



City of Bellevue
**Supportive Housing
Community Engagement**
BEST PRACTICE GUIDE



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Welcome

Bellevue is a welcoming, caring, and inclusive community. Supportive Housing provides safe and supported places to help vulnerable members of our community find a stable home, so they thrive in Bellevue and do not experience the trauma of homelessness.

We recognize that the long-term success of Supportive Housing is achieved through good communication and partnership among the housing providers, city government, the residents of the supportive housing and those with lived experiences, and surrounding residents and local businesses.

This Supportive Housing Best Practice Guide for Community Engagement provides recommendations and practical tools for productive engagement with Bellevue’s community. This guide provides clarity to city definitions and requirements, available resources to better understand Bellevue’s community and approaches to community engagement may result in a better outcome for everyone.

Additionally, Supportive Housing projects will vary depending on the size and various aspects of the project. The following recommendations can be tailored to the specifics of your project.

Shared Values and Mutual Benefits

Bellevue is a city with shared vision and values, beginning with the statement that *Bellevue welcomes the world. Our diversity is our strength. We embrace the future while respecting our past.*

Our vision affirms that Bellevue is an equitable, inclusive and caring community where all residents enjoy a high quality of life. Embedded within this vision are our shared values, including:

- Everyone having a safe place to call home
- The well-being of our families and everyone in our neighborhoods
- Residents of all income levels and abilities can access housing in Bellevue and the services they need to thrive in locations throughout the community
- Our neighborhoods are well-maintained, high-quality places to live where neighbors enjoy strong connections with one another
- Providing a welcoming, safe and just community marked by fairness and equity

Supportive Housing is a housing model that is consistent with our shared values. Supportive Housing is affordable housing, combined with healthcare or other supportive services, to help individuals and families lead more stable lives. The long-term nature of supportive housing may prevent residents from cycling back into homelessness and the attached services enable individuals to develop and sustain stability. Supportive Housing contributes to the stability of our community and region by providing access to housing and needed support to all residents and neighbors.

One goal of community engagement is to establish healthy relationships between the supportive housing provider and the city, surrounding residents, schools and businesses. This occurs through a process of shared commitment to equitable access for all, strong

two-way communication (including active listening), mutual respect and learning with the intent of long-term collaboration for shared success of all Bellevue residents. Benefits of successful community engagement include:

- Residents receiving the services and housing they need to thrive as members of the Bellevue community.
- Neighbors becoming informed about supportive housing.
- Providers becoming informed about local neighborhood and business needs, insights and expertise.
- Supporting the integration of the new housing program into the neighborhood and incorporating specific community input in terms of scale, design, security, etc. Ensuring ongoing communication to provide greater access and transparency to project information, volunteer opportunities and ways for engagement.
- Welcoming and connecting the new residents into the neighborhood and city of Bellevue.
- Establish a strong foundation for positive relationships between existing neighbors, and housing operators.

City of Bellevue Departments



South Bellevue Community Center

The City of Bellevue can provide multiple places of assistance for Supportive Housing throughout the planning, development and operational phases of the project. Early coordination with city departments will be beneficial for long term success. Information about these city departments are below, and their contacts can be found at BellevueWA.gov

Community Development – Plans with the community for excellent physical spaces, builds a robust economy, and empowers our vibrant, diverse neighborhoods. Community development includes planning, housing, environmental stewardship, economic development, arts and culture, neighborhoods, conflict resolution center and oversees affordable housing and maintains the city partnership with A Regional Coalition for Housing (ARCH).

Development Services – Offers one-stop permitting for land and building development. Ensures construction is safe and aligned with relevant codes. Includes code compliance. Information about new development is posted in the Weekly Permit Bulletin: <https://bellevuewa.gov/city-government/departments/development/zoning-and-land-use/public-notice-and-participation/weekly-permit-bulletin> and available on the city Development Services website: <https://bellevuewa.gov/city-government/departments/development/development-activity>.

