

Frequently Asked Questions Related to Congregations for the Homeless (CFH) &
the Eastgate Shelter
05.28.2021

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CFH General:

1. **What is the need for homeless services for men on the Eastside?** On any given night, we know that an estimated 1200-1700 men, women, and children are experiencing homelessness on the Eastside. Roughly 2/3 of those experiencing homelessness are adult men – people who are living in shelters, vehicles, abandoned buildings, tents and on the streets. They need our help to move them out of homelessness and into a more stable living situation.
2. **Who is CFH?** Congregations for the Homeless (CFH) is an Eastside solution to homelessness. In living out our mission of partnering with men and the community to create a path from homelessness to stable living, we get results. For example, through our approach, we have had as high as a 70% of the men in our rotating shelter program move into stable housing and not return to homelessness. Our website, www.cfhomeless.org provides additional information about CFH.
3. **How long has CFH been caring for homeless men?** Nearly 30 years ago, Eastside residents began coming together to address the needs of men within our community-- fathers, sons and brothers of all ages with local ties. We remain the only program on the Eastside focused on helping adult men experiencing homelessness; implementing solutions that work not only for the men, but for the entire community. Today, we serve nearly 1500 people a year through street outreach, housing navigation, emergency shelter, and 90 units of permanent housing. Through both on-site/same day services and collaborations with other service providers, we provide healthy meals, hygiene services, case management, mental health services, addiction support, employment support, life skills, and connections to community.
4. **Is CFH a 501(c)(3)?** Yes. We are a not-for-profit, tax exempt organization.
5. **How is CFH structured?** We are governed by a volunteer board of directors led by an executive director. We have just over 40 staff members with approximately 90% providing direct services while the other 10% provide organizational support functions such as governance, accounting, human resources, communications and fundraising.
6. **What makes CFH different from other homeless providers?**
For us, building relationships with each man and our community is key: we customize a program for every single individual where each path is designed to lead to stable living. Grounded in one-one-one relationship building and community engagement, we bring all parts of the community together (the housed and unhoused) to offer support, connection, accountability, and a path to stability for men on the margins. We are committed to ongoing conversations with our community to evaluate and modify our

plans and procedures as appropriate. Even with nearly 30 years of experience, we cannot anticipate every situation; therefore, it is important we adapt to the unique neighborhoods and ever-changing circumstances and learnings.

We know that:

- Supportive services in a caring environment will give men hope and the tools to live into their full potential for the future.
- Building relationships with each man is key to helping them get permanent, stable housing.
- Shelter saves lives.

7. How many people per year does CFH serve? Nearly 1500 unique individuals
8. What services and programs does CFH have? CFH operates homes for 90 men who have transitioned from homelessness to stable living. We also provide street outreach and housing navigation and operate two shelter programs. Through these programs and collaborations with multiple service providers, we provide 24/7 access to services which include, but are not limited to: healthy meals, hygiene services, case management, mental health services, addiction support, employment support, life skills, and connections to community. Our website, www.cfhomeless.org provides additional information about our services and programs.
9. Why is CFH a good investment?
CFH is the only Eastside provider of shelter and services for adult men experiencing homelessness. It's who we are and what we do. We have a 28 plus year track record which includes tens of thousands of people served with both emergency services, short term and permanent housing. We are fiscally sound with strong, consistent volunteer and staff leadership. Through partnerships with the community, CFH gets results in living out our mission.
10. How does CFH measure success? CFH measures success in a variety of ways. Some examples: Within our homes we have had as high as 98% of the men retain stable housing for two years or longer. We count the number of men who find safety and dignity within our emergency shelter – men who otherwise would be on our streets and in our woods. We count the number of men who access our supporting services and move toward more stability through finding stable housing, employment, reunification with families, mental health treatments and addiction and substance use support. We have had as high as a 70% of the men we have helped in our rotating shelter program moved into stable housing and not return to homelessness. We review data on health and safety-related incidents, including those which require intervention from police & other first responders. We listen to our neighbors and gauge success based on whether

they think we are living into our commitments of ongoing community engagement and responsiveness.

Eastgate Specific: General

1. **What is the CFH Advisory Group?** In January 2020, CFH invited a group of community members from the Eastgate area to engage with us about the Eastgate shelter. This group provided an opportunity for in-depth sharing of information and a chance for our neighbors to provide feedback and recommendations on key topic areas—recommendations that informed CFH’s design and operational plans submitted to the City as part of our shelter use permitting process. During these meetings, we discussed such things as:
 - a. CFH Services Model: who will be there, who are the partners, definitions, metrics and outcomes
 - b. Funding: building & operations
 - c. Coordination with Bellevue Public Safety staff, City Code enforcement & surrounding property & business owners
 - d. Community Integration: volunteers, connections, future “GNA”
 - e. Services and Space Design

Due to ongoing interest of Advisory Group Members, these meetings extended beyond the initially planned six meetings. The Advisory Group was temporarily suspended in May 2021 once the GNAAC began meeting. Additional information about this project and community engagement can be found at <https://www.cfhomeless.org/shelterreimagined/>

2. Why does CFH need a new building?

Without a permanent structure for our emergency shelter, we have had to move – a lot. We have had seven different locations in buildings that weren’t meant to be shelters – including the one at Lincoln Center that we currently occupy... We’ve quietly served thousands of men within infrastructure that was not meant to house and support 100 + men year-round...day and night. For example, in our current location, over 100 men share three showers in a building that is quickly reaching the end of its useful life. The building we’re in is slated to be demolished by the City as the City moves forward with its plans to connect Downtown Bellevue with the businesses across Interstate 405.

