

Elguezabal, Centered

From: Christopher Randels <cranfels@cs-bellevue.org>
Sent: Monday, July 8, 2024 6:51 PM
To: Council; Carlson, Diane (she/her); Singelakis, Andrew; Phillips, Evan
Cc: Debbie Lacy; Kurt Dresner; Arman Bilge; Katie Wilson; Phil Ritter; Kelli Refer; Vicky Clarke; hello@indivisibleeastside.com; annemarie dooley
Subject: Comment Letter for 7/9 Budget Hearing
Attachments: Eastside Coalition for Vision Zero.pdf
Categories: Records Request

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Good evening Mayor Robinson, Deputy Mayor Malakoutian, Councilmembers, and staff,

I hope this email finds you well and that you each had a wonderful 4th of July holiday. In advance of tomorrow's public hearing & subsequent discussion on the city's budget, I submit the attached letter on behalf of the following organizations:

Complete Streets Bellevue
Eastside Urbanism
Eastside for All
Move Redmond
Cascade Bicycle Club
350 Eastside
Indivisible Eastside
Physicians for Social Responsibility
Transit Riders Union
Liveable Kirkland

Our organizations stand united in our sincere belief that Bellevue can & must achieve its Vision Zero goals by its 2030 deadline. To accomplish this, our letter puts forward the following requests for this upcoming budget:

- 1) Bellevue should recommit to the funding & deployment of rapid-build facilities to deliver high-quality bicycle infrastructure.
- 2) Bellevue should incorporate capital funding for transit speed & reliability improvements.
- 3) Bellevue should commit sufficient funding to deploy all viable Road Safety Assessment (RSA) project proposals by 2030.
- 4) Bellevue should deliver as much infrastructure as possible as cheaply as possible.
- 5) Bellevue can dedicate more funds from the Neighborhood Safety, Connectivity, and Congestion levy towards Vision Zero projects.
- 6) Bellevue can lengthen its repaving schedule to maintain streets while allocating resources to new infrastructure.

7) Bellevue should utilize the taxing authority granted by its Transportation Benefit District (TBD) to raise capital funds for pedestrian, cyclist, and transit projects.

More detailed information on our requests is available in the attached letter. For further questions about our coalition & our priorities for this year's budget, please contact me at crandels@cs-bellevue.org. Thank you for your public service & your commitment to making Bellevue a safe, equitable, and thriving city.

Best,

--



Chris Randels

Founder, Complete Streets Bellevue

completestreetsbellevue.org

470-205-4310

Pronouns: he/him

Bellevue City Hall
450 110th Ave NE
Bellevue, WA 98004

To Mayor Robinson, Deputy Mayor Malakoutian, Councilmembers, and staff:

Everyone traveling through Bellevue – no matter their age, race, gender, ability, or background – deserves to get where they're going safely. This value is reflected in the city's Vision Zero approach, which correctly recognizes that the only acceptable number of deaths & serious injuries on city streets is zero, and which sets a target date of 2030 to achieve this milestone. As the largest city on the Eastside, Bellevue has shown immense leadership in its adoption of a safe systems approach in line with industry best practices. By continuing to focus holistically on Safe Streets, Safe Speeds, Safe Vehicles, and Safe People, Bellevue *can* become a city where nobody loses their life while getting around.

Through ongoing work to lower speeds on neighborhood & arterial streets, deployment of tactical infrastructure, and using technological innovation, Bellevue is a leader in traffic safety in Washington state. However, **27 people were still seriously injured or killed on city streets in 2023**. Put another way, 27 people in Bellevue had their lives irrevocably changed because of how the city has built its transportation system. Although Bellevue's traffic casualty rate is three times lower than that of Washington state as a whole, progress in recent years has stalled. This indicates that, despite its myriad programs, projects, and initiatives, Bellevue must do more to protect the safety of people traveling on its streets.

Our organizations come together united in this mission because we recognize that Vision Zero, as a transportation paradigm, is about so much more than safe streets. Planning & properly budgeting for Vision Zero supports each of our core visions for a more sustainable, more equitable, more accessible, and more inclusive Eastside.

Vision Zero is an environmental stewardship issue. We know from countless studies & technical briefs that building safe infrastructure for people walking, biking, and rolling helps increase the number of trips that people take via these modes. Absent these facilities, many of these trips will be made with an automobile – which contributes to greenhouse gas emissions, as well as dangerous particulate pollution from tires and brakes. Bellevue has committed to reducing its emissions by 50% by 2030, the same year by which it has committed to achieving zero deaths on city streets. We know electric vehicle adoption alone will not help the city meet its Environmental Stewardship goals, so Bellevue must further increase its modeshare for people walking, biking, rolling, and taking transit. A planning approach that leads with Vision Zero & safe infrastructure for vulnerable road users is a critical part of the climate policy toolkit.

Vision Zero is a racial equity issue. Nationwide, traffic violence disproportionately affects Black & Brown communities – a study from Harvard & Boston Universities found that Black pedestrians were twice as likely to be killed in a vehicle collision as compared to white pedestrians.¹ Although such data is not tracked in Bellevue (and our organizations would insist that this practice should change), many streets on the High Injury Network, including NE 8th St, 156th Ave NE, Factoria Blvd, and others, travel through neighborhoods where a majority of residents are BIPOC. Prioritizing safety investments in these neighborhoods will help right historical wrongs around transportation planning and its negative impacts & lack of consideration for Black & Brown communities.

