



Shelter and Day Center Operations and Outcomes FAQ

List here descriptive names for all programs in the proposal. Next to each program name, please state its purpose, max capacity, whether it's available daytime only or nighttime only or winter only or 24 hour access or permanent lodging.

Overnight Shelter: The purpose of the shelter is to provide for safe warm place for men experiencing homelessness to eat, spend the night, clean up, and store their belongings. The shelter provides the first step out of homelessness; max capacity will be for 100 beds. It is open and available during the night. It will start being open during a six month period during the winter now, with the ability to operate twelve months if sufficient funding is available.

Day center: The purpose of the day center is to provide a safe place during the day, with hygiene services, food, access to case management, and many other services like medical, housing, and employment. The capacity is 125 and will be open during the day, year-round.

Permanent Supportive Housing: Affordable housing for households with low-incomes and those who are formerly homeless; approximately 50 units; permanent housing leased to tenants with no time limits imposed on length of stay, supportive services to help households maintain their housing is available on-site.

To accommodate the above-named programs, how many buildings are planned for Eastgate? Please describe the size & programs housed in each building.

Only one building is necessary. It will look like a typical apartment building. One floor will include the shelter and day center (8,000 to 12,000 square feet) and the floors above will be the permanent housing (approximately 50 units). Structured parking is expected to be part of the building as well.

Is it possible to describe the "typical" homeless man so the community can know who the people being served? Or is there a spectrum that can be described?

There is no one path that leads people to experience homelessness, and it is often many variables that impact someone becoming homeless. There are personal, family, community, and system issues that contribute to people becoming homeless. What we see is that a vast majority of those who are experiencing homelessness are experiencing relational poverty. They don't have a solid support network. Most people experiencing homelessness are fragile and vulnerable, disconnected from main stream society, and

struggle to connect to a sense of meaning and purpose. Support and acceptance is often life-saving, and life-changing.

What is the impact of housing stability on this homeless population? In terms of crime, recovery, independence?

Shelters have historically had very weak data regarding housing and employment placement. This is because the original purpose of these programs was life-safety. There hasn't been solid funding for case management support or other supportive services for shelters around the region. CFH is very excited to bring these services to these programs. CFH has had between a 63-68 percent success rate of helping men find stable housing from the CFH year round Rotating Shelter program in Bellevue, which provides comprehensive case management services. We are expanding these supportive services to all our shelter programs, so that shelters can offer more than just a mat on which to sleep for the night.

What we have found is that obtaining stable housing has a significant impact on a person's ability to become independent and stable. Stable housing along with on-going supportive engagement by professional service providers and other caring groups and individuals in the community leads to the greatest rates of stability.

Are there any statistics on the success of shelters like this in terms of individual attainment of housing stability, employment and independence?

We don't have a track record of statistics but a shelter program like this with all the available services should approach the housing success of our other shelters. Our goal will be to reach a success rate of about 50-60% of shelter residents that attain housing, jobs etc.

What is the tax status of CFH & Imagine Housing? How are those organizations funded?

Both are 501(c)3 nonprofit organizations. Both receive donations from Eastside cities, United Way, King County, Washington State and many individual donors and foundations. Significant funding for Imagine Housing comes from rental revenue from apartments that are managed by the agency. CFH also receives rental revenue for housing they manage, but to a lesser degree.

How much will it cost to operate this facility, including police protection, paid staff & specialists, building & site maintenance, food, linens, & all peripheral needs? Please detail the sources of funding.

We estimate that it will cost about \$830,000 dollars a year to provide 24 hour a day shelter and day center services. This is worked out for a 1 to 25 staff/client ratio, plus management support. This also includes estimates for food, laundry, utilities, supplies,

security, etc. It will cost about \$400,000 a year for six case management staff. This does not include the cost of all CFH staff.

The men's shelter and day center programs have been in operation in Bellevue for many years with secure funding from the Eastside cities, King County, the United Way, private foundations, and individual donors. This funding will be used to run these programs out of the new building. The funders and CFH have already started work to increase funding to get the shelter to funded year round (it is currently funded for about 6 months year).