Furthermore, having a center that will be built with the needs of men experiencing homelessness and wider community in mind will help men move from homelessness to stability faster than ever before.

We must move into a new shelter so we can continue serving the men and our community. We are running out of time.

3. Why Bellevue and why Eastgate?

After years of hosting an emergency winter shelter, City leadership made a public commitment in 2012 to be the location of a permanent men's shelter. Kirkland and Redmond committed to be the sites for women, families and youth shelters. It has been a City Council priority since 2014 to establish a permanent men's shelter.

In 2018, CFH conducted an extensive search process, evaluated seven sites against a robust set of 13 criteria to ensure a shelter and location that works not only for CFH and the men but also the larger community. This Eastgate site is in a land-use district approved for shelters.

4. Why an emergency congregate shelter?

There's always going to be a need for emergency congregate shelter -- even on the Eastside because people can and do become homeless within our community. For people in crisis, emergency shelter provides immediate access to a safe, stable place with access to the services they need to exit homelessness. Emergency shelters provide a short-term, cost effective solution – a place of triage. A warm, caring environment in an emergency, for some, can create an opening for CFH's approach to getting on a path to personal and housing stability.

Emergency shelters are part of our community's safety net; they provide a place where the Eastside cities' crisis response teams can quickly connect individuals with the physical and mental health supports needed, and they are less expensive than jails or hospitals. Access to shelter is an important part of being able to ensure people don't become stuck on the streets and woods throughout the Eastside.

5. Why only 100 beds? Isn't there greater need? How many beds now?

Bellevue's land use code requires shelters to be no greater than 100 beds in one location. CFH currently operates at 100% capacity with its current 100 beds. We help men access other shelters outside our area when our shelter is full. The need currently is greater than the available shelter beds because our community doesn't have enough affordable permanent housing into which the men can move. CFH strongly supports the expansion of affordable permanent housing with services and is very excited that our campus includes 92 such homes.

6. When will you have to leave Lincoln Center? What if the new facility isn't ready by then?

Our lease expires end of 2022 which is why we have been working since 2018 on getting doors open by then. The process of siting and permitting a shelter is time consuming and complicated so the new facility may not quite be ready by then. If it starts to look like the facility won't be open by end of 2022, we will work closely with the City of Bellevue to explore how/if we can stay at Lincoln Center for what we believe will, at most, be a few extra months.

7. Will this shelter be an expansion of CFH services?

No, the Eastgate shelter will be the home to the services and administrative offices CFH currently is operating at Lincoln Center.

8. What is the timeline for the CFH shelter?

- 2019-2021: Design and Permitting
- 2022 – Construction
- Early 2023 – Move in

9. What company is actually developing/ building the shelter?

CFH is the developer of the shelter. For legal protections and separation of assets, the building ultimately will be owned by a single member LLC formed for this purpose ... CFH Alliance LLC. CFH is the single member.

Emergency Shelter Services Overview

1. What are the services you are providing right now at the Lincoln Center shelter?

Our current men's center and shelter provides a safe place to sleep, nutritious meals, hygiene services, mental health counseling, addiction and recovery supports, employment resources and access to housing navigation and case management support for men experiencing homelessness. Case management services focus on connecting those experiencing homelessness with housing resources and additional stabilization services to prepare the men to be successful in the quickest available housing referral, including, but not limited to support addressing physical and mental health concerns, managing substance use disorders, finding employment, and working on adult daily living skills

CFH brings partners who are experts in their fields on-site to assist shelter guests. For example: TRAC & Associates and Hopelink work on-site with shelter guests to remove barriers for employment and provide access to employment opportunities. Our internal mental health team leverages our community partner IKRON to come on site and provide mental health counseling and substance use disorder assessment and treatment. Foot and Wound Care is provided onsite by volunteer nurses. The Hepatitis Project visits the shelter monthly to provide screening and preventive measures. Medical Teams International provides onsite free dental care to shelter guests. In addition to partners who provide services on-site, the CFH case

management team leverages dozens of community resources. This ever-expanding list includes; Eastgate Public Health, SeaMar Community Health, Catholic Community Services, Sound, Eastside Legal Assistance Project, King County Housing Authority, American Behavioral Health, CPC, YMCA, DSHS, and others.

NOTE: During the COVID pandemic, CFH received strong support from Public Health to obtain necessary PPE, testing and vaccination clinics for the men seeking our services. While some services noted above were suspended during the COVID pandemic, we look forward to the return of our community partners.

