

Good Neighbor Agreement for Congregations for the Homeless



A product of the Good Neighbor Agreement Advisory Committee

September 3, 2021

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Section 1. GNAAC Overview

In January 2021, Congregations for the Homeless applied for a conditional use permit to build a 100-bed, permanent men's shelter in Eastgate, along with a 125-person day center, and offices for CFH administration on .736 acres. The parcel is part of a larger 10-acre parcel acquired from King County at 13620 SE Eastgate Way. The intent of this shelter and day center is to provide a safe and welcoming environment 24-hours a day for men experiencing homelessness.

Per the city's Land Use Code (LUC), a Good Neighbor Agreement Advisory Committee (GNAAC) was formed to foster communication between the community and CFH, with the goal of forming a good neighbor agreement as its end-product. CFH anticipates that construction will begin in November 2021 with completion estimated in 2022.

The GNAAC met five times between May and September 2021. Each meeting addressed a specific purpose: to build community agreements; review the design; and review the operations of the shelter. During meetings #2-4, the members generated questions to be addressed by the Technical Team, and recommendations to be considered for this agreement. The recommendations can be found in Section #4.

GNAAC meetings were facilitated by Patricia Hughes of Trillium Leadership Consulting in Seattle, who also assembled this report. Because the LUC requires the GNAAC to be formed, the following is an overview of each member by category:

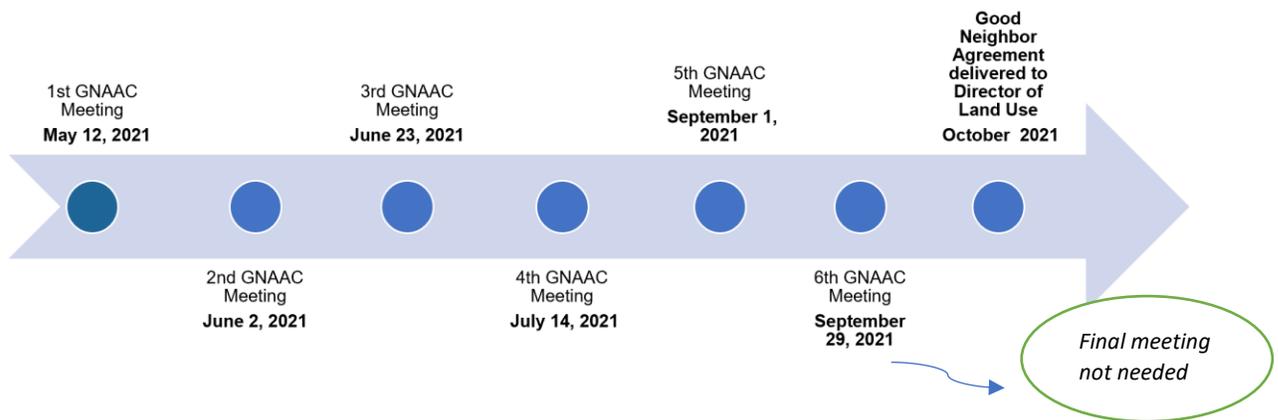
GNAAC Member Composition List

MEMBER NAME and AFFILIATION	CONTACT WITH CFH PREVIOUSLY?	MEETS ONE MILE RADIUS Y/N
Resident Members		
1. Tzachi 'Saki' Litov	Y, Served on CFH Advisory	Y
2. Laurie Wick	Y	Y
3. Susanna Chung	Y, Served on CFH Advisory	Y
4. Julia Tai	Y, Served on CFH Advisory	Y
At Large Members (Council Appointed)		
1. Jason Courter, Honda of Bellevue	N/A	N/A
2. Pete Ryan, Bellevue Essentials Alumni 2020	N/A	N/A
Business Interests		
1. Asenath Polis, Property Manager, CBRE	Y, Served on CFH Advisory	Y
2. Linda Laws, Bright Horizons Daycare	Y	Y