Parks & Community Services – Maintains the city’s parks and trails, operates recreation and educational facilities throughout the city, provides recreation programs and supports the city’s human services efforts, including planning for the human service needs of the city, collaborating with service providers and funders throughout the region, and funding the human service needs of Bellevue’s most vulnerable communities to ensure the city is a place where all can live and thrive.

Police – Provides a safe place to live and work through quality law enforcement, focused on reducing crime and the fear of crime. Bellevue police work to ensure that all residents are safe—including those who are housed and those who are unhoused—and are committed to protecting vulnerable members of our community.

The City of Bellevue also works in close collaboration with human service providers and affordable housing providers.

A Regional Coalition for Housing (ARCH)

A Regional Coalition for Housing (ARCH) is a partnership of the County and East King County Cities working to preserve and increase the supply of housing for low and moderate income households in the region. ARCH supports its members to develop housing policies, strategies and regulations; efficiently administer housing programs; coordinate city investments in affordable housing; and assist people looking for affordable rental and ownership housing. <https://www.archhousing.org/>

Introductions and Definitions

Supportive Housing is welcome in the City of Bellevue as a proven approach to provide housing and supportive services to the most vulnerable members of our community. It is not an emergency homeless shelter. A better comparison would be an assisted living facility for adults of all ages who need ongoing assistance with certain life activities in order to fully function in society. Supportive Housing provides housing and supports for individuals with disabilities.

Supportive Housing is defined in the Bellevue Land Use Code 20.20.845.C.2. as a pairing of housing and on-site or off-site supportive services. See definitions below:



Supportive Housing

Residential facilities intended to house individuals and families experiencing homelessness, or at imminent risk of homelessness, and paired with on-site or off-site supportive services designed to maintain long-term or permanent tenancy, or to eventually transition the residents to independent living arrangements.



Supportive Services

Services provided to occupants of Supportive Housing for the purpose of facilitating their independence or ensuring long-term housing stability. Supportive Services may include, but are not limited to, services such as case management, medical treatment, psychological counseling, childcare, transportation, and job training.

Code Requirements for Supportive Housing

The City's Land Use Code (LUC) regulates development throughout Bellevue, including the siting of new supportive housing. The table on page 7 describes the different types of supportive housing and the requirements that apply to each. For more information, contact the Land Use team at (425) 452-4188 or landusereview@bellevuewa.gov.

All Supportive Housing must comply with the following standards regardless of whether they need to register with the City:

- All density and dimensional standards (e.g., height, lot coverage, etc.) applicable to the Land Use District in which the site is located.
- A kitchen facility must be provided on-site.
 - ◆ This can be provided as a kitchen in individual units, a common kitchen shared by residents, or a kitchen for staff use only to prepare meals for residents.
- In single-family residential Land Use Districts, the following requirements apply:
 - ◆ No alterations to the structure are allowed that would detract from its residential character.
 - ◆ Any on-site services may only be offered to residents of the site.

Types of Supportive Housing	Permits Required
<p>Supportive housing with:</p> <ul style="list-style-type: none"> ▪ No on-site supportive services ▪ Less than 25% of the floor area dedicated to on-site services, which are only available for residents of the site ▪ Confidentiality needs based on clientele, including registration with the Washington State Address Confidentiality Program 	<p>No specific permits required for these Supportive Housing uses. Density and dimensional standards apply based on the land use district. A building permit may be required for alterations to the site or structure.</p>
<p>All other supportive housing</p>	<p>Registration At least two weeks before opening, these sites must register with the Development Services department with the following information included:</p> <ul style="list-style-type: none"> ▪ Contact information of property owner/ manager, on-site staff, and any other relevant individuals or organizations ▪ Standard operating procedures, including the number of residents expected at the site and a description of services provided ▪ Safety and Security Plan, detailing measures that will promote the safety of residents, staff, and the community ▪ A code of conduct that applies to all residents of the site <p>Public Notice Following registration with Development Services, the City will issue a mailed notice to neighbors within 500 feet. The notice will inform the community of the incoming project and its intended operations.</p> <p>Additionally, permits may be required for any alterations to the building or site.</p>