Vision Zero is an economic & disability justice issue. According to city data, Bellevue residents below the poverty line are 30% more likely to walk or bike and 80% more likely to ride transit than those above the

¹ <https://itdp.org/2023/06/17/road-safety-race-equity-us-cities/>

poverty line.² Importantly, people outside of vehicles are disproportionately exposed to traffic violence – while people walking & biking are only involved in 5% of collisions in Bellevue, they make up 46% of those seriously injured or killed in traffic crashes.³ Furthermore, over 25% of Washington state's population cannot drive, whether they want to or not, including many seniors and people with disabilities. By building safe facilities for people who walk, bike, roll, and take transit, the city can protect vulnerable road users who are unable to drive.

Vision Zero by 2030 is possible – but we must act now. Our organizations are sincere in our belief that Bellevue can & must achieve Vision Zero by its 2030 deadline. Our conviction is founded in examples of cities from around the country – such as Hoboken⁴ & Jersey City⁵ in New Jersey – and from around the world – like Oslo & Helsinki⁶ – that have eliminated deaths on their streets. We acknowledge that progress towards Vision Zero is slow & steady – work that is being completed today is based upon plans & projects set in motion years ago. Therefore, this current budget process is integral towards the city's Vision Zero process – put simply, the commitment shown to Vision Zero in this budget will determine whether we achieve our safety goals.

It is with this understanding of urgency & timeliness that our organizations ask for the following requests to be incorporated in the city's 2025-26 Operating Budget & 2025-2034 Capital Investment Program Plan:

- 1) **Bellevue should recommit to the funding & deployment of rapid-build facilities to deliver high-quality bicycle infrastructure.** We are concerned with recent planning efforts, such as the current state of the Bike Bellevue program, which have pivoted improvements originally slated for rapid implementation towards longer-term investments. Every year of delay in the implementation of pedestrian, bicycle, and transit facilities represents a tangible risk that another person is going to be seriously injured or killed on Bellevue streets. The urgency of Bellevue's pledges for Vision Zero & Environmental Stewardship necessitates that bold, rapid action be taken. These rapid-build facilities can always be replaced or supplemented with permanent infrastructure in the future. However, in the near- and mid-term, Bellevue must commit to funding & filling gaps in its Bike Network with rapid-build facilities by the city's 2030 Vision Zero deadline.
- 2) **Bellevue should incorporate capital funding for transit speed & reliability improvements.** Our organizations are excited for the initiation of planning work around the RapidRide K Line, which will connect the Eastside's two largest cities with rapid, frequent, and reliable transit. Work to identify & prioritize capital projects to improve speed & reliability is underway as a collaboration between King County Metro & City of Bellevue staff, but this planning should not be limited to just the K Line. Routes like the RapidRide B Line, 245, and 271 would benefit from a similar holistic analysis by staff to identify potential capital projects, such as bus lanes & queue jumps, that could be constructed on city right of way (ROW) to improve reliability. Crucially, current planning work around the Mobility Implementation Plan (MIP) is *not* identifying transit speed gaps as potential projects to be delivered in the future. This budget should introduce a capital investment plan project to study & build transit infrastructure that would improve the speed & reliability of transit consistent with the city's adopted MIP goals.
- 3) **Bellevue should commit sufficient funding to deploy all viable Road Safety Assessment (RSA) project proposals by 2030.** Between 2021 and 2023, Bellevue staff conducted several Road Safety Assessments (RSAs) of streets near schools, including NE 8th St & Factoria Blvd. From these analyses,

² <https://bellevuewa.gov/media/168076>

³ <https://storymaps.arcgis.com/stories/14093429038345039816d6d72a02df77>

⁴ <https://apnews.com/article/hoboken-zero-traffic-deaths-daylighting-pedestrian-safety-007dec67706c1c09129da1436a3d9762>

⁵ <https://www.strongtowns.org/journal/2023/6/9/jersey-city-achieved-zero-traffic-deaths-on-its-streets-heres-how-they-did-it>

⁶ <https://www.theguardian.com/world/2020/mar/16/how-helsinki-and-oslo-cut-pedestrian-deaths-to-zero>

staff have developed a list of over 300 proposals (from road diets to high visibility crosswalks to right-turn-on-red restrictions and more) that could be implemented to improve safety in areas with a disproportionate number of vulnerable road users. We understand that staff are planning to introduce a CIP project proposal (Safe Routes to School) that would be intended to fund these improvements. We urge the city to devote sufficient funds in its CIP so that all proposals can be evaluated for feasibility, designed, and implemented by the city's 2030 Vision Zero deadline.

- 4) **Bellevue should deliver as much infrastructure as possible as cheaply as possible.** Bellevue residents trust city leaders to be good stewards of public funds, and our organizations expect the same. The city's High Injury Network⁷ – the map of Bellevue's most dangerous roadways – includes the 8% of city streets where 83% of the serious injury & fatality crashes occur. To achieve Vision Zero, each of these roadways will need direct, targeted improvements to lower speeds, increase accessibility for vulnerable road users, and reduce conflicts. City officials must empower staff to find creative, cost-effective solutions that enable Bellevue to deliver as many high-quality solutions on as many streets as possible for the least amount of funds.

Funding these priorities will take creative accounting and significant investment. We trust in city staff & elected leaders to find balanced solutions to meet these critical needs, but our coalition presents the following ideas that we would support to expedite Vision Zero funding & deliver more multimodal projects more quickly:

- 5) **Bellevue can dedicate more funds from the Neighborhood Safety, Connectivity, and Congestion levy towards Vision Zero projects.** According to the MIP, nearly 45% of Bellevue arterials are not meeting their pedestrian performance target of having sidewalks on both sides of the street. 46% of streets do not meet their target bicycle Level of Traffic Stress (LTS) metric.⁸ In contrast, only 9 of Bellevue's over 200 intersections are not currently meeting their v/c performance metrics, with only 2 not already accounted for in long-range planning. \$2 million of annual levy funds are allocated each year towards "congestion reduction" projects that often involve the widening of roads to the temporary benefit of vehicles (and to the permanent detriment of everyone else). Given the severity of the need for pedestrian, bicycle, and safety funding, these funds could be better allocated towards tactical safety improvements.
- 6) **Bellevue can lengthen its repaving schedule to maintain streets while allocating resources to new infrastructure.** As a forward-thinking city, Bellevue has always prioritized the maintenance of existing infrastructure before building new facilities. However, during the COVID-19 pandemic when budgets were tight, city officials recognized the merits of deferring maintenance and lengthening maintenance cycles in order to stretch both financial and personnel resources. By slightly decreasing the frequency of street repaving, Bellevue can maintain its high-quality infrastructure while freeing up funds for building the multimodal infrastructure the city needs. Further savings can be achieved by proactively identifying opportunities where repaving & implementation of bicycle, pedestrian, and transit facilities can occur in tandem – such a policy (Measure HLA) has recently passed in Los Angeles with a resounding majority.⁹ Bellevue would benefit from a similar systematic, coordinated, and holistic approach, which does not currently exist.
- 7) **Bellevue should utilize the taxing authority granted by its Transportation Benefit District (TBD) to raise capital funds for pedestrian, cyclist, and transit projects.** Eastside cities neighboring Bellevue, like Redmond, Kirkland, and Issaquah, utilize the taxing authority granted to them by the state to raise revenue for transportation improvements. Bellevue City Council has created a TBD but not yet levied a tax; Council should use its authority to levy a 0.1% sales tax to generate \$10 million annually. After funds are allocated to facility & infrastructure maintenance, the remaining funds (estimated by staff

⁷ https://bellevuewa.gov/sites/default/files/media/pdf_document/2021/High%20Injury%20Network%20Map.pdf

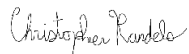
⁸ <https://storymaps.arcgis.com/stories/2cfa8c2e570b4b2cac23b88499878279>

⁹ <https://www.peopleforbikes.org/news/the-power-of-complete-streets-mandates>

at \$7 million annually) should be used for capital expenditures to fill mobility gaps for people walking, biking, rolling, and taking transit. Our organizations recognize that, as Washington state has one of the most regressive taxing structures in the nation, our state government does not leave many tools for municipalities to generate funding that is equitable, and a TBD is no exception. However, we can improve equity outcomes by committing to using funds generated from the sales tax towards infrastructure projects that would disproportionately and more directly benefit lower-income populations: walking, biking, transit, and safety infrastructure. We urge our Councilmembers to continue advocacy with the state government to create more opportunities for progressive revenue sources.

In closing, we appreciate the intentionality with which Councilmembers & staff have approached this budget planning process. With new Councilmembers on the dais come new opportunities, and we appreciate the city reaffirming its commitment for a Safe & Efficient Transportation System, a High-Quality Built & Natural Environment, and Community Health & Safety – each of these a Strategic Target Area in which Vision Zero can play a part. We urge Council and staff to affirm their commitment not just to Vision Zero & safety as a whole, but to the ambitious but possible task of achieving zero deaths on city streets by 2030. The life of every person who travels on Bellevue streets has value – please reaffirm that value by reaffirming our commitment to protecting the lives of all who get around.

Sincerely,



Chris Randels
Founder, Director
Complete Streets Bellevue



Debbie Lacy
Executive Director
Eastside for All



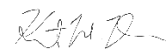
Vicky Clarke
Deputy Executive Director
Cascade Bicycle Club



Katie Wilson
General Secretary
Transit Riders Union



Kelli Refer
Executive Director
Move Redmond



Kurt Dresner
Co-Founder
Liveable Kirkland



Arman Bilge
Steering Committee Member
Eastside Urbanism



Annemarie Dooley
Boardmember
Washington Physicians for
Social Responsibility

Indivisible Eastside
Steering Committee

350 Eastside
Steering Committee

Elguezabal, Centered

From: Leung, Pearl <phleung@amazon.com>
Sent: Monday, July 8, 2024 8:12 PM
To: Council
Cc: Carlson, Diane (she/her); Patrick Bannon
Subject: Comment Letter re: 2025-2026 Operating Budget and 2025-2034 CIP Plan
Attachments: FOGC Letter to City Council 7-9-24.pdf

Categories: Records Request

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Dear Mayor Robinson, Deputy Mayor Malakoutian and members of the City Council,

We respectfully submit the attached letter ahead of tomorrow's public hearing and budget workshop on the development of the 2025-2026 operating budget and the 2025-2034 Capital Investment Program Plan at the City Council Regular Meeting.

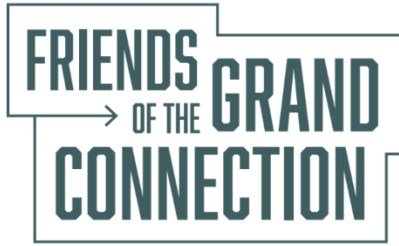
Thank you for your consideration and please don't hesitate to reach out with any questions.

Sincerely,
Pearl and Patrick

Pearl H. Leung
Senior Manager | Public Policy
phleung@amazon.com | 206-251-3937



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July 9, 2024

Mayor Lynne Robinson
City of Bellevue
450 110th Ave NE
Bellevue, WA 98004

Dear Mayor Robinson, Deputy Mayor Malakoutian and members of the City Council:

We are writing on behalf of the Friends of the Grand Connection, a group of over 50 business, civic, and organizational partners from Bellevue and the region that have come together to support the City of Bellevue's Grand Connection Crossing project.

