(1) Who will be eligible to live at La Quinta and how will they be screened?

The target population is people whose income is at or below 30% of the area median and who are experiencing or at-risk of chronic homelessness defined as:

1. *An adult person with a disability who has been continuously homeless for a year or more OR*
2. *An adult person with a disability who has experienced multiple episodes of homelessness in the past three years for a combined 12 months.*

Source: King County Health Through Housing FAQs

They will be screened using the County's Coordinated Entry for All (CEA) system based on the tiers seen on Page 219 of staff's November 15 Study Session presentation to the Kirkland City Council.

They will also be screened by the facility operator and/or the County consistent with the terms of the City's agreement with the County, which is still being negotiated.

(2) How will people be referred to this facility?

Each HTH property will serve as a local resource for people experiencing chronic homelessness in that jurisdiction, while also being a component of a regionwide system of emergency and permanent supportive housing. King County will work with local jurisdictions to create referral pathways for area residents. In addition to local referral, referrals to HTH units will occur through King County's Coordinated Entry (CEA) system. Prospective residents will be assessed by a CEA team member to determine eligibility and whether this placement would be appropriate.

The County and the onsite provider will collaborate with the local city on the local referral protocols and procedures for housing assignments:

- *The County and partner agencies, in coordination with the local jurisdiction and local service providers, will provide initial targeted street outreach to people living unsheltered in the local community.*
- *The local jurisdiction will identify key local service providers and City staff that provide homeless outreach services in the local community. These individuals will work with the selected outreach team in providing referrals and creating a list of eligible individuals experiencing homelessness locally.*

Source: King County Health Through Housing FAQs

For this facility, the City Manager's Office in conjunction with Human Services staff are developing an Eastside referral network, which will be presented to the City Council for discussion. Once City Council approves the Eastside referral network, City staff will work with the County to implement the local referral

in Renton is provided below for illustrative purposes only. This language has not been negotiated between the City and the County.

Operator Example Guest Policy_Redact

(16) Facility entry security?

All HTH sites will have 24/7 staffing. Permanent supportive housing buildings elsewhere in the county all have staff awake, alert and on duty around-the-clock. Should the need arise to increase or revise the staffing plan for any HTH site, the provider will do so.

Source: King County Health Through Housing FAQs

(17) Transportation services for tenants?

The programmatic details will be evaluated during the operator selection process and will then be developed more fully between the County and the Operator in their services agreement.

(18) Would tents or other non-structures be allowed on the property outside of the building?

Per the City's Resolution R-5522 and Conceptual Terms Sheet adopted by Council on March 1, 2022, under "Other Key Agreement Terms" section 3 states, "No car camping or camping of any kind at the site." The current draft of the City's proposed agreement with the County expands on this restriction, stating:

> **Facility shall not operate as a "Safe Parking" or other program for individuals experiencing unsheltered homelessness. No camping (including car camping) or any other form of persons sleeping outdoors or in vehicles shall be allowed on the Property;**

(19) What are the restrictions on people sleeping or staying in a parked vehicle outside of the building?

See above.

(20) Maintenance and security of outside areas including the parking lot, dumpsters, landscaping, and other external areas

The draft services agreement between the County and the facility operator requires that the operator "ensure facilities are kept in a safe and sanitary condition, and be in good repair with proper ventilation, lighting, and

temperature control. A written maintenance plan must exist." It further places responsibility on the operator "for maintenance and operations of the facility, including cleaning, ensuring the facility is in good repair and operable, removing graffiti, and any other reasonable operations parameters so the facility is not a safety or community concern." The City understands that, with other County facilities, the County also directly provides some level of maintenance and security. The division of responsibilities will be more fully developed more fully between the County and the operator after selection. Regardless of the division of responsibilities between the County and the operator, the City will have the authority to require compliance.

Performance Measures and Community Oversight

(21) What performance measures/metrics (on-site and off-site) will be tracked?

Proposed metrics included in section 3 of the current draft PSHA that will be presented to the City Council for discussion on January 17, 2023, are:

- **Data on the number of new tenants, exits, room occupancies, and individuals or couples served during the reporting period, including demographics.**
- **Number of residents enrolled in permanent supportive housing at the Facility;**
- **Number/percentage of residents receiving on-site and off-site resident supports, including estimated hours provided to residents by service providers, as well as the type of support;**
- **Number/percentage of residents enrolled in Medicaid or another means of health insurance;**
- **Number/percentage of residents who receive physical or behavioral healthcare support;**
- **Number/percentage of individuals who maintain or exit to permanent housing from permanent supportive housing;**
- **Percent change in residents with emergency visits and psychiatric hospitalizations;**
- **Percent change in residents with criminal justice system interactions;**
- **Number/percentage of households who maintain or increase income through employment or public benefits while residing at the Facility;**
- **Information on community feedback received by the County or Contractor, including a summary of any action taken as a result, if any.**
- **Number of emergency responses to the Facility.**
- **Data on the results of the County's background screening process.**

(21) Will there be a community advisory board or similar providing a perspective from the community on what's working or not working?