How much will the entire Eastgate facility cost to build? Please detail the sources of funding.

Since the facility has not yet been designed costs a very rough; \$5-5.5 million for the shelter and day center; \$15-18 million for the housing

Are there other similar facilities in scope and scape comparable to what is proposed for Eastgate? If NOT, what is the most similar such facility you found in size and scope? What's its name, location, and website?

The closest example we have seen is the Nativity House, in Tacoma. It is larger than what is proposed in Eastgate. The web site for this program is:

http://www.ccsww.org/site/PageServer?pagename=homeless_nativityhouseday

Tacoma also has the Rescue Mission Shelter: <https://www.trm.org/our-work/shelter/>

King County is developing a new shelter in White Center. The web page for that project is: <http://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/white-center-shelter.aspx>

Everett is working to develop a 70 unit permanent supportive housing apartment building by 2019. The project web site is: <https://everettwa.gov/1446/Supportive-Housing-Facility>

Information on Imagine Housing's communities, some of which include housing for formerly homeless individuals, can be seen at this web page:

<http://imaginehousing.org/what-we-do/our-communities/>

Are there similar shelters in close proximity to college dorms, schools, parks, residences, and businesses?

There are many. The most relevant is the existing Bellevue men's shelter that is proposed in Eastgate. We have operated it in the most recent location with a similar size at 1899 120th St NE in BelRed. This shelter operated there for three years. In general, there were only a few littering and smoking concerns which were easily addressed with neighboring businesses. Other shelters but with far less services are operated by DESC, City of Seattle, and King County all in downtown Seattle. Our day center operated for three years at the Bellevue First Congregational Church on the

corner of Ne 8th and 108th Ne in Bellevue adjacent to the day care program at the church. By building relationships and easy lines of communication with our neighbors, we have been able to manage the proximity well.

In 2016, how many homeless men were found in Bellevue, and in which cities did they become homeless?

There are no unsheltered statistics just for Bellevue as all reporting is for the Eastside as a whole. The latest one night count found 245 people sleeping outside on the Eastside and since that count is under reporting by a factor of a least three, we estimate there are at least 800-1000 people sleeping outside on any given night in East King County. We track former residences when men enter our winter shelter (the one maybe moving to Eastgate) and that found reported that in winter of 2015-2016, 309 men were from Bellevue and all but a few of the rest were from other Eastside cities.

What data supports the effectiveness of such a large, integrated response to chronically homeless men with addictions, criminal records, & mental issues vs other solutions?

The number of men served and programs that will be offered on the site were chosen based on number of men who have been found to be homeless on the Eastside, and because of the services that have been shown to be effective. It has been shown that having a place where a man can come and access many needed resources is the most effective in helping men move further down the path of self-sufficiency and independence.

What evidence exists that the success rate of the large multi-option program will be greater than smaller efforts? Same question, compared to programs that have "clean and sober" requirements?

The shelter proposed for Eastgate is the same size as the winter shelter we have already operated in Bellevue. Those shelters have not included the suite of supporting services we propose to include in the Eastgate location. So while we don't have any research on this question, smaller programs would mostly likely not be cost effective. We can provide more robust supportive services by co-locating these programs. The men will be more likely to access these supports because they are located where other needed resources are.

What have other shelters put into place in terms of size and standards? What is typical for a city of 135,000 residents?

Bellevue has already had these programs serving this amount of men for many years. There are other 100 bed shelters in King County. There are day centers in Seattle and Tacoma that accommodate several hundred people at a time. The size of our shelter and day center has been set to fit the current and anticipated needs for men experiencing homelessness in this community.

Do the people being served do anything to earn the services? Do they pay back into the system?

The shelter and day center are for any man 18 years old or older who is experiencing homeless to access. The goal is to help connect them to needed services that can help them leave homelessness. One key way that CFH does this is by helping the men reconnect, or connect for the first time, to their sense of purpose and meaning. CFH asks clients accessing the services to take ownership of the space by helping with the cleaning, food prep, set up of spaces, outside clean up, etc.