The Grand Connection Crossing will reconnect Bellevue, from east to west, downtown to the Wilburton neighborhood where a new skyline of residences and offices will emerge, and of course, to Eastrail. We see this project as an iconic structure that will be a place for community to gather, a linear park for all, a structure for bikes, pedestrians, and families to use for safe passage from Eastrail to downtown, and a key component of Bellevue's tourism strategy. Additionally, we see the Grand Connection Crossing to be integral to Eastrail's success as it will connect users from 175 miles of regional trails, including those in South King County and the Burke Gilman trail to jobs, amenities, and resources in downtown Bellevue.

As you move into your budget process, we encourage you to continue to prioritize the Grand Connection Crossing to complete 100% design by the end of 2026. We are excited to keep this project moving and stand ready to assist with further advocacy and fund development as the project progresses.

Thank you for your continued support of the Grand Connection Crossing.

Sincerely,

Patrick Bannon, Co-Chair
Friends of the Grand Connection
President & CEO, Bellevue Downtown Association

Pearl Leung, Co-Chair
Friends of the Grand Connection
Senior Manager, Public Policy, Amazon

cc: Diane Carlson, Interim City Manager

Elguezabal, Centered

From: Matt Jack <matt@bellevuedowntown.com>
Sent: Monday, July 8, 2024 10:15 PM
To: Council
Cc: Carlson, Diane (she/her); Resha, John; Phillips, Evan; Jodie Chavez; Joe Fain; Patrick Bannon
Subject: Bellevue Chamber & BDA Joint Letter: Budget Priorities + Projects/Programs Important to Our Members
Attachments: Joint Letter - Bellevue Chamber and BDA re City Budget Preparation (07.08.24).pdf
Categories: Records Request

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Greetings Mayor Robinson and Councilmembers,

The Bellevue Chamber and BDA are working together again to provide input throughout the City's development of the 2025-2026 Operating Budget and 2025-2034 CIP Plan. Please review the attached letter ahead of tomorrow's budget workshop and public hearing. Thank you for your time and attention.

Sincerely,
Matt

Matt Jack (he/him)

Bellevue Downtown Association

Director of Public Policy

Cell: (469) 693-6463 | matt@bellevuedowntown.com

bellevuedowntown.com



July 8, 2024
Bellevue City Council
450 110th Ave NE
Bellevue, WA 98004

Re: Preparing for the 2025-2026 Operating Budget and 2025-2034 CIP Plan

Dear Mayor Robinson and Councilmembers,

On behalf of the Bellevue Chamber and Bellevue Downtown Association (BDA), we're sharing high-level input to help inform the initial development of the 2025-2026 operating and 2025-2035 Capital Improvement Program (CIP) plan budget. The feedback reflected in this letter includes a set of 10 budget priorities to reference during decision-making moments and a list of projects and programs that our members value as critically important to Bellevue's future.

Bellevue Chamber / BDA 10 Budget Priorities

1. **Plan for the future** by laying the groundwork with investments that support anticipated growth, create sustainable neighborhoods, ensure a resilient economy, and build upon Bellevue's success to date.
2. **Maintain levels of service** as the City's urban core evolves with increased density.
3. **Emphasize financial stability** by managing expenditures to avoid deficits and maintaining a healthy Ending Fund Balance (EFB).
4. **Invest in infrastructure** to support the city's growth targets, enable development, and deliver amenities that help communities to be thriving and resilient.
5. **Support public safety and human services** that provide protection, respond to emergencies, and offer relief.
6. **Continue economic development** through investments in long-term planning, business support, public-private partnerships, and uplifting arts and culture.
7. **Advance affordable housing** strategies with funding that address needs and set the City up for future success.
8. **Fund multimodal transportation projects** that enhance connectivity and access within the City.
9. **Value community engagement and transparency** throughout the budget planning and decision-making processes.
10. **Control expenses** by implementing cost-saving measures and improving efficiencies in City operations where possible.

Projects and Programs Important to Our Members

1. Grand Connection Terminuses – support completing the two missing links that cap both ends of the Grand Connection: I-405 Crossing and Meydenbauer Bay Park Phase 2. Fulfill the namesake of the “Grand Connection” to unlock its full potential as a true catalyst project.
 - a. Grand Connection I-405 Crossing – advance planning to achieve 100% design on time with a capital funding strategy that will make this project a reality.
 - b. Meydenbauer Bay Park Phase 2 – support a planning process that swiftly moves through the design phase with a capital funding strategy that leads to breaking ground.
2. Eastrail – maintain the momentum from the RAISE grants to complete the 42-mile trail by ensuring Bellevue supports the completion of its segments.
3. Ashwood Park – transform Downtown’s northeast park with improvements and amenities that will bolster vibrancy for the surrounding businesses and residents.
4. Metro and Lincoln Center Sites – support the necessary steps to identify a land use through a public engagement process and create a redevelopment plan.
5. NE Spring Blvd – complete the missing link with a multipurpose design that supports multimodal connectivity, emphasizing bike infrastructure that is safely separated from vehicle traffic.
6. Transportation Demand Management (TDM) – support programs that promote alternatives to driving alone and help people understand their options.
7. Activation Partnerships – continue to foster public-private initiatives to activate and manage Bellevue’s open spaces with programs that create vibrant experiences and maintain clean and safe environments.
8. Bellhop Shuttle Service – support the long-game for an urban shuttle service as a viable means for traveling within Bellevue’s growth area.

We will look back at 2024 as a significant year for the City of Bellevue. This year marks the first major wave of Downtown redevelopment projects to come online since Council adopted the 2017 Downtown Land Use Code Update, including Bellevue’s first-ever 600-foot tower. Bellevue’s multimodal network expanded last April to include the 2 Line light rail service, and by the end of this year, the City will have adopted transformative policy and planning updates that have been years in the making. Amidst all this activity, the City is undergoing its biennial budget process. This is a big year with big moments for Bellevue. We encourage the City to *keep the momentum going* with a thoughtful preliminary budget that builds on all this work to date.