Preparing for Community Engagement

Key Messages

Prepare information about the project to share with neighbors and surrounding businesses to increase understanding about supportive housing and address questions and concerns, such as:

- Explain what supportive housing is and how it has proven to help highly vulnerable individuals and families who have experienced homelessness successfully transition back to having a safe place to call home.
- Provide an overview of the support services provided, as well as, supporting staff, caregivers and partnerships that enable long term success.
- Identify steps that will be taken to promote safety of all residents in the community, including residents of supportive housing and their neighbors.
- Encourage neighbors and those with lived experience to be a part of informing the design and development of the supportive housing where opportunities for such input are genuine and could be incorporated
- Provide ways for surrounding neighbors and businesses to contribute to supporting the long term success of the project, as well as, build a more welcoming and inclusive community.

Facilitation

If you don't have an effective public speaker to serve as the lead messenger, consider using a public engagement facilitator to help the team effectively communicate with neighbors and other important stakeholders. A professional facilitator can also be helpful if you anticipate or encounter challenging situations (such as participants in community meetings not sticking to ground rules). Where parties wish to negotiate over a set of issues, a neutral mediator may be requested from Bellevue's Conflict Resolution Center. <https://bellevuewa.gov/city-government/departments/community-development/conflict-assistance>.

CITY OF BELLEVUE

Bellevue's Conflict Resolution Center

Bellevue's Conflict Resolution Center (BCRC) is a dispute resolution center formed under Chapter 7.75 of the Revised Code of Washington and is an active, funded member of Resolution Washington, a consortium of 22 other dispute resolution centers in Washington. Volunteers are certified according to the standards of the Uniform Mediation Act.

Bellevue's Conflict Resolution Center works to increase the problem-solving capacity of the community of Bellevue and strengthen the capacity of local neighborhood communities to actively engage and respond to changing internal neighborhood needs and external stresses.

Early Community Notification

Early notification to the surrounding neighbors and businesses around a project location is a key component to setting up future relationships with our community on a good foundation.

Some items to consider:

- **Scale it appropriately.** The size and scope of the outreach to the surrounding community will vary depending on the size and scope of the supportive housing.
- **Follow the “No Surprise” Rule.** New development in Bellevue is a regular occurrence and Bellevue residents and surrounding businesses have demonstrated keen interest in keeping up-to-date with the changing landscape.
- **Provide early access to reliable information.** This includes current information on your supportive housing provider website that includes information about supportive housing, a description of the new location being developed, estimated timeline and process, contact information for more information, and ways for the community to engage.
- **Tailor outreach approaches.** There may be different outreach approaches for existing single-family housing, apartments and condominium, surrounding businesses, local schools and/or daycare centers. This can be accomplished by direct mail, phone calls, email or direct door-to-door outreach – the key is to determine which approaches are appropriate to the program and will best build connection between the supportive housing residents and the existing neighbors.
 - ♦ Always ask, “Would you like to stay informed about this new housing program?” and gather contact

names and email addresses to assemble a distribution list for your neighborhood area to help keep people informed as the development of the housing program progresses to different phases.

- ♦ Neighborhood Services at the City of Bellevue can provide assistance with identifying local neighborhood associations and community groups. <https://bellevuewa.gov/city-government/departments/community-development/neighborhoods>

CITY OF BELLEVUE Neighborhood Services

Neighborhood Services focuses on improving the quality of life in Bellevue’s distinct and dynamic neighborhoods by attentiveness to improve city responsiveness to neighborhood concerns, improving equitable access to information and city services, building neighborhood community and social connections, fostering distinct neighborhood character and neighborhood enhancements, and implementing public engagement strategies for citywide initiatives to ensure that broad citizen input shapes the best outcomes for the community.

