

City of Bellevue
CFH Good Neighbor Advisory Committee
Meeting #4 * July 14, 2021
6-8 PM on Zoom Webinar
Summary Notes

Attending:

Members - Troy Draws, Klaas Nijhuis, David Bowling, Julia Tai, Susanna Chung, Asenath Polis, Laurie Wick, Tzachi Litov, Pete Ryan, Christopher Ross, Melissa DeVita, Tom Miles, Linda Hall

Technical Team - Captain Dave Sanabria, Toni Esparza, Toni Pratt, Liz Stead, Pat Hughes

Notes Submitted by Facilitator Patricia Hughes, Trillium Leadership Consulting

The purpose of this 2-hr online meeting is for GNAAC members to gain clarity on the Operations considerations of the CFH application and to offer recommendations related to Operations.

Meeting Outcomes:

1. Increased member knowledge about operations at CFH with respect to Standard Operating Procedures and Performance Metrics for Safety and Security
2. Add to list of potential recommendations
3. Name additional questions to be addressed

Summary Notes

1) Welcome Back

A round of all voices - “what has been meaningful to you about this GNAAC process?”

1. Level of collaboration and organization is impressive+
2. Other members’ perspectives+
3. Appreciative that it’s happening and learning things
4. Voices have a chance to speak and be heard in a civil fashion
5. Opportunity to engage and something fruitful coming out of this
6. Pat’s facilitation - creating a gracious space
7. Impressed with level of engagement and perseverance to come with thoughtful and caring and the good of the community
8. Appreciate engaging with the community in a different way
9. Commitment from city of Bellevue to the process – shows that they want it to go well and get in front of it,
10. Come to appreciate knowing business neighbors more, and Pat’s facilitation
11. Our ability to engage, ask questions, realize that the actions we take here will inform how the shelter shapes its operations going forward
12. Impressed with attendance – esp. in summer! Heard, respected in this process and people want to be involved

13. Diversity of voices, all opinions can be heard – appreciate Pat’s facilitation + 1
14. Engagement and positive commitments

2) Re-Cap of Recommendations to Date

Staff presented previous recommendations from Meeting #3

1. Create a FAQ with contact information for CFH and provide to public
2. Modify the intake form to capture family contact if willing to provide and help reunite men with family if desired.
3. Establish mechanism to notify nearby residents and businesses in case of emergency on site
4. Clarify the magnet area boundaries and add Eastgate Park and Rise as a magnet area.

Staff presented information that will be studied elsewhere – see Power Point

Staff provided recap of comments that were addressed during MDP review.

3) Operations Part II: Standard Operating Procedures / Performance Metrics

A) David Bowling: Standard Operating Procedures – walk through what happens when someone arrives

- Give tour, explain about Code of Conduct and CFH culture and expectations, paperwork and consents, and how to participate in the community (respect, care, help with cooking, cleaning, attend program improvement meetings, additional events have grown from that – book club, Bible study, comedy night, meditation, etc.)
- Services: case management, showers/laundry, behavioral/mental health, addiction and substance use supports, employment services, housing navigators, clothing and hygiene, limited physical health services
- Areas: Day Center, sleeping areas, bathrooms, property, and grounds
- Everyone who uses services signs in every day, even if they’ve been in before
- Overnight – 100 beds – we’re full every night, small-moderate wait list
- 25-40 individuals come during the day who don’t stay overnight – we know them – use our services, and we help them get other shelter
- Try to accommodate service animals and pets

Q&A

1. How long have you used HMIS: county-wide database (Homeless Management Info System)? Used for 16 years, it’s gotten better over time
2. What are the rules around proof of “service animals?” vs. pets. We do not ask for documentation, trust the folks who tell us. It’s behaviorally based for the animal – if the dog is problematic, it can’t stay (has only happened once) – work with Seattle Humane Society to support those pets
3. How do you prioritize who gets the beds? First come-First served, unless if you had the bed the night before, you keep it. But if you don’t show up, the bed is surrendered by 6

pm, unless they tell us if they are working late. We continually discuss to figure out what's the best criteria.