The County and its pre-qualified HTH Housing Operators recognize the importance of fostering and maintaining good neighbor relations and community partnership with each of the local communities where HTH buildings are located. The County has developed a Good Neighbor Commitment process by which the County and each awarded operator pledge to be good neighbors and co-develop a roadmap for being responsive to local community concerns/needs and creating ongoing opportunities for dialogue.

Finalized Good Neighbor Agreements vary significantly from site to site and are highly tailored to the specific neighborhood/jurisdiction. Therefore, Kirkland will work with King County and the selected operator to develop a specific agreement for the site, including identifying neighboring community members, businesses, and institutions that should be engaged in the development of the Good Neighbor Agreement. For a reference example, the HTH Good Neighbor Agreement developed in partnership with the City of Auburn is attached.

Auburn Good Neighbor Agreemen

In addition, the current draft services agreement between the County and the facility operator contains the following requirement regarding a community relations plan:

> **c. The Contractor, in coordination with the County and the City of Kirkland shall develop a community relations plan that will contain strategies and policies for community engagement. The community relations plan and any future amendments must receive approval from the City of Kirkland.**
>
> > **i. The community relations plan must address potential impacts on nearby schools, businesses, and/or residences, including identifying process(es) for dispute resolution and proposed resolution and mitigation approach(es).**
> >
> > **ii. The community relations plan must address expectations between the Contractor, local community, service providers, and City representatives (e.g., data and performance measures, program descriptions and services offered, opportunities to volunteer and donate).**
> >
> > **iii. The community relations plan must identify a "Neighborhood Liaison," who will be a staff person of the Contractor who has been designated to be a visible and friendly ambassador for the permanent housing facility, to nurture respectful relationships among community**

members, to attend community events, and to receive and respond to neighbor complaints in a timely manner.

More generally, the County has established the following guidelines as a starting point for establishing positive community relations and for developing Good Neighbor Agreements:

All operators commit to the following:

- **A Resident Code of Conduct agreed upon by residents at the time of entry.**
- **A Good Neighbor Commitment to provide**
  - **Neighborhood outreach and notification.**
  - **Opportunities for community involvement with the project.**
  - **Building Manager contact information as well as a 24/7 number for immediate issues.**
  - **Patrolling of the immediate perimeter of the property and ensuring the area is maintained; and**
  - **Orientation for new residents on the neighborhood, available programming, community events and local amenities.**

Specifically, for Pre-Project Opening Notification and Outreach, printed, electronic and in-person outreach will be completed including:

- **Fliers, fact sheets or other mailings delivered directly to residences and businesses within approximately 500 feet radius of the HtH facility, which detail:**
  - **A brief summary of the project**
  - **A contact person and contact information for providing feedback to the operator**
- **Hosted or co-hosted community meeting to discuss the project and/or provide a guided tour or site walk, and**
- **Digital outreach, including a project website and contact information for providing feedback to the operator**

(22) Upon move-in, staff review and have residents sign a Resident Code of Conduct. How will they be reported to the public?

Section 3 of the current draft PSHA includes specific reporting requirements, stating:

The County and Contractor will publicly report to the City Manager and City Council within six months of the Facility beginning to accept residents, and at least annually thereafter, unless the City Council approves less frequent reports, regarding operation of the Facility and compliance of the Contractor with the terms of the Services Agreement.

(23) What are plans for Kirkland Police involvement/staffing?

Per the City's Resolution R-5522 and Conceptual Terms Sheet, a safety and security plan is required to be developed following facility operator selection. The safety and security plan is required to be developed in consultation with and approved by the Kirkland Police Department. On this topic, the current draft of the proposed services agreement between the County and the facility operator states:

a. The Contractor will have a safety and security plan to deter theft and harm to clients and staff. A weapons policy designed to ensure the safety and security of all clients, staff, and volunteers must be included in this plan.

i. The safety and security plan shall be developed by the Contractor, in consultation with the City of Kirkland Police Department. The safety and security plan and any future amendments thereto must be approved by the Kirkland Police Department.

ii. That plan shall address illegal, unsafe, or disruptive behavior on the Premises that infringes on the safety of occupants, community members, and employees and a description of the consequences for engaging in disruptive behavior up to and including eviction. Disruptive behavior is that behavior that disrupts or interferes with the rights and comforts of persons living, working or visiting the area.

iii. The plan shall identify behavioral health crisis management protocols. The plan should identify staff trained in de-escalation methods. The plan shall provide protocols for routine and emergency communications with first responders.

iv. The plan shall provide for the coordination of services between the Contractor, the County, and the City of Kirkland public safety staff (e.g., police, fire, community responders), including any private security personnel employed by the Contractor and any surrounding schools or business owners;

v. The plan shall identify a clear process and a City contact for addressing circumstances in which reasonable community concerns are not responded to by the Contractor in a timely fashion.

vi. The plan shall provide contact information for the Contractor and the County to respond 24/7 to City and community concerns.

vii. The plan shall identify performance metrics and a reporting process that will be used to track compliance with the safety and security plan.

