8ex3_ez0uw_skh6a7CeD6zS88&usp=sharing
In February, RHCC members weighed in on which organizations could serve as sites or operation partners. The vote tallies are below. Please note that the vote was followed by a discussion, which led to the final working groups.

The Parkside neighborhood is not on the list since it is not a specific site.

<table>
<thead>
<tr>
<th>Site</th>
<th>Operations</th>
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<tbody>
<tr>
<td>1</td>
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<td>3</td>
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<tr>
<td>4</td>
<td>1</td>
</tr>
</tbody>
</table>

- RIVERSIDE CENTER
- CONWAY CENTER (SO OTHERS MAY EAT)
- ZION BAPTIST CHURCH
- FH FAUNTEROY COMMUNITY ENRICHMENT CENTER
- UNITY HEALTH CARE
- MARSHALL HEIGHTS COMM. DEVELOP. ORG.
- DEANWOOD RECREATION CENTER
- MOUNT VERNON UNITED METHODIST
- NANNIE HELEN BURROUGHS SCHOOL
- AMERICAN RED CROSS
- EAST RIVER FAMILY STRENGTHENING COLLABORATIVE
- GEORGE WASHINGTON UNIVERSITY HOSPITAL

**Note:**

- The Parkside neighborhood is not on the list since it is not a specific site.
SITE OPTION #1
THE FH FAUNTEROY COMMUNITY ENRICHMENT CENTER

ABOUT THE CENTER
(FROM THE CENTER'S WEBSITE, AVAILABLE AT HTTPS://FAUNTEROYCENTER.ORG/)

The FH Faunteroy Community Enrichment Center (FCEC) is located in Ward 7’s Deanwood Community at 4800 Nannie Helen Burroughs Avenue in Northeast, DC. Mr. F. Harvey Faunteroy, the visionary and namesake of the center, is a native Washingtonian and an education advocate.

The Center’s primary focus is on Youth Development with a strong emphasis on Health and Wellness on a multi-generational level—they are truly “Rebuilding the Village”. The programs and activities are free of charge and available to the residents of the Deanwood community. FCEC consists of a multi-purpose meeting room, a computer room outfitted with desktop workstations and access to a fully equipped exercise room.

The Center, in partnership with DC Department of Parks and Recreation, also maintains plots at the Lederer Garden located directly across the street from the center. There also is affordable housing units onsite.

WHY IS THIS SITE A GOOD HUB?

- Residents living on site could open the building as needed
- Flexible hours
- Located in area with resilience needs, based on climate risk assessment
- Accessible by transit
- Potential to expand or add services through unleased space
- Offers many services that are already important for a hub including:
  - Youth programming
  - Meeting space
  - Business center
  - Community outreach
- Staff has relationships with key partners and community
- Property owner invested in hub concept
<table>
<thead>
<tr>
<th>CHALLENGES</th>
<th>POTENTIAL SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unleased spaces future is unclear</td>
<td>Identify tenants that are committed to hubs</td>
</tr>
<tr>
<td></td>
<td>Expand capacity of Faunteroy Center</td>
</tr>
<tr>
<td>Located in floodplain</td>
<td>Flood assessment and retrofit</td>
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<tr>
<td></td>
<td>Identify back-up space, potentially the Nannie Helen Burroughs School</td>
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<tr>
<td>No kitchen onsite</td>
<td>Meals ready to eat or prepared food; add kitchenette in unleashed space</td>
</tr>
<tr>
<td>Needs resilient energy system</td>
<td>Solar &amp; storage site assessment and install</td>
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<tr>
<td></td>
<td>Back-up generator</td>
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<tr>
<td>Needs more staff capacity/funding</td>
<td>FEMA grants</td>
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<tr>
<td></td>
<td>Battery as sources of revenue</td>
</tr>
<tr>
<td></td>
<td>Support from District Government</td>
</tr>
<tr>
<td>Needs more robust security</td>
<td>FEMA grants/ government support</td>
</tr>
</tbody>
</table>
POTENTIAL PARTNERS

LEDERER GARDEN

NBI HEALTH SYSTEMS

EAST RIVER FAMILY STRENGTHENING COLLABORATIVE

FAITH-BASED GROUPS

ENTERTAINMENT PARTNERS

WASHINGTON PARKS & PEOPLE

CIVIC LEADERS

DC GOVERNMENT AGENCIES
SITE OPTION #2
PARKSIDE NEIGHBORHOOD

ABOUT PARKSIDE

Parkside is a neighborhood in Northeast DC situated along the banks of the Anacostia River. It has abundant access to green spaces through a network of parks including the Kenilworth Aquatic Gardens. However, it is also at risk of flooding from the Watts Branch Creek and is home to a large number of seniors.

Likely, no single site could offer all resilience hub services, so the pilot hub may need to partner with others to offer some services off-site. Additionally, a hub on one side of the neighborhood may not serve all residents. For example, both the Kenilworth Recreation Center and Unity Health Care Center are new facilities that could serve as a potential resilience hubs. However, since the neighborhood is split in half by the creek, the two centers would serve different groups. The RHCC is considering a number of sites including Unity Health, Mayfair Mansions, the Cesar Chavez school, Educare, the Thomas School, and the Kenilworth Recreation Center.