4. Can they stay a certain amount of time before they transition? 2/3 of men stay for one month or less and don't show back up in the system – seems that shelter for a month helps to self-resolve. 1/3 are with us for a year or longer and we want more services to help them.

B) Linda Hall - Safety and Security Plan: Performance Metrics

Safety and Security Plan: Performance Metrics

LUC 20.20.455 Submittal Requirements: 2.g(xiii)

Identification of performance metrics that will be used to track compliance with the Safety and Security Plan.

CFH Commitments in Support of Safety & Security Plan

- Develop & maintain respectful relationships with neighbors
- Coordinate regularly with other public and private security & safety personnel
- Conduct proactive outreach within community
- Maintain readily available points of contact
- Host monthly neighborhood meetings
- Adapt to needs as they arise and that are unique to the site

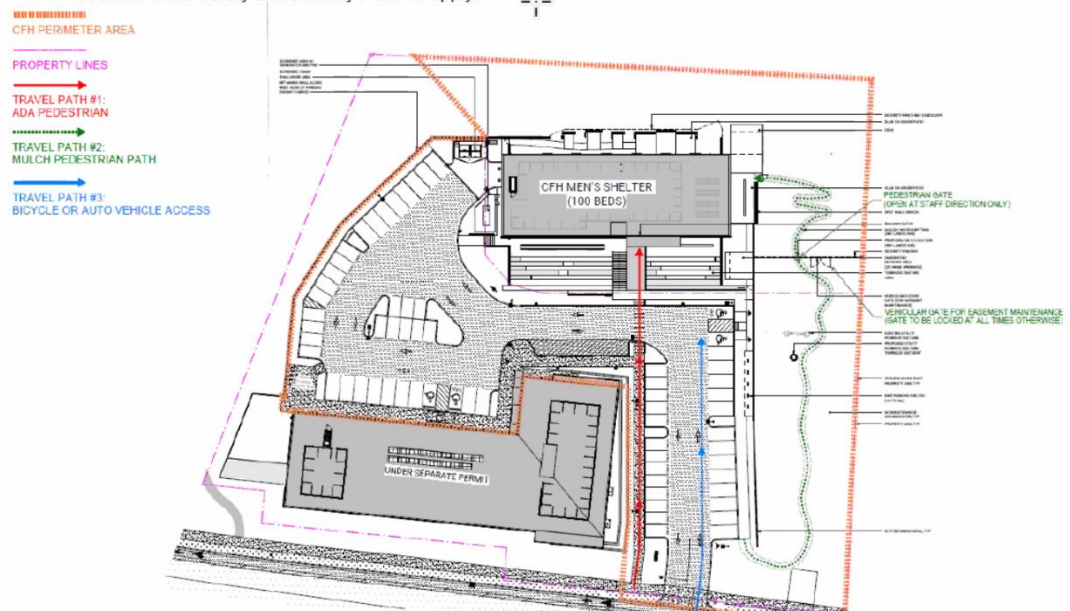
What's the difference between perimeter and magnet? Question from GNAAC #3

Perimeter of CFH property is in orange

Perimeter Area

LUC 20.20.455 Submittal Requirements: 2 e (v) & (xii)

A description of the proposed Perimeter Area around the site where the Code of Conduct and applicable sections of the Safety and Security Plan will apply.



Magnet area – the areas where CFH will work most closely with BPD and other partners to manage camping and other behaviors. If they are a client, we will work with them to adhere to Code of Conduct and get them services they need. If they are not a client, we try to bring them in for services. If they don't engage BPD will seek another solution. CFH=BPD regular communication.

Magnet Areas

LUC 20.20.455 Submittal Requirements:2.g(v) *Identification of site specific magnet areas (e.g., greenbelts, parks, libraries, transit facilities, etc.) and a plan to address behavior that is inconsistent with the Code of Conduct and Bellevue City Code*



C) Captain Dave Sanabria – the goal is to help people gain stability and exit homelessness . My commitment to the CFH relationship is that we'll address these issues via regular, constant, open communication. As sector captain, I'm responsible for what happens in this area, to gauge need for more focused patrol, police presence, referring to other agencies to help.