3. Christopher Ross, Seattle Humane	Y, Served on CFH Advisory	Y
Individual Experienced with Homelessness		
Tom Miles, Outreach Coordinator, CFH	N/A	N/A
Human Services Community Representative		
Allen Dauterman, replaced by Troy Drawz, Imagine Housing	N/A	N/A
K-12 Representative		
Melissa Devita, Deputy Superintendent, Bellevue School District	N/A	N/A
Operator Representative		
David Bowling, CFH, Executive Director and Linda Hall, CFH Project Manager	N/A	N/A
Provider Representative		
David Bowling, CFH, Executive Director	N/A	N/A
Funder Representative		
Klaas Nijhuis, ARCH	N/A	N/A
Technical Support Team		
<ul style="list-style-type: none"> • Lieutenant Christopher Marsh, replaced by Captain Troy Donlin, BFD • Captain David Sanabria, BPD • Yi Zhao, Plymouth Housing • Toni Esparza, Bellevue Parks and Community Services • Toni Pratt, CFH Project Manager • Liz Stead, Land Use Director • Patricia Hughes, Facilitator 		

Section 2. GNAAC Project Timeline

During the formation of the GNAAC, the Core Team contemplated the number of meetings and time necessary to discuss the required topics of Context, Design and Operations per the LUC. The time spectrum noted below provides an overview of the numbers of meetings leading up to the delivery of the Good Neighbor Agreement to the Director of Land Use:



Meeting #1: Gain shared understanding of the **GNAAC process and context**, meet each other, and create group agreements for working together

Meeting #2: Gain clarity on **site design**, with a review of work to date by CFH, a review of Master Development Plan by City staff, and a review of Crime Prevention through Environmental Design (CEPTED) by BPD, and offer potential recommendations

Meeting #3: Gain clarity on the **Safety and Security**-related Operations with a review by CFH and BPD, and offer potential recommendations related to Safety and Security

Meeting #4: Gain clarity on Standard Operating Procedures and Performance Metrics for Safety and Security, and offer additional recommendations

Meeting #5: Review draft Recommendation Report, discuss changes and edits, and take consensus demonstration.

Section 3. Request and Project Description

Conditional Use

Congregations for the Homeless (CFH) seeks Conditional Use approval to construct a three-story, 100 bed permanent men’s shelter along with a 125-person day center and offices for CFH administration on .736 acres. The intent of this shelter and day center is to provide a safe and welcoming environment 24-hours a day for men experiencing homelessness. Landscaping and parking stalls will be provided. CFH will be located on Lot 2 of a three lot Binding Site Plan and Master Development Plan. CFH anticipates that construction will begin in November 2021 with completion estimated in 2022.