Digital Presence, Community Information Meetings, Listening Sessions and Drop-In Open Houses

Information travels at the speed of “word of mouth” and digital communication spreads information even faster. It is important to create a digital presence. Create a website landing page, social media posts, and short videos that can help people connect to accurate and trustworthy information on their time and at their convenience.

In addition to online information, community engagement can begin with a combination of community information meetings and listening sessions to help to obtain early insights into the community and provide accurate information about Supportive Housing and the details of the new location being developed.

Some items to consider:

- Community Information meeting agenda items could include details of the housing program (scale of program, timeline), introduce supportive housing service provider and program services that will be included onsite, staffing and service model, and what success looks like.
- Set ground rules to keep meetings civil and productive.
- Identify single point of contact for community connection.
- Consider translating materials (Chinese, Spanish, etc.) that can broaden your reach and increase understanding. Information on Bellevue community demographics and top languages spoken can be found on the City of Bellevue Community Data Dashboard: <https://bellevuewa.gov/city-government/departments/community-development/data> and the State of Our Neighborhoods Dashboard:

<https://bellevuewa.gov/city-government/departments/community-development/neighborhoods/state-our-neighborhoods-maps>.

- Bellevue’s Universal Design Booklet provides Best Practices for Accessibility in Trainings, Meetings and Events. https://bellevuewa.gov/sites/default/files/media/pdf_document/2020/Universal%20Design%20Booklet.pdf.
- Offering virtual listening sessions, information meetings on platforms like ZOOM, Teams, etc. may also ensure access for all members of the community to engage. Recorded sessions also provide the ability of community members to watch on demand and share virtually.

CITY OF BELLEVUE Universal Design Booklet

Universal Design is a concept through which spaces and programming are intentionally created to be naturally accessible to all people, without the need for individual modification or accommodation. The City of Bellevue has created a helpful Universal Design booklet with accessibility best practices for anyone planning events, training or meetings to help them create an environment and event that is welcoming to all people. https://bellevuewa.gov/sites/default/files/media/pdf_document/2020/Universal%20Design%20Booklet.pdf



Plymouth Housing in Eastgate

Listening Sessions are about learning from local insights from Bellevue’s residents and surrounding businesses. Listening sessions differ from community information sessions in that they focus primarily on gaining community input and local knowledge of the area, instead of providing information about the project or community Q&A. Listening sessions can provide actionable information that can inform how to design the housing program, as well as assist in avoiding foreseeable problems in the future. For listening sessions to be effective it is important to actively listen to what is being said and to ask questions to better understand rather than respond or engage in discussion to immediately address a concern.

Community “Drop-in” Open House – Consider hosting an open house with “drop-in” hours where community members can stop by a location in the community to hear about supportive housing and the planned building and provide feedback. Be sure to use a variety of methods to advertise it, including through the registered neighborhood organizations, flyers/mailers to nearby residents and electronic advertising. This type of approach

can accommodate a broader array of community members’ schedules, facilitate one-on-one personalized answers to questions, and engage people from diverse backgrounds who may not be as comfortable with attending or speaking up in a community meeting format.

CITY OF BELLEVUE
State of the Neighborhoods
Dashboard

Bellevue neighborhoods are distinct and dynamic, growing and changing over time. The State of Our Neighborhoods maps provide information on neighborhood livability, diversity, housing, development, mobility, environment, safety, investments and connections.

Community Demographic provides information on Bellevue’s population, children, early career adults, senior adults, disability, education, language, schools, income, people of color and place of birth.

Safety and Security Plan

Neighborhood safety is a shared value and responsibility for our entire community. Everyone should enjoy a safe place to live and work in Bellevue. Bellevue is also an equitable community, where we actively work to build an inclusive community, free from racism, hate or bias.

Supportive Housing provides housing and supportive services for some of our community's most vulnerable members. They are also our neighbors, relatives, friends, and colleagues. Any discussion about neighborhood safety should include concern for the safety and wellbeing of everyone.