Our goal is to empower men to take responsibility of their environment and their actions, and give them lots of opportunity to impact their environment in a positive way. Creating these ways for the men to give back is crucial to their self-esteem and their personal growth.

What kind of oversight will there be on this group of men?

Professionally trained staff, supervising manager and the men themselves are the primary level of oversight. There are also close partnerships with Bellevue Police Department, other social service providers and relationships established with the neighbors.

What is the criteria for a homeless man to receive assistance in the form of housing, support, or job opportunities?

There are no criteria for the men that we serve who are experiencing homelessness to receive support or assistance with housing and other needs, other than a man's willingness to address any barriers to housing or employment.

How do CFH programs typically "get" homeless men? Are they brought to shelters by others? Does CFH seek them out? Do men find the shelter themselves? If they find the shelter themselves, won't this open the door for anybody from anywhere?

Men receive information from many sources such as churches, law enforcement, fire dept., hospitals, libraries, city hall, local service providers, friends, family, etc. Our experience is that men looking for help usually stay within their community (such as Eastside, Seattle or South County) and rarely look elsewhere for assistance. Thus our experience is that 90-95% of clients are from the Eastside.

Counting only staff working directly with the clients, what is the proposed staff-to-client ratio? What is the training of the staff helping only those clients included in the ratio?

Staff to resident ratio is 1 staff per 25 residents for overnight. This ratio is standard practice in shelters of this type. There are 2 additional staff who help in welcoming residents and providing additional presence and support when the shelter opens. If more presence is needed, we adjust accordingly. Our staff receive training on our

mission and values (respect, dignity, compassion, empowerment), communication protocols, confidentiality, community building, motivational interviewing, and de-escalation. An environment of respect and responsibility is built through relationship. Relationship is key to transformation, for a safe, healthy community.

Please provide details, supporting CFH's 63-68% success rate? What is the definition of success for these stats? Over what period? The stats apply to which specific programs AND at what site?

The success rates of 63-68 percent refers to the CFH year round program, which is a rotating shelter that is housed one month at a time in a congregation space on the Eastside. CFH has had these rates of success over the last 5 years. This program has comprehensive case management for each man. The success rate refers to the percent of men who leave the CFH year round program for permanent stable housing. CFH tracks where each man goes and captures this in the regional Homeless Management Information System data base.

Will pets be allowed?

We allow service pets.

Will homeless tenants be required to work (on premises or at jobs when they're stable) in return for continued help?

Employment is not a requirement for receiving services, but many shelter resident already have jobs. For those that don't, CFH will offer assistance to those that are seeking employment or continuing education. We hope that this location near Bellevue College will lead to partnerships that will get men the training and support they need to become employed, or better employed.

In what specific programs at the facility will these professionals work? Who can administer medications?

Professional staff will serve the men for employment assistance, housing placement, addiction support, legal assistance, medical and dental assistance, case management, veteran support and other areas as needed. We welcome ideas and support from the community.

We will not administer medications through our program, but there are other qualified service providers who provide that level of medical service. Any guests that are medically and mentally fragile will be directed to these services.

Will non-professionals work with clients? In what ways?

Nonprofessionals will work with clients as teachers, nurses, staff support, greeters, meals, and general companionship. We aim to bring community together and bridge the

gap between the housed and unhoused. We always welcome ideas from community on ways that they would like to support the shelter through volunteerism.

Imagine Housing (not CFH) will manage the “permanent supportive housing program,” but criteria for entry are unknown at this time. Why unknown?

The housing has not been designed yet and the types of housing provided are under discussion with our funders. The concept at this point is to provide housing primarily in studio and one-bedroom apartments for small household sizes. Most tenants will be exiting homelessness. The processes for placing tenants in housing is also being worked with no decisions so far.

Will the low-barrier shelter ever deny a resident for any reason? Please specify examples. What happens should he get turned away?

The shelter is intended to allow entry to just about anyone. It is better for all concerned if a person seeking shelter can come inside to a safely monitored environment, as opposed to staying on the street or in the woods.

However, if an individual comes to us is medically fragile or displaying aggressively violent behavior, they are denied entry. We will contact emergency services (medical or police) to come take them to an appropriate locale.