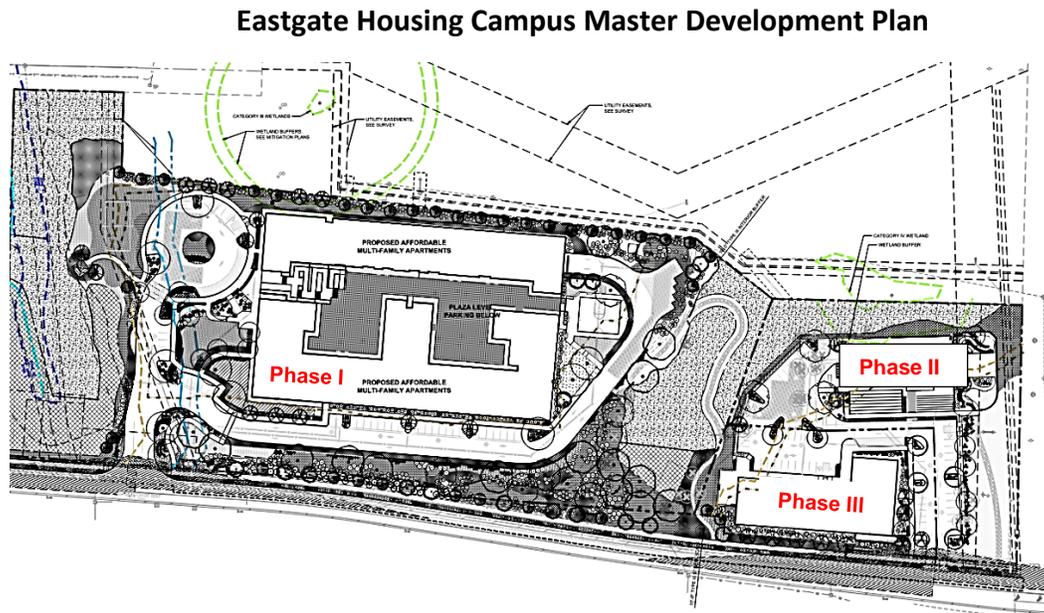
View of Building

Review Processes and Schedule

Homeless Services Uses applications can be processed in one of two ways: as a Development Agreement or as a Process I Conditional Use application per LUC 20.20.455.H, wherein the Land Use Director makes a recommendation to the Hearing Examiner, and following a public hearing, the Hearing Examiner renders a decision on the submitted proposal. CFH chose the latter process by filing its Conditional Use application for review and approval.

Project Phasing

Development will occur in three phases on the proposed Eastgate Housing Campus as submitted by Polaris @ Eastgate, LLC. The site map below describes each phase.



Phase I – Polaris @ Eastgate, LLC: The proposed project will include 360 units of affordable housing available to qualifying households earning 60 percent or less of average median income on 7.3 acres.

Phase II – Congregations for the Homeless/CFH Alliance, LLC: The second phase of development will occur on an .736 acre property located at the northeast corner of the campus. Congregations for the Homeless will locate a three-story 20,473 gross square foot permanent men’s shelter with 100 beds along with a day center for men experiencing homelessness.

Phase III – Eastgate Housing, LLC (includes Horizon Housing Alliance and Plymouth Housing): The third phase of development will occur on 1.69 acres located at the southeast corner of the campus. Horizon Housing Alliance will construct a four-story residential unit with 95 supportive housing units for residents exiting homelessness.

Site Context and Description



Aerial of King County Solid Waste Site

The King County Solid Waste site is located within the Richards Valley Subarea. It is adjacent to the King County Transfer Station along its north property line, with office development along its west and east property boundaries. The property is bounded to the south by SE Eastgate Way where the primary vehicular site access is located at the southwest corner of the site. There is a secondary site access at the southeast portion of the campus connecting to an unpaved driveway. Historically, this site has been used for overflow parking for auto dealerships. It also was used by King County Health Department for two medical tents in the event that nearby hospitals reached their patient capacities due to COVID-19 hospitalizations. The King County Health Department has not operationalized the site to date, and they have since been removed.

King County Solid Waste completed sale of this site on August 11, 2021 to Polaris at Eastgate, LLC, Eastgate Housing, LLC, and CFH Alliance, LLC, which will now allow the City to issue ancillary permits to each owner of Lots 1 and 3.

Section 4. GNAAC Recommendations

As required by the LUC topics, the GNAAC formulated its recommendations at the conclusion of each of its meetings. To aid this process, the facilitator queried each GNAAC member to obtain their pertinent comments which were divided into three categories: 1) Recommendations for the Conditional Use application, 2) Recommendations outside the scope of the CUP which could be acted upon by others as noted in Section 5, and 3) Recommendations previously evaluated through the Master Development Plan also noted in Section 5.

The GNAAC supports the Conditional Use Permit and the development of the men’s shelter, day center, and administration offices. GNAAC members shared a desire for the CFH project to “be the best in the country and a model for others.” The following is the compilation of the GNAAC recommendations to the Land Use Director of Development Services for CFH’s Conditional Use application. The (#) refers to the GNAAC meeting during which the recommendation was made.