(24) How will/can the facility program be adjusted if needed?

Section 4(b) of the current draft PSHA provides:

(b) In addition, the Parties will meet on a regular basis with one another and with the Contractor to discuss, as appropriate, performance and

operation of the Facility, compliance with this Agreement, and elements of the Services Agreement, and to work on any unexpected challenges and promptly resolve issues, including challenges regarding program outcomes and the status of any applicable good neighbor agreements. The Parties also will promptly meet on an ad hoc basis at the request of either Party to resolve issues as quickly as possible.

(25) Who will provide oversight from the public's perspective?

The facility operator will be directly accountable to the County for the facility and program performance. The County and the City, through the PSHA, will be jointly empowered to oversee the effectiveness of the program. In addition, the operator will make commitments to the local community through the good neighbor agreement.

(26) Does the PSHA dispute resolution process prohibit litigation by the city against the county?

No. Section 10 of the proposed PSHA includes a detailed dispute resolution process; that process does not prohibit litigation by the City against the County. Instead, it encourages use of the dispute resolution process before initiating litigation. However, a party can seek injunctive relief or other equitable relief before completing the dispute resolution process if it believes in good faith such relief is needed.

Schedule

(27) What is the schedule between now and opening with first residents?

It is the City's understanding that once the Council authorizes the City Manager to execute the PSHA, the County intends to promptly file building permits and begin the operator selection process.

(28) What are the remaining public opportunities for comments along the way?

On January 17, the Council will hold a public hearing on this matter. Staff expects to bring the final agreement to the City Council for approval in February provided there are not significant changes requested by a majority of the Council.

Additional Information Requested:

- The County provided the City with the following case studies and further research regarding the efficacy of permanent supportive housing:

  - Summary of University of Washington report on de-intensified shelters: https://depts.washington.edu/urbanuw/news/final-report-impact-of-hotels-as-non-congregate-emergency-shelters/
  - Full report on de-intensified shelters: https://regionalhomelesssystem.org/wp-content/uploads/2020/11/Impact-of-Hotels-as-ES-Study_Full-Report_Final-11302020.pdf
  - A brief summary of the 1811 Eastlake research and project: 1811 one pager-revised2010 (desc.org)
  - Additional data points about the cost savings that result from providing permanent supportive housing: Why Housing First? - Plymouth Housing
  - Corporation for Supportive Housing is a national expert on this issue and has more information on their website: https://www.csh.org/category/research-and-evaluation/

- Below is a list of the County's Health through Housing facilities; additional information and data on each facility is available on the County's website: https://kingcounty.gov/depts/community-human-services/initiatives/health-through-housing.aspx
  - Auburn: Former Clarion Inn
  - Federal Way: Former Extended Stay America
  - Kirkland: La Quinta Inn
  - North Seattle: Former Extended Stay America
  - North Seattle: Former Holiday Inn Express
  - Pioneer Square: Canton Lofts
  - Queen Anne: Inn at Queen Anne
  - Redmond: Former Silver Cloud Hotel
  - Renton: Extended Stay America Hotel
  - Seattle: Argyle

- The following page contains a list of pre-qualified housing operators and support service partners for East County; these organizations have been pre-qualified by the County and, as a result, will be qualified to submit proposals in response to the County's operator procurement process.

Health through Housing Provider Pools
East County

Provider	Provider Program Name	Property Management/Operation Support	On-Site Support Services
Archdiocesan Housing Authority	Catholic Housing Services	X	
Catholic Community Services of King County	Catholic Community Services of King County	X	X
Chief Seattle Club	American Indian/Alaska Native Emergency Housin	X	X
Compass Housing Alliance	Compass Housing Alliance Health through Housing	X	X
Congregations for the Homeless	CFH Response to HTH RFQ	X	X
Downtown Emergency Service Center	DESC's Application for Health Through Housing	X	X
Friends of Youth	Friends of Youth		X
Kent Youth and Family Services	Kent Youth and Family Services		X
Low Income Housing Institute (LIHI)	LIHI's HTH RFQ Response	X	X
Plymouth Housing	HtH Plymouth Housing	X	X
The Salvation Army	The Salvation Army	X	X
The Sophia Way	The Sophia Way		X
YMCA of Greater Seattle	YMCA HTH Application	X	X
YWCA Seattle-King-Snohomish	YWCA Health Through Housing	X	X