Wouldn't treatment focused on specific issues of the homeless be more effective than combining all homeless men together? Examples: (a) The mentally ill in a mental health unit with medical staff to administer meds & with mental health professionals for psych evals? (b) The chemically dependent in a chemical dependency unit with trained staff? (c) Those with criminal history in transitional housing facility with case management, interacting with probation officers and the legal system? (d) Those with financial difficulties only, given financial management, work leads, & housed with small groups of men in similar situations.

Homelessness is the one thing that all the men accessing these programs has in common. Life on the streets is extremely difficult and takes a huge toll on those experiencing homelessness and the surrounding community. Having a safe, accepting, nurturing place to sleep is crucial to stabilization. Without a place to sleep and access to food one cannot effectively deal with mental health, addiction, or other barriers impact stability. The shelter is intended to welcome just about anyone inside off the street. With time to stabilize, staff will help men decide on the next course of action that will lead them back to stable housing. That may include participation in specific programs mentioned in the question.

How will the Bellevue police force partner with CFH in managing the individuals served by this shelter?

The Bellevue Police department has been a strong partner with CFH for many years. The police do regular visits to the shelter/day center spaces. They also respond quickly if support is needed on site. The police are proactively working with CFH to identify and address safety and security concerns. A combined safety protocol will be established between CFH, Bellevue Police, and the several private security firms operating around the shelter

How do you get the mentally ill, those under the influence of drugs, and the criminally inclined to reliably obey rules? Ex: If they use drugs inside or on the grounds, how do you handle? If they are “evicted” from the facility, where do they go & how is that departure assured & monitored

Men choose to obey the rules because they are treated with care, respect, and compassion. We show all guests that they are respected, valued, and seen as individuals who have worth and meaning in the shelter and in our community. When we interact with the men, we give eye contact, truly listen, communicate our expectations clearly, and give them a chance to share their needs, challenges, and successes with us. We are consistent in how we act with guests and how we implement our policies and procedures. This is crucial in maintaining a solid structure for staff and guests alike to operate within. We take every opportunity to help the guests take ownership in the shelter (community). They are empowered to take responsibility for the shelter environment and make it an atmosphere of safety, respect, and care. We conduct meetings to highlight that this is their community and they have a lot of power to make it good place to be, encouraging them to treat each other with respect, and to let staff know if rules are not being followed. We discuss how this impacts their environment if they take ownership of it or not. We also let them know how their actions impact those around them; doing chores, talking quietly and kindly with other, etc. We look for opportunities to praise guests for impacting the community in a positive way.

When conflict arises, we take control of the situation immediately. We don't wait to see if things will calm down or self-correct. We quickly assess the situation; always making sure to assess other guests and our own safety. We don't hesitate to call the police, to take the guests away, if we feel it is necessary.

Specifically, what types of trained professionals will be on site (daytime vs nighttime) to handle mental, addiction, meds, & behavioral issues? If such professionals are not on site, how/where will such services be provided?

There will be site-managers on site day and night who receive regular training on de-escalation, motivational interviewing, solution focused training, dealing with difficult behaviors, and general information regarding mental health and addiction issues, etc.

There will also be masters level case managers who have extensive training in mental health and addiction issues. These professionals will be on site during the day mostly, with some professional support during the early evenings, and on-call support throughout the night as well. There will also be supportive services on site throughout the day that are specific to addiction, employment, medical support, and mental health.

How can CFH prevent Pioneer Square-type problems around Bellevue College, parks, schools, neighborhoods after men leave the day center or shelter?

CFH has been running these programs for the same amount of men for three year. We have a proven track record of working with the men, neighbors, and the police to set up guidelines that work for everyone and quickly address any issues that arise including loitering.

Specifically, how will neighboring constituents be advised about criminal backgrounds & sex offenders in the facility? Will this information be available on police websites or on posted notices?

Anyone who has a sex offense will be registered and the wider community can access this information through the King County Sheriff website. CFH will comply with any communications that are required to inform the community about people who are required to register due to any criminal behavior.