D) Linda Hall – Performance Metrics for Safety and Security Plan. Requirements for the Safety and Security Plan in blue; What you can expect CFH to do in green

Safety & Security Plan: Performance Metrics Individuals Excluded from Service		Safety & Security Plan: Performance Metrics Security Patrols / Walking the Site	
Land Use Code	Proposed Metrics	Land Use Code	Proposed Metrics
<ul style="list-style-type: none"> • Criteria for rejection or removal of an individual seeking access to the proposed Homeless Services Use • A plan for managing individuals excluded from accessing the proposed Homeless Services Uses; 	<ul style="list-style-type: none"> • Data gathered and reviewed on # of individuals turned away and/or removed from the property & # of times BPD called due to perceived safety threat • Reasons for denying services & actions taken conform with established criteria (Conditional Use Permit Submission page 17-18 of 76) 	<ul style="list-style-type: none"> • A plan for deployment (including time, place and manner) of security patrols 	<ul style="list-style-type: none"> • Video surveillance system remains operational & monitored • CFH staff monitor the Perimeter Area; scheduled for walk arounds every 30 minutes outside of sleeping hours.

<p>Safety and Security Plan: Performance Metrics Disruptive Behavior</p> <table border="1"> <thead> <tr> <th>Land Use Code</th><th>Proposed Metric</th></tr> </thead> <tbody> <tr> <td><i>A plan to address disruptive behavior within a Homeless Services Use and in the Perimeter Area that infringes on the safety of occupants or employees of the use, and a description of the consequences for engaging in disruptive behavior</i></td><td> <ul style="list-style-type: none"> CFH maintains a Code of Conduct that is reviewed with and signed by those accessing the site CFH and BPD routinely (no less than quarterly) review the CFH incident reports & the BPD call reports, noting negative or positive trends & adapting services as needed and appropriate </td></tr> </tbody> </table>	Land Use Code	Proposed Metric	<i>A plan to address disruptive behavior within a Homeless Services Use and in the Perimeter Area that infringes on the safety of occupants or employees of the use, and a description of the consequences for engaging in disruptive behavior</i>	<ul style="list-style-type: none"> CFH maintains a Code of Conduct that is reviewed with and signed by those accessing the site CFH and BPD routinely (no less than quarterly) review the CFH incident reports & the BPD call reports, noting negative or positive trends & adapting services as needed and appropriate 	<p>Safety and Security Plan: Performance Metrics Loitering, Panhandling, Camping</p> <table border="1"> <thead> <tr> <th>Land Use Code</th><th>Proposed Metrics</th></tr> </thead> <tbody> <tr> <td><i>A plan for managing loitering, panhandling, and unpermitted camping in the Perimeter Area of the Homeless Services Use</i></td><td>CFH follows through on its commitment to prohibit loitering, panhandling and unpermitted camping in the Perimeter Area.</td></tr> </tbody> </table>	Land Use Code	Proposed Metrics	<i>A plan for managing loitering, panhandling, and unpermitted camping in the Perimeter Area of the Homeless Services Use</i>	CFH follows through on its commitment to prohibit loitering, panhandling and unpermitted camping in the Perimeter Area.
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E) Linda Hall - Service Data Points

<p>Service Data Q & A</p> <div> <p>What information does CFH track and where is it stored?</p> <ul style="list-style-type: none"> The CFH Intake Form data gets input into the King County (Homeless Management Information System (HMIS)). CFH staff also maintain daily logs which includes ongoing staff entry into internal 3rd-party "Agency" database which captures information about general activities taking place within the shelter as well as information about our clients on an individual basis. Individual client data is protected by privacy laws. <p>What Does CFH do with data collected?</p> <ul style="list-style-type: none"> Data is compiled, then reported both internally and to funders. Individual client information is protected by privacy laws <p>What is the Frequency of Reporting?</p> <ul style="list-style-type: none"> King County can view data from the HMIS data base at any time. The other jurisdictions and grantors cities have varying annual reporting requirements </div>	<p>Service Data Q & A, Continued</p> <div> <p>What are the current reporting data points?</p> <ul style="list-style-type: none"> CFH Intake Form items (Conditional Use Permit Submission page 37 of 76) <ul style="list-style-type: none"> Day Center Attendance Bed nights Case management hours Outreach time # served, by prior residence # of contacts made Impact: # of times the coordinator requested service on behalf of a Men, services offered and requested, housing and employment Movement from encampment to shelter All data is "de-identified" for reporting purposes <p>Are there any other data points?</p> <ul style="list-style-type: none"> Yes, CFH collects case notes from the case managers, makes incident logs and maintains barred reports. These are not shared with funders. </div>
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Questions and Answers