WHY DOES PARKSIDE NEED A HUB

- Parkside would greatly benefit from a hub since they are geographically cut off from the rest of the Ward and the services offered by community-based organizations
- Parkside has a high number of older residents and people with functional needs
- Parkside is at risk of flooding
POTENTIAL PARTNERS

UNITY HEALTH

CESAR CHAVEZ SCHOOL

KENILWORTH RECREATION CENTER

MAYFAIR MANSIONS

EDUCARE

THOMAS SCHOOL

CIVIC & FAITH LEADERS

DC GOVERNMENT AGENCIES
SERVICES THAT SHOULD BE PRIORITIZED

- Assisting older residents
- Medical supplies and support
- Essential pantry
- Cooling and heating relief
- Restrooms
- WiFi access
- News and information
- Water/ice
- Community building and gathering
- Financial resources/benevolence fund
- Workforce development
- Emergency preparedness training

OTHER IMPORTANT SERVICES

- Food and preparation
- Briefing and meeting space
- Activities and programming - perhaps through Mayfair and Paradise apartment, schools and Educare
- Pharmacy resource
- Childcare
- Activation and communications - perhaps through CERT and MOCRS
- Additional WiFi Access
- Phone charging stations
- Logistical support
- Financial literacy and banking resources - perhaps through Marshall Heights Community Development Organization
- Makers Space/Citizen Science opportunities
- Waste Disposal
- Community garden space
- Tool rental
- Transportation
- Resources for visually impaired
- Animal/pet services
- Trauma support
**PROPOSED HUB & SPOKE MODEL**

**MAIN HUB**
- Temperature control
- Activation & communication
- Basic supplies
- Senior care services
- Power

**SPOKE**
- Tool rental
- Storage
- Medical care
- Pharmacy
- Financial resources
- Childcare & Programming
- Meeting space

**PROS**
- Easier to find a space if it is not expected to meet all needs
- Can allocate resources throughout the neighborhood
- Allows more partner participation

**CONS**
- Resilient power delivery is more difficult/expensive
- Not a one-stop shop and services may feel disconnected or harder to access
SITE OPTION #3
MARSHALL HEIGHTS COMMUNITY DEVELOPMENT ORGANIZATION

ABOUT MHCDO
(FROM THE CENTER’S WEBSITE, AVAILABLE AT HTTPS://MHCDO.ORG)

The mission of Marshall Heights Community Development Organization, Inc. (MHCDO) is to help grow Ward 7 into the District of Columbia’s most welcoming, prospering, liveable community for everyone. To advance our mission, MHCDO operates according to the following core values:

- Support Ward 7 First
- Listen and Respond Proactively and Honestly
- Build Community Agreement
- Provide Leadership
- Act Fiscally Responsible
- Offer the Best
- Be Holistic and Asset Driven
- Create Opportunity
- Value the Past

Marshall Heights Community Development Organization was founded in 1979 to address neighborhood housing and a deteriorating infrastructure, and has operated comprehensive programs for three decades. For 37 years MHCDO continues to open doors of opportunity to individuals in the community and work daily to transform lives and neighborhoods in Ward 7.

MHCDO is a nonprofit community based organization has successfully developed on its own or in partnership with others a 60-unit supportive housing facility, a 469-unit apartment complex, 220,000 square feet of retail/office space, 20,000 square feet of warehouse and industrial space, and over 150 homes sold to low and moderate income buyers. It has provided service to thousands of individuals in Ward 7 and the Washington Metropolitan area to include: housing and financial counseling, supportive housing, home buying education and assistance, job search training and placement, adult education, business development services, emergency food and nutrition services, and family and youth programs.
Marshall Heights is located in the East River Park Shopping Center in Downtown Ward 7 near the Benning Rd./Minnesota Ave. intersection. MHCDO is in close proximity to two Metro stations: the Minnesota Avenue Metro Station (Orange line) and Benning Rd. Metro Station (Blue line). Minnesota Avenue is the primary commercial north/south corridor between Sheriff Rd. NE and Pennsylvania Ave. SE. and points beyond. Minnesota Ave. also intersects with East Capital St., which is a major east/west transportation route connection to Capitol Hill and downtown DC. Benning Rd. is a primary east/west transportation route connecting to southern portions of Ward 7 and to downtown DC, including connection to the WMATA Light Rail. MHCDO is located across from Fort Mahan, a 48 acre National Park Service site.

This site can also support staging of various types, Benefits include:

- Centralized location
- ADA compliant at main entrance
- Proximity to other services to support the hub (grocery, pharmacy, Family Strengthening Collaborative, and other resources)
- Staff have disaster preparedness experience/resources
- Provide housing development, counseling
- Additional facility at NHB and Hayes Street
- Several other small non-profits located in the same building
- Established relationships with surrounding land owners give some leeway to set up mobile facilities
<table>
<thead>
<tr>
<th>CHALLENGES</th>
<th>POTENTIAL SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>No kitchen onsite (only kitchenette)</td>
<td>Proximity to Safeway grocery store</td>
</tr>
<tr>
<td></td>
<td>Partner agency with Capital Area Food Bank Senior Brown Bag Program</td>
</tr>
<tr>
<td>Lack of unused space</td>
<td>Parking lot next to Safeway can be used to set up mobile facilities</td>
</tr>
</tbody>
</table>
MHDCO PARTNERS

TRUSTED HEALTH PLAN OF DC
BRIDGING RESOURCES IN COMMUNITIES, INC.
WARD 7&8 DISTRICT OF COLUMBIA PREVENTION CENTER
EAST RIVER FAMILY STRENGTHENING COLLABORATIVE, INC.
DC HOUSING AUTHORITY
DCTV
CAPITAL AREA FOOD BANK
DC CHAMBER OF COMMERCE
SUMMIT HEALTH INSTITUTE FOR RESEARCH AND DEVELOPMENT
WASHINGTON EAST FOUNDATION
WC SMITH
RAPPAPORT