Some items to consider:

- **Work toward common ground.**
- **Highlight role of on-site and off-site support services.**
- **Provide data that addresses the reality of the lived experience** of those who may be residents in supportive housing, and share information that dispels myths and misconceptions about individuals who are unhoused and those with disabilities. The City of Bellevue Human Services Team can help provide this data.
- **Learn from one another.** Neighborhood residents and surrounding businesses have specific insights about the neighborhood and ideas to improve, enhance or mitigate potential neighborhood safety concerns.
- **Share important safety information.** Supportive housing operators may have safety and security plans, codes of conduct and coordination of services to ensure safe environments for their residents and staff. This exchange of ideas can improve site design, communication plans and clarity on roles and

responsibilities for building a healthy community.

- **Crime Prevention Through Environmental Design** is a crime prevention approach used to evaluate the physical security of sites, structures, and surroundings. When implemented, these design considerations can lead to a reduction of fear and incidence of crime while improving quality of life. https://bellevuewa.gov/sites/default/files/media/pdf_document/Environmental_Design.pdf
- **Prepare for welcoming events and summer gatherings.** Community connections between all residents in neighborhoods increase the community safety of everyone. The City of Bellevue has neighborhood programs like NeighborLINK, which supports summer block parties and gatherings, can assist in creating neighborhood events to build community. <https://bellevuewa.gov/city-government/departments/community-development/neighborhoods/building-community/neighbor-link-block-parties>

Consider sharing specific plans to help ensure the well-being of people inside the building and appropriate security outside the building.

- Provide a single point of contact to respond to community concerns, including when and who neighbors should call if there are any non-emergency concerns.

There are additional (optional) areas where further collaboration between the supportive housing developer and provider and the surrounding community can be beneficial.

- **Design of building and neighborhood character:** Share about architectural and design elements being considered for the supportive housing building. Solicit input on the specific natural and

physical elements that contribute toward the distinct qualities and neighborhood character of the community. Identify opportunities to create good transitions and maximize safety through the exterior design and landscaping.

- **Communication plans:** Solicit input on ways to ensure strong communications with the community throughout the planning, development, and operational phases of the new housing program. Consider bringing in an outside neutral facilitator to convene and manage meetings if appropriate.
- **Landscaping and exterior maintenance:** Share what is planned and solicit feedback on what is needed to ensure the exterior of the new supportive housing and its surroundings will be properly maintained (landscaping, property upkeep, art, litter-free, etc.).
- **Collaboration with neighbors:** There may be a desire for a Neighborhood Advisory Group for ongoing communication and collaboration after residents of the new housing program have moved in. Advisory groups can assist in maintaining good communication and building community between supportive housing residents and surrounding residents. They also can identify other community partnerships that may support on-site or off-site services.
- **Volunteer and partnership opportunities:** Share opportunities for the community to meaningfully contribute to the ongoing success of the supportive housing programs. Look to add these opportunities to Bellevue's Make A Difference Volunteer Guide: https://bellevuewa.gov/sites/default/files/media/pdf_document/Volunteer-Resource-Guide.pdf.

Neighbors that live near supportive housing can also play a key role in welcoming residents and helping them become a part of the community. Request and engage in neighborhood get-togethers with new residents and the staff, or volunteer in programming (art classes, jobs trainings). Social connections and healthy networks are key to the health and well-being of all Bellevue residents and are especially beneficial for people who have experienced the trauma of homelessness, as they seek to reintegrate into the community and thrive.

CITY OF BELLEVUE

Police Department Transparency and Accountability Dashboard

This dashboard aims to provide information to help residents become more aware of public safety issues in the community so that we can work together to develop solutions to make our community safer. In addition, you will find crime statistics, community engagement efforts and opportunities, use of force reports, and information about diversity within the department.

<https://bpd-data.bellevuewa.gov/>

Reporting on Accomplishments

Consider sharing performance metrics to ensure that the needs of all residents are served would ensure that the needs of all residents are served, strengthen public education and knowledge of the value and importance of supportive housing for our community.