Context Setting

Ways the provider can incorporate context sensitive design into the project, with a focus on unique circumstances that should be considered early in the review process. The GNAAC’s discussion during Meeting #1 was robust regarding the unique elements of the surrounding community, i.e., existing open spaces and the Eastgate Park and Ride which culminated in the recommendations below:

Recommendations

Communications:

1. CFH to create a FAQ so people in the community know how to get involved and who to contact under various situations. (#3) The FAQ should be posted on the CFH and City of Bellevue websites, and to be provided in paper form, with phone numbers for:
 - * 911 for emergencies
 - * 211 for Human Service Support at King County
 - * BPD non-emergency number
 - * Congregations for Homeless
 - * City's Outreach Navigator
 - * Sophia's Way Outreach Coordinator
 - * City's Park Dept
2. Establish magnet area boundaries and add Eastgate Park and Ride as a magnet area (#3)
3. Communicate (in tandem with Plymouth Housing) with the neighbors and community effectively, providing resources and accurate information via in-person and on social media (as staffing allows.) (#3)
4. Prioritize the review and refinement regarding performance metrics and ongoing operations with CFH Advisory Committee (after end of GNAAC), posting metrics online annually (#4)

Design Recommendations

These recommendations augment the facility design by overlaying design review through Crime Prevention Through Environmental Design (CPTED) measures so architectural and landscape design may influence the natural and built environments. Since CPTED review is conducted by Bellevue Police Department (BPD), the GNAAC was introduced to the CPTED concepts of Natural Surveillance, Territorial Behaviors and Natural Access Control during Meeting #2, which led to the following recommendations:

Security and Crime Prevention Through Environmental Design (CPTED) Measures

1. Specify length of time for data storage of security cameras at 30 days (#2 and #3)
2. Review parking lot for clear visibility through the site (#2)
3. Provide Signage re: No loitering, no derelict vehicles (#2)

Operations Recommendations

These recommendations augment the provider's Standard Operating Procedures and Safety & Security Plan to address concerns of neighbors while meeting the needs of CFH's clients and partners. Meetings #3 and #4 focused on this topic and resulted in the following recommendations:

Parking and Transportation

1. Monitor parking lot for non-permitted car camping and to limit abandoned vehicles on-site. (#2)
2. Create consistency with campus-wide Transportation Management Plan (TMP) (#2)

Resident Assistance

1. Capture family contact information on intake form/process (if they are willing to provide), and to ask if they would like assistance in reuniting with family (#3)
2. Provide resources about alternate facilities and bus tickets when full. CFH promises that "we won't put someone on the street in the middle of the night") Added to Standard Operating Procedure (#4)

Safety and Security

1. Notify nearby residents, businesses, and King County Metro in the event of an emergency on site, such as a lockdown or lockout (#3)
2. Encourage men to speak up when they see something that isn't right in the magnet area – and this will be added to the Code of Conduct (#4)

Section 5. Appendix I

1. Recommendations for Action by Others

These recommendations were made by GNAAC members and are outside the scope of consideration for this Conditional Use Permit. They have been forwarded to the appropriate bodies for review and potential action.

1. Increased lighting on SE 32ND Street – Transportation Department - Lighting Analysis conducted and found to meet standards - #2
2. Continuous sidewalk to Richards Road – Transportation Department – TFP – Project 247 - #2
3. Bike lanes review for safety analyses– Transportation Department – Review and analyses during MDP – Meeting standards - #2
4. Initial contact was made with KC Metro to raise the issue of re-routing bus #240, which runs from Eastgate P&R to downtown Bellevue - #3
5. Define who neighbors are in Code of Conduct and strengthen expectations around engagement with neighbors and surrounding community by residents. - #3
6. Clarify with other service partners included in the agreement about how appointments will be managed: open door, appointment, drop-in, how to manage that. - #3
7. Recommend that mental health professionals be on site 365/24/7, share with Plymouth. (Caveat: these professionals be licensed, not case managers) - #3
8. Create code of conduct for volunteers - #3
9. Recommend CFH connect with private owners of pieces of the greenbelt and be sure they've given Trespass authority - #4
10. BPD to patrol the green belt (bike patrol) - #4
11. Transparency to share the metrics and trends from the CFH/BPD check-ins - #4
12. GNAAC recommends that the City of Bellevue fund mental health supports. - #5

2. Recommendations Previously Evaluated through the Master Development Plan

These recommendations were made by GNAAC members and were already addressed as part of the Eastgate Housing Campus MDP process which was approved April 1, 2021.