1. If someone is rejected, they're not on the property, not getting services – do you follow up? DB: With resources we have it's impossible for us to follow up with everyone. We track the ones who reach us who we're in a relationship with.
2. If we see someone on the street, is the assumption that they "should" be in the shelter – do we assume they've been rejected? DB: with whatever comfort level you have, let them know about the services, folks fall into homelessness and they may not know about us. Some might say they came but "we kicked them out" (would be due to Code of Conduct). If we can't accommodate due to space, we invite them to day services and they become a "client." There is a small number of men rejected due to behavior.
3. Weekly BPD check-ins: onsite? DS: The Factoria sub-station has a dedicated officer to maintain relationships. Expect a minimum weekly, face-to-face meeting with CFH. Crisis Action Team will also have a direct relationship with CFH, proactively referring to CFH
4. Who is the private security CFH might use? – LH: Private security firms, similar to what we see at Bellevue Honda or CRBE
5. Greenbelt in magnet area – who owns that and who is responsible for that? Cracks in the accountability? DS: Some owned by condo, some public. We haven't seen things fall through cracks or passing the buck while I'm sector captain. Private property owners have the right to allow people to camp on their property. We put the person experiencing homelessness in contact with services. Encourage property owners to enroll in Trespass Program – requires signage and gives permission to BPD to take action via RCW on trespassing. Camping in public spaces is different – compassionate approach in City of Bellevue – we contact them and get connected to Stephanie Martinez.
6. If BPD sees camping at the condo greenbelt, can BPD take action directly or does homeowner initiate? DS: Typically, homeowners make us aware of it. For the condo, the management company needs to contact us. Individual homeowners don't have trespass authority.
7. Can BPD send bike patrol through greenbelt? DS: possibly, we are limited to how we can respond.
8. Business owner – we're interested in the Trespass Program; can our security company do that – or does it have to be management company? DS – let's do that offline. Not sure if a security company can do that.
9. Can you reassure us – details of metrics will be further refined and reviewed in ongoing meetings. LH: We will further define the service data points.

4) Additional recommendations – member poll to hear all voices

- CFH to prioritize reviewing and refining performance metrics and ongoing operations with CFH Advisory Committee (after end of GNAAC) +++
- CFH encourage men to speak up when they see something that's not right in magnet area +
- Recommend CFH connect with private owners of pieces of the greenbelt and encourage them to register with BPD for Trespass authority +
- CFH to provide training to neighbors so they may know how to respond to Next Door chatter – city and BPD don't have access to that (social media navigators) +

- Transparency to hear the metrics and trends from the CFH/BPD check-ins
- BPD to patrol the green belt (bike patrol)
- Make recommendations to those turned away so they don't just land there. (CFH: "We won't put someone on the street in the middle of the night")

5) Next Steps

- Will put tonight's recommendations into the three buckets
- Pat, Liz, and Toni will consolidate all recommendations to date and send out draft Recommendations Report in mid-August
- GNAAC members will please review and send input by Aug 25
- We will review at GNAAC #4 on 9/1 to gain consensus on the recommendations
- Will determine the need for GNAAC #6 at that time, please continue to hold 9/29

The Work Product is defined in the Homeless Services Land Use Code (LUC) 20.20.455 as the following: *The work of the GNA Advisory Committee review phase shall culminate in an Advisory Document or Good Neighbor Agreement that describes the phase of review and GNA Advisory Committee feedback consistent with the scope of work described in this section. City staff will support the GNA Advisory Committee preparation of this work product.*