Some items to consider:

- Provide annual reports posted on the program website detailing how the program has served its residents and the broader community.
- Depending on services and programs provided, additional metrics may be developed relative to the goals of the services provided:
 - ♦ Number of residents housed
 - ♦ Number of residents connected to employment
 - ♦ Number of residents connected to medical care
 - ♦ Number of residents connected to dental care
 - ♦ Results of satisfaction and feedback surveys from residents
- Work accomplished collaboratively with surrounding businesses and neighbors to monitor and proactively respond to any public safety emerging concerns to ensure safety for all residents in the community.
- Include metrics demonstrating partnerships and engagement from the community (i.e. volunteer hours, community meetings, in-kind donation values, monetary donations.)

Conclusion

This guide is intended to provide some helpful tools and recommendations on how to start new Supportive Housing on a solid foundation with their surrounding neighbors. Ultimately, partnerships between Supportive Housing providers, residents of supportive housing and nearby neighbors and surrounding businesses creates the best outcomes for long term success.

Bellevue welcomes the world. Our diversity is our strength.

Appendix

Development Services Offers one-stop permitting for land and building development. Ensures construction is safe and aligned with relevant codes. Includes code compliance.

BellevueWA.gov/development-activity

Community Development Works to sustain Bellevue’s livability and economic vitality, including multiple efforts to maintain and improve housing affordability here.

BellevueWA.gov/city-government/departments/community-development/housing

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archhousing.org

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BellevueWA.gov/city-government/departments/community-development/neighborhoods/state-our-neighborhoods-maps

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BellevueWA.gov/city-government/departments/community-development/conflict-assistance

Universal Design Booklet: Universal Design is a concept through which spaces and programming are intentionally created to be naturally accessible to all people, without the need for individual modification or accommodation. The City of Bellevue has created a helpful Universal Design booklet with accessibility best practices for anyone planning events, training or meetings to help them create an environment and event that is welcoming to all people.

BellevueWA.gov/sites/default/files/media/pdf_document/2020/Universal%20Design%20Booklet.pdf

Crime Prevention Through Environmental Design is a crime prevention approach used to evaluate the physical security of sites, structures, and surroundings. When implemented, these design considerations can lead to a reduction of fear and incidence of crime while improving quality of life.

BellevueWA.gov/sites/default/files/media/pdf_document/Environmental_Design.pdf

Police Department Transparency and Accountability Dashboard This dashboard aims to provide information to help residents become more aware of public safety issues in the community so that we can work together to develop solutions to make our community safer. In addition, you will find crime statistics, community engagement efforts and opportunities, use of force reports, and information about diversity within the department.

bpd-data.bellevuewa.gov

Neighborhood Services Neighborhood Associations: Locate local neighborhood associations and community groups.

BellevueWA.gov/neighborhoods

Welcoming events and summer gatherings: The City of Bellevue has neighborhood programs like NeighborLINK, which supports summer block parties and gatherings, can assist in creating neighborhood events to build community.

BellevueWA.gov/city-government/departments/community-development/neighborhoods/building-community/neighbor-link-block-parties

Volunteer and partnership opportunities: Share opportunities for the community to meaningfully contribute to the ongoing success of the supportive housing programs. Look to add these opportunities to Bellevue's Make A Difference Volunteer Guide:


BellevueWA.gov/sites/default/files/media/pdf_document/Volunteer-Resource-Guide.pdf





BellevueWA.gov

정보	Information	情報
Información		معلومات
సమాచారం		Информация
اطلاعات		Thông Tin
सूचना	425-452-6800	資料

 For alternate formats, interpreters, or reasonable accommodation requests please phone at least 48 hours in advance 425-452-4089 (voice) or email mmhuent@bellevuewa.gov. For complaints regarding accommodations, contact City of Bellevue ADA/ Title VI Administrator at 425-452-6168 (voice) or email ADATitleVI@bellevuewa.gov. If you are deaf or hard of hearing dial 711. All meetings are wheelchair accessible.