1. Ask city to revisit the traffic estimates and come up with action to minimize impact. *Reviewed with traffic study and analyses during MDP, all phases were found to comply with standard requirements. There is a process for traffic re-assessment once the development is up and running.*
2. Neighborhood outreach on safety and traffic. *Public meetings were previously held to gain input during the MDP process*
3. Traffic – At peak times, limit the left turn capability coming out of the facility (not) onto Eastgate create a Center lane. *This possibility was reviewed during the MDP analyses, and traffic conditions did not warrant required left turn lane.*
4. Opportunity to reassess the area if safety concerns arise in the future as the City reserves the right to control access and restrictions on City streets. *Yes*
5. Install secure and tall fences on the boundary of SE 32nd. *Was not required through MDP, as there is no direct access to SE 32nd Street from the site*
6. Request for landscape cover on north side of property. *Is already included*

Section 5. Appendix II

GNAAC Member Experience

Throughout the process, the facilitator asked the members to reflect on their GNAAC experience. Their comments are summarized below.

Meeting #1:	<ul style="list-style-type: none"> • Met expectations • Very good – people were heard +1 • Cautiously optimistic +1 • Very well organized • Inclusive • Well done • On for the journey • Public transportation critical 	<ul style="list-style-type: none"> • Excited to share • Role model for the nation • Great start +1 +1 • Fair and comprehensive • All voices heard +1 • Moving onward • Great team • Optimistically looking forward
Meeting #2:	<ul style="list-style-type: none"> • Efficient and helpful • Grateful • Progress • Receptive 	<ul style="list-style-type: none"> • Amazing community • Onward to operations • Informative
Meeting #3:	<ul style="list-style-type: none"> • Insightful • Productive +1 +1 +1 +1 • Gratitude • Informative • Detailed • Relieved • Appreciative • Thorough +1 	<ul style="list-style-type: none"> • Teamwork • Creating Community • Thoughtful • All Plus one • Sensitivity and compassion • Graceful • Useful
Meeting #4	<p>“What has been meaningful to you about this GNAAC process?”</p> <ol style="list-style-type: none"> 1. Other members’ perspectives+ 2. Level of collaboration and organization is impressive+ 3. Appreciative that it’s happening and we’re learning things 4. Diverse 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 for 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 they want it to go well and get in front of it 10. Come to appreciate knowing business neighbors more 	

	<ol style="list-style-type: none"> 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! Feel heard, respected in this process and people want to be involved 13. Engagement and positive commitments
Meeting #5	<ol style="list-style-type: none"> 1. Thanks to Pat, Liz and Toni for being responsive, Pat for facilitation, Dave & Troy we love our police and fire personnel 2. Confidence that we can have THE BEST SHELTER in the country. I feel very hopeful and happy for how we've come together. It's meaningful; we want to serve the men and the community 3. Thank you for the opportunity to participate and be part of this process 4. Impressed with our compassion and passion, masterfully led by Patricia 5. Hold us (police) accountable to our promises to make this successful 6. Appreciation for everyone coming together and giving of your time, and for the community. Those early investments made a difference. 7. Thank you, Patricia, for facilitating this process.

In addition, the Core Team (composed of Pat Hughes, Liz Stead and Toni Pratt) reached out to members mid-way through the process to check in on their experience and invite additional comment on the process. The check-ins allowed individuals the opportunity to speak further and ensured that all members could be heard. Most members indicated they were satisfied with the process. For those who participated, their comments are below:

<p>Key Themes:</p> <hr/> <p>The process is going well ++++++</p> <hr/> <p>Concerns are followed through on +++</p> <hr/> <p>You are engaging diverse and dissenting voices ++</p> <hr/> <p>A respectful and productive group doing the best we can +++</p> <hr/> <p>Receptive to our input +++</p> <hr/> <p>People in the community feel this process is good due diligence +</p>	<p>Concerns Raised:</p> <ol style="list-style-type: none"> 1. Traffic and sidewalk +++ 2. GNC could/should have started earlier ++ 3. What's "done" look like and who is accountable for follow-through? 4. Can we get further attention on the unsheltered homeless sex offenders 5. Mitigating potential increase in drug dealing, other issues in the vicinity 6. Resident pet ownership – partnering with Humane Society for boarding/care
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