Thank you for considering our feedback during this budget development stage. We will return with more comments after reviewing the preliminary budget following the August break. Thank you for your leadership and tenacity during this very busy yet pivotal time for Bellevue.

Sincerely,



Joe Fain
President & CEO
Bellevue Chamber of Commerce



Patrick Bannon
President & CEO
Bellevue Downtown Association

From: [Jola Paliswiat](#)
To: [Council Office](#)
Cc: [Dietra Clayton](#)
Subject: The Sophia Way materials for the City Council Meeting on July 9, 2024
Date: Tuesday, July 9, 2024 2:56:26 PM
Attachments: [TSW Overview of Programs 2024.pdf](#)
[TSW Service Portfolio 2023-2024 July.pdf](#)
[Number of TSW clients staying housed.pdf](#)
[TSW-Gratitude-Report-2023.pdf](#)

You don't often get email from jola.p@sophiaway.org. [Learn why this is important](#)

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Dear

I am writing regarding oral testimony during today's City Council meeting by Dietra Clayton, the Managing Executive Director of The Sophia Way.

As part of her presentation, we have prepared supplementary documents that I am attaching to this email. These documents include the 2023 Gratitude Report, Service Portfolio, a one-pager with information on clients housed by TSW, and an overview of TSW programs.

We kindly request that these documents be shared with City Council members before the meeting or at a convenient time.

Thank you for your attention to this matter. Please feel free to contact me if I can assist with any questions related to Dietra's presentation or the attached documents.

Sincerely,

Jola Paliswiat

--

Jola Paliswiat (she/her)
Executive Assistant

The Sophia Way

Support women on their journey from homelessness to safe and stable living.

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The Sophia Way: Overview of Programs



Helen's Place

Emergency Shelter

24/7

Capacity: 40 women

Kirkland



Sophia's Place

Extended-Stay Shelter

24/7

Capacity: 21 women

Bellevue



Sophia's Day Center

Walk-in Services

8 am to 3 pm, daily

Capacity: 30 women

Bellevue



Vehicle Outreach

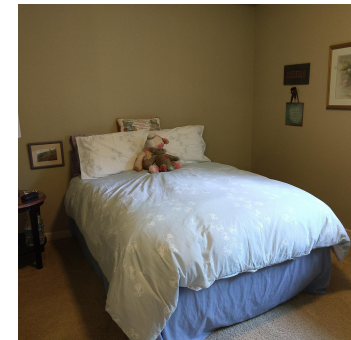
Meeting people
where they are

Eastside



Transitional Housing & Rental Assistance

Eastside



Permanent Housing with Supportive Services

Eastside



The Sophia Way Service Portfolio

Version:	3.0
Version Date:	02/07/24
Completed By:	Katie Glore
Approved By:	Dietra Clayton

Change History

Date	Version	Changed By	Description of Change
02/07/24		Katie Glore	Added Cottages and Nicky's House

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1. Purpose, Scope, and Users

The purpose of this document is to define the purpose, scope, principles, and activities of the services, past, current, and future, offered by The Sophia Way.

This document is applied to the whole The Sophia Way (TSW) organization.

Users of this document are all employees of The Sophia Way, donors, volunteers, as well as all third parties who are interested in the services The Sophia Way provides.

2. About Us

The Sophia Way was founded in 2008 with a vision of all women having a place to call home. Our Mission is to be a place of hope and change for women. We support any woman who walks through our doors on their journey from experiencing homelessness to safe and stable living. We are committed to providing 24/7 services, along with shelter, safety, and stability while operating from our best practices guided by trauma-informed care and harm reduction.

3. Policy

The Sophia Way Service Portfolio outlines the programs and services we have offered as the sole provider for single adult women on the Eastside, past, present, and future.

The scope of the service portfolio covers:

- Service Pipeline
- The Service Catalog
- Retired Services

3.1 Service Pipeline: The Sophia Way Forward

[The Sophia Way Forward](#) is a 360-degree approach, focusing on creating partnerships to drive solutions to support those experiencing homelessness, think beyond shelter to provide a continuum of care and build capacity and resources leveraging the expertise of the community and staff.

Resident Council.....	Designed
Transitional Housing (Lake Forest Park).....	Defined
Housed Clients as Volunteers.....	Pending
Plymouth Housing Partnership.....	Defined

3.2 The Service Catalog

Helen’s Place (Operational): is The Sophia Way’s 24/7 low-barrier, public emergency shelter. Guests are provided with breakfast, lunch, and dinner, as well as snacks throughout the day. Guests also have access to bathroom, shower, and laundry facilities, computers, and a phone and are able to connect with various service providers that are accessible throughout the week. Needs assessments and qualified referrals are provided to help women find the appropriate resources, programs, and services specific to their particular situation and goals. Case management is offered to all guests; however, those in cubicles are encouraged to participate in bi-weekly meetings with their Case Manager to establish a housing plan.

Helen’s Place is located at 8045 120th Ave NE, Suite 200, Kirkland, WA 98033.
The phone number is 425-572-2178.

Sophia's Place (Operational): is a 21-bed, 6-month program in which guests must complete an intake and pre-screening process for contact information before enrolling. Guests stay in individual cubicles set up in a larger communal sleeping area. Guests also have access to bathroom, shower, and laundry facilities, computers, and a phone and are able to connect with various service providers that are accessible throughout the week. Guests are expected to meet with housing case managers bi-weekly to establish a housing plan and connect to resources. This program operates 24/7 for its participants.

Sophia's Place is located at 3032 Bellevue Way NE, Bellevue, WA 98004. The phone number is 425-896-7385.