2. Will these services be expanded to include new services at the new location? And if so, what will they be?

In the permanent shelter, CFH will replicate and build on the current services being provided in our temporary shelter and day center location. We are specifically working now to expand our case management, mental health and addiction use / substance use disorder supports. Further, we want to expand our community engagement component by incorporating more spaces and opportunities for activities such as art, various classes, gardening and cooking together: ways for people to build and strengthen relationships among the housed and unhoused.

3. What if a person just wants a warm place to sleep and a meal and refuses other services?

Every man who walks through our doors is treated with dignity and respect regardless of what services they seek. We offer all the additional services and opportunity for a deeper engagement with us. They are free to decline or accept based on where they are in their journey. CFH will continue to engage the men providing support leading to personal and housing stability based on their individual needs.

Safety & Security:

1. How will CFH ensure safety to the neighboring communities? How can I have confidence in the security plan?

Safety for visitors, staff, clients & neighborhood are of the highest importance and are being addressed through:

- 1) Building design,
 - a. Incorporation of Crime Prevention through Environmental Design principles
 - b. Thoughtful attention to interior and exterior sight lines
 - c. Incorporating multiple doors within private client service areas
 - d. Designing intentional travel routes with a single entry point
 - e. Indoor and outdoor video surveillance

- 2) Strong relationships with our neighbors
 - a. On-site staffing for people to contact 24/7
 - b. Proactive outreach
 - c. Established regular communications
- 3) Safety and Security operational plans developed with the Bellevue Police Department (BPD)
 - a. Carrying forward a decades-long relationship between BPD and CFH that has resulted in mutual trust, respect and understanding of how we can work together to support community safety
 - b. Established regular communication (minimum quarterly) and training procedures between CFH staff and the public safety staff
 - c. Regular proactive (versus reactive) site visits by BPD officers
 - d. Maintenance of relationship with Detective responsible for monitoring compliance with and investigating violations of the Sex Offender Registry in Bellevue
 - e. Co-developed Patrol Response Plans to active threat scenarios at facility and surrounding areas; includes assisting CFH with staff training on active threat situations and their own internal response.
- 4) The Security plan is based on decades of experience and relationships with the men served and BPD. This experience includes creating a culture of respect, safety, and accountability for all the men who access services. Safety and positive community impact for those we serve, and the wider community are built into the code of conduct and community culture at CFH. CFH's commitment to community is that we are and will be proactive in our design, operations and behavioral expectations of all those who visit our facility. We have a history of monitoring and adapting to the unique circumstances once in a new location.

Finances:

1. Are there additional operating costs for the new facility? How will they be financed? What's the operating budget, sources of revenue, etc. Will the new facility cause it to increase? How will you raise the higher budget?

The new facility will add some additional operations and maintenance costs that CFH will incur regardless once our temporary term at the Lincoln Center location expires. CFH has been operating the year-round shelter in our temporary Lincoln Center location since Fall 2019 and our costs depend on the level of services offered. For example, we are seeking additional funds to expand our behavioral health and substance use disorder services. We currently budget close to \$1.7 million each year. Financing to operate our shelters come from the Cities, King County, State of Washington and private gifts. Roughly 25% of the total cost of running the shelter will be paid through private gifts – with the balance coming to us through public contracts and in-kind contributions. We have been working with the

Eastside Cities, King County and our fund development department on increasing our revenue sources while in our temporary location such that we are fully funded when doors open to the new shelter.

2. What is the cost of the new facility?

The new facility is budgeted to cost \$15.4 million which includes CFH costs of development/construction as well as some operation and services reserves.

3. How will construction be financed?

CFH is using a combination of public and private financing. We have received \$9.925 million in public commitments through King County, State of Washington and Eastside Cities (ARCH). Further, our community already has committed \$1 million toward the additional private dollars needed to complete construction.

4. How will private donations be used?

Private donations will go toward ensuring this building reflects the beauty of our community and provides a place of dignity and respect designed to bring the housed and unhoused together in meaningful ways. Dollars raised will support investments in:

- Expanded kitchen & dining facilities that will allow for teaching as well as cooking for community meals
- Terraced vegetable and gardening beds
- Flexible indoor/outdoor gathering areas
- Critical services spaces
- Advanced ventilations systems
- Private recovery rooms
- Flexible meeting and training spaces
- Hygiene facilities
- Storage lockers
- A reserve fund to support ongoing services.

We are creating an environment that serves as a launching pad, a place for growth, opportunity, education and getting healthy again, not a place of stagnation.

5. Why is this project a good investment?

Years in planning, this shelter is a high priority by City and County leaders. The vision has brought together a team of dedicated professionals and community members to invest their time and expertise to ensure it exceeds expectations and has thought through all elements needed for success – from location to design to operations. Further, it is part of a campus that allows us to take advantage of construction efficiencies and ongoing service and management partnerships.

Emergency Shelter Operations Details (this section to be provided in June)