

## **Redmond Health Through Housing Frequently Asked Questions**

*Updated: September 19, 2023*

### **Q: When did King County purchase the building?**

A: King County bought the Redmond Silver Cloud Inn in July 2021. This was the fourth property purchased for the Health Through Housing initiative, which now includes 15 locations.

### **Q: Why has it taken so long to open the building?**

A: Each building in the portfolio is unique and the building opening is reliant upon a number of factors. In Redmond, an engaged City Council passed an ordinance to establish requirements for siting and use of permanent supportive housing and shelter. King County is working with the City of Redmond on permitting, community engagement, and the necessary agreements to make the building a success. The building also served as a temporary place for Afghan refugees to live for seven months in 2022. With the selection of the operator, both King County and the City of Redmond will work deliberately to bring people inside.

### **Q: What is the City of Redmond's role in the building?**

A: The City of Redmond is the host city for the Redmond Health Through Housing location and will work with King County to bring the building online and operational. The City of Redmond was involved with the procurement process leading to the selection of the operator and will be coordinating with the County and the site operator to ensure that the necessary agreements and terms set forth in Redmond Zoning Code (RZC) Chapter 21.57 are met. This includes partnering with King County and the operator to develop necessary policies, procedures, and plans, such as a Community Relations Plan.

### **Q: What kind of community engagement took place after the building was purchased?**

A: King County conducted door-to-door outreach to local businesses and residents, held an in-person town hall, a virtual town hall, and worked with the City of Redmond on a public survey soliciting feedback from the community. Now that an operator is selected for the building, the next phase of community engagement is set to begin. This includes a meet and greet with The Salvation Army and the formation of a Community Advisory Group which will be comprised of service providers, individuals with lived experience, and representatives from the local community.

### **Q: How did King County select an operator?**

A: In 2021, King County developed and approved a pre-qualified list of providers who can apply to operate any one or more Health through Housing sites. King County's procurement process was informed by community feedback, which included input from the community through a town hall, virtual meetings, and a focus group. For the Redmond site, the procurement process started in November 2022 when the County released a Request for Bids. The Request for Bids (RFB) is available to the public and can be viewed [here](#). King County led efforts on operator selection with participation from City of Redmond. The Salvation Army was selected as the operator for this site based on their qualifications and ability to meet the requirements of the RFB.

**Q: How many people will be housed at this location?**

A: The Salvation Army will develop a gradual, phased approach for housing up to 100 individuals at this site.

**Q: Who will be considered to live in the building?**

A: The target population is adults whose income is at or below 30% of the area median and who are experiencing or at risk of chronic homelessness. 35-65% of units are prioritized for individuals with local community ties.

**Q: Will the building have 24/7 staffing?**

A: All Health Through Housing buildings have 24/7 on-site support staff and comprehensive, wraparound services, including:

- Employment navigators
- Behavioral health services available on-site
- Connection to physical and behavioral health care
- Assistance in enrolling in Apple Health and other public benefits

**Q: Will The Salvation Army provide these services?**

A: The Salvation Army will provide property management and 24/7 support staffing services in-house. The Salvation Army will also partner with King County's Department of Community and Human Services and local service providers to provide the wraparound services.

**Q: Will there be security?**

A: All Health Through Housing sites have experienced, 24/7 on-site staff who are trained in trauma-informed care, crisis support, and de-escalation techniques. As an evidence-based model, permanent supportive housing does not feature security guard services, but it does call for clinically trained staff to be on-site and on-duty around the clock. Further, The Salvation Army will be responsible for developing a Safety and Security Plan as required by Redmond Zoning Code

**Q: What support does King County have from the City of Redmond?**

A: The City of Redmond supports this regional approach and is working in partnership with the County to bring more people inside. This support looks like approving an operational agreement, coordinating a local referral process with support from the City's Homeless Outreach program, and working to ensure that community input is used to inform future success for the program, participants, and surrounding neighborhood.

**Q: What is the plan for community engagement?**

A: King County and the City of Redmond will start right away to form a Community Advisory Group. This group will create the Community Relations Plan that details a structure and frequency for ongoing community engagement and commits King County, the City of Redmond, The Salvation Army, and the local community to a collective agreement that describes how the parties will communicate and resolve concerns when they arise.

**Q: How soon will the site open for occupancy?**

A: The building is slated to welcome the first residents in early 2024.

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