Transitional Housing (Operational): These programs provide temporary residence (usually up to 24 months) for people experiencing homelessness. Housing is combined with wrap-around services to assist the individual with developing stability in their lives. Rent is dependent on the client's income, within the range of 0%-40% of income. These units range from rooms to one-bedroom houses.

Nicky's House is located in Seattle and is a three-bedroom home. The women are allowed to stay at this location for up to 9 months. The women who move into this home are working and independent. Nicky's House was donated to us by Nickhath (Nicky) Sheriff Muslim Community Resource Center.

The Cottages are located in Lake Forest and serve women over 62. We currently have four one-bedroom homes there.

Permanent Housing with Supportive Services (Operational): Project-Based Section 8 is a component of King County Housing Authority's Housing Choice Voucher program. It assists low-income families and individuals in finding and securing affordable housing. The Section 8 program allows for the tenant to pay 30% of their income towards rent. Project-based means that the subsidy will stay with the unit and will not move if the tenant chooses to move. The Sophia Way currently serves 11 women living across East King County through this partnership.

Sophia's Place Day Center (Operational): The Sophia Way's low-barrier, public drop-in day center. Guests receive access to meals, shower and laundry facilities, computers, a phone,

and staff support to access housing resources. Needs assessments and qualified referrals are provided to help women find the appropriate resources, programs, and services specific to their particular situation and goals. The Day Center is open to the public every day of the week, from 8 am - 3 pm.

The Day Center is located at 3032 Bellevue Way NE, Bellevue, WA 98004. The phone number is 425-896-7385.

Sophia's Place Day Center Workshops (Operational): Every day, three times a day, direct staff from The Sophia Way facilitate workshops that connect clients to resources, inform them of available services, and provide a space to learn new skills on the topics of financial literacy, job readiness, life skills, and health. Day Center workshops begin at 9 am, 11 am, and 1 pm M-F.

Workshops include but are not limited to continuing education, emotional intelligence, setting goals, and building confidence. Other topics, ranging from mindfulness practices and intuitive eating to improving credit scores and negotiating salary, are also facilitated.

Behavioral Health Program (Operational): The behavioral health specialist is staffed in order to add mental health support and also support the daily programming.

YWCA Employment Services (Operational): The Sophia Way has partnered with YWCA's Employment Specialist to provide shelter and day center clients with support in finding employment. The Employment Specialist from YWCA comes to Sophia's Place every Tuesday from 8-11 am to meet with clients on-site. Clients can sign up for in-person meetings with the Employment Specialist through their Case Manager or Shelter Staff. The Employment Specialist can also be reached via phone and email.

On-Site Health Services (Operational): Every Thursday, from 12-2 pm, a Community Health Nurse from HealthPoint in Redmond comes to The Sophia Way shelters to provide basic on-site health services to ladies enrolled in shelter and day center programming. These services include consultation, prescription drop-off, basic foot care, and more.

On-Site Mental Health Services (Operational): The Sophia Way and Catholic Community Services have developed a partnership that provides shelter program participants with on-site mental health services. Shelter program participants are able to schedule meetings with CCS's Mental Health Specialist for counseling and referrals.

Testing and Vaccine Clinics (Operational): Throughout the pandemic, The Sophia Way has been able to host on-site testing and vaccination clinics at both shelter locations via collaboration with the King County Public Health Department. Clients living off-site, in our transitional and permanent supportive housing programs, are able to secure transportation to these clinics by reaching out to their case manager.

Shelter Activities Calendar (Operational): Shelter Staff facilitates daily crafts, games, and other social activities. These activities allow our staff to build rapport with the ladies we serve and encourage the further development of life skills and health stability. Such activities include puzzles, journal prompts, and chair yoga. It also provides a positive social environment for clients to interact with each other and build a sense of community.

Case Management Services (Operational): Case managers work alongside program participants, assisting in goal development and creating action steps towards those goals. Case management at The Sophia Way is focused on obtaining affordable, sustainable housing and economic independence. Case managers assess participants' needs, barriers (to obtaining housing/increased income/ independence) and strengths through regular meetings and self-assessment worksheets. Case managers screen participants for referral to a variety of programs, services, and supports based on participants' needs and the criteria of the various programs. It is also a case manager's responsibility to listen to participants' concerns and advocate on their behalf in the shelter. Case managers are knowledgeable about resources available in the community and are able to help participants access and navigate supportive services. Anticipatory guidance, coaching, and advocacy are important facets of the case manager's role.

Rapid-ReHousing Partnership (Operational): Catholic Community Services of King County, an RRH service provider, has partnered with The Sophia Way's emergency shelter program, Helen's Place. This pilot is designed to test the theory that by having RRH providers partnered with emergency shelter operators, households will be re-housed more quickly. Because households will be in the shelter, and the RRH providers will be working there as well, connections can be more regular and consistent.

Financial Assistance (Operational): The Sophia Way is able to provide a limited amount of financial assistance to the clients we serve. Financial Assistance may be used to support clients in covering move-in costs and application fees, supporting with debt relief, securing ID documents, and more.

Flex Funds (Operational): Differing from financial assistance in the sense of how the funding is accumulated, flex funds allow case managers to supplement the needs of clients that may not be dictated as a deliverable in a financial assistance fund.

3.3 Retired Services

Rotating Winter Emergency Shelter (Operational): BFCC hosted The Sophia Way Sunday-Thursday nights, while on Friday and Saturday nights, other faith community partners would rotate hosting these mats on a bi-monthly basis. Hours were from 7 pm-8 am.

4. Glossary of Terms

Low barrier - easily accessible and as user-friendly as possible, without impositions such as sobriety and eligibility requirements, for purposes of providing services to as many people as possible.

Clarity or HMIS - clarity is King County's Web-based Homeless Management Information System (HMIS) used to measure the extent of homelessness in our community. Data collected is used to create statements of need to funders at the local, state, and federal levels through a variety of reports created from the information collected by our partner programs.

Housing and Urban Development (HUD) - the section of the federal government created to support community development and increase home ownership. This is where funding for some affordable apartments comes from.

Area Median Income - the Area Median Income (AMI) is the median income of a certain geographic region defined annually by the US Department of Housing and Urban Development (HUD). Individuals' incomes are calculated as a percentage of the AMI to determine eligibility for different programs.

Transitional Housing - transitional housing programs provide temporary residence—usually up to 24 months—for people experiencing homelessness. Housing is combined with wrap-around services to assist the individual with developing stability in their lives. Typically, the rent is 30% of a person’s income, and their units are modified studios (similar to hotel rooms).

Subsidized Housing - subsidized housing is a government system that includes direct payments to eligible recipients or landlords, as well as public or non-profit housing. It can take many forms, such as tax credits or vouchers, and can be administered by many levels of government. The main point is that a portion of the housing cost is being paid by the government or a non-profit. There are often income limits in this type of housing.

Affordable Housing - affordable housing is not necessarily subsidized housing. There does not have to be a subsidy attached to this housing, which means there are often no income limits (think of housing that’s affordable due to location, size, age, etc.). Affordable housing can also be on a sliding fee scale for various income levels.

Low-Income Housing - Generally, it is housing that is set aside for people who make less than 30% of the Area Median Income, which changes every year. There are often eligibility criteria.

Tenant vs. Project-Based Section 8 Vouchers

Tenant-based vouchers are awarded to eligible applicants and can be used anywhere within the city or county that awarded the voucher. The applicant is responsible for finding an apartment and will pay 30 percent of their income in rent and utilities. The landlord must agree to meet the property standards established by HUD and agree to accept the rent determined by the Housing Authority staff. Tenants may move from the property after one year, and the voucher will move with them (it is called ‘porting’ the voucher).

Project-Based Vouchers provide rental housing to low-income households in privately owned and managed rental units. The subsidy stays with the building; when the tenant moves out, they will no longer have the rental assistance.

Tax Credit Properties - the Low Income Housing Tax Credit (LIHTC) program provides housing for low- to moderate-income renters in exchange for tax credits for the developers. The price of housing is dependent on (but not a direct correlation to) the income bracket an applicant is in. The income brackets extend all the way up to 80% of the AMI.

Market-Price Housing - the price of housing is set to what will generally be sold or leased within three months. It can change based on the day, time of month, or time of year.

Cultural Competency - in order to effectively operate and provide services with cultural competency, a contractor maintains a defined set of values and principles and demonstrates behaviors, attitudes, policies, and structures that enable said contractor to work in cross-cultural situations. As such, the three following components must exist:

Accessibility - the contractor evaluates and modifies the way in which its services are accessible (language, location, delivery style) to populations whose modes of engagement are different than the majority population.

Relevance - the contractor identifies specific culturally-based needs of populations and modifies the services delivered in order to meet those needs, including acquiring and institutionalizing cultural knowledge.

Commitment - the contractor periodically conducts a self-assessment and reviews its cultural competency, including obtaining input from the client and non-client culturally diverse populations and key stakeholders, and uses this feedback in policy-making, contractor administration, and service delivery.

Homeless Definition - The definition can be found at the King County Department of Community and Human Services website. The website address is <https://kingcounty.gov/en/legacy/depts/community-human-services.aspx>

Housing Stability Plan - A plan created with the program participant(s) as part of the housing support services to address a variety of issues related to a resident's ability to retain housing. The primary goal of this plan is to provide the support necessary for residents to maintain and improve their housing situation. The plan defines the services requested by each resident, how these services will be delivered, and how progress is measured. It can include strategies for

addressing basic and clinical care needs, developing positive social support networks, and assessing needs and gaps in current supportive services.

Housing support services - Housing support services include, but are not limited to: client engagement, day-to-day support of residents, including coordination of activities and meals, crisis intervention, and ongoing assistance maintaining connections to mental health and other needed community services. All meetings, referrals, and outcomes shall be documented.

Chronically Homeless - Chronically homeless, as defined by the United States Department of Housing and Urban Development (HUD), is a homeless adult with a disabling condition who has either been continuously homeless for a year or more or has had at least four episodes of homelessness in the past three years with each episode separated by seven days, and cumulatively totaling twelve months.

5. Validity and Document Management

This document is valid as of 11/8/23.

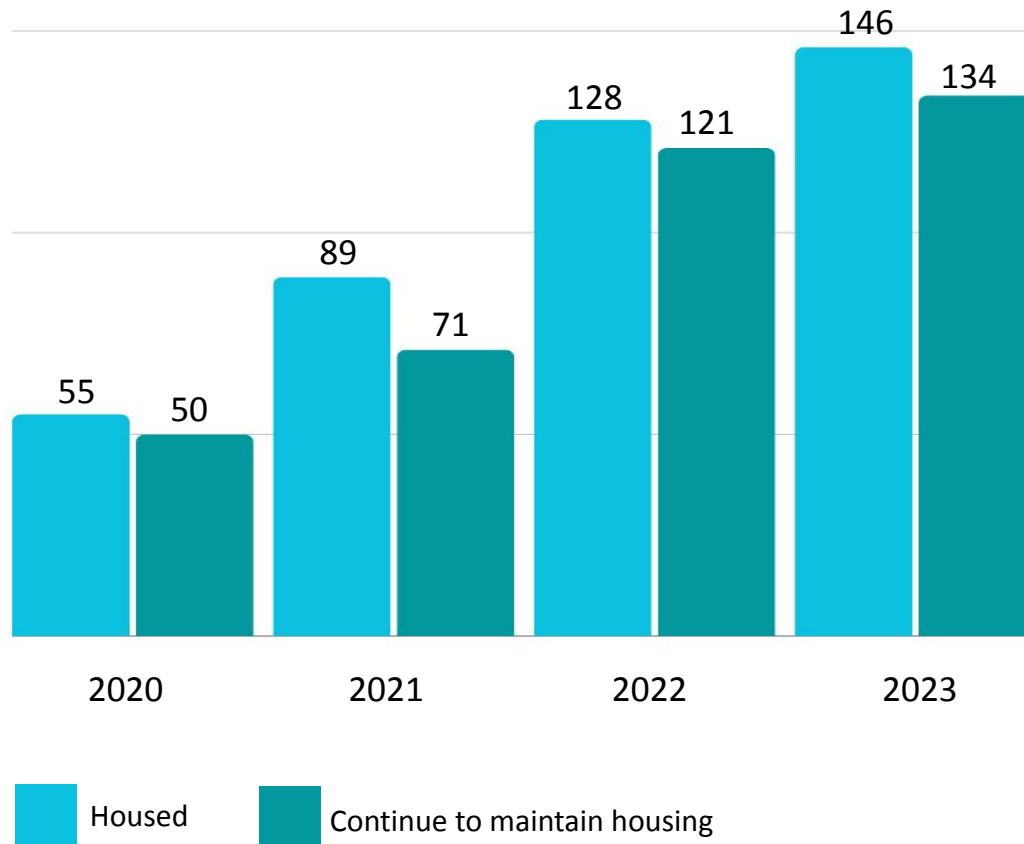
The owner of this document is the Programs team (Katie Glore), who must review and, if applicable, update the version of this document once a year.

Stability: My Home

Between 2020 and 2023:

418 women found housing through The Sophia Way

374 continued to maintain stability in their own homes



Gratitude Report 2023

We are delighted to share the highlights of your generous support. You helped over **400** women experiencing homelessness have a safe place to rest and heal, and **146** women now have a place to call home. Your compassion and commitment provides immediate relief and creates lasting positive change in the lives of these women.

Thank you for walking alongside us and being a part of a transformative journey. Together, we will continue to make a significant difference in supporting women towards stability and new beginnings.

With gratitude,

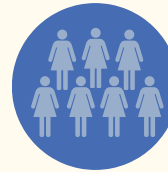


Dietra Clayton, *Managing Executive Director*



"The resources to meet our personal needs and the donations from the community are such a blessing. The staff are always inclusive, uplifting, and work hard. I find that most go above and beyond and are just super fine folks!" – Rita

*It takes a
Community!*



411
Women found shelter,
safety, and stability



22,189
Nights of safety
and warmth



146
Women moved into
their own homes



38,421
Donated meals
nourished women



6,993
Volunteers hours
supported women



\$169,646
Donated items provided
basic necessities

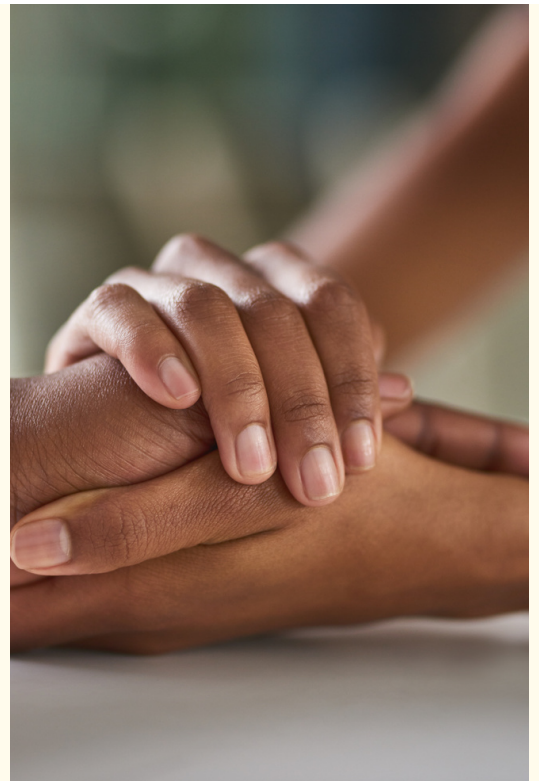


\$223,000
Provided women stability
with essential needs,
including move-in costs
of \$115,000

Transforming Lives With Compassion

Claire was not just experiencing homelessness, she also had a complex medical issue that required frequent hospital visits. Working alongside her case manager, Claire was able to find permanent housing, but her health issues meant that she still needed support. Her case manager continued to help Claire, taking her to the doctors and getting her prescriptions filled. *“She was there when I needed her, and that means a lot to me.”*

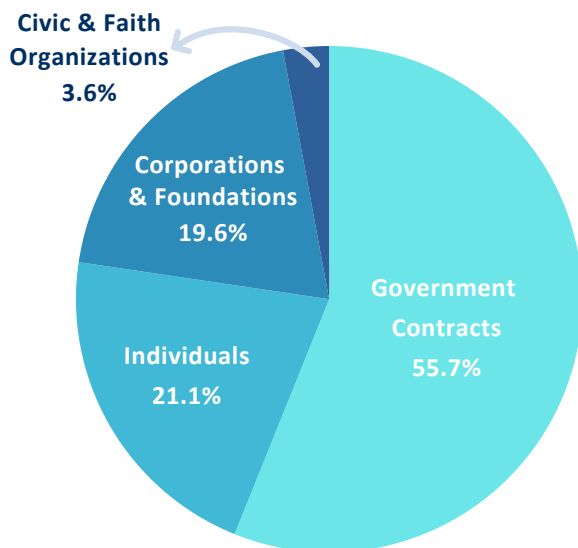
The Sophia Way is not just a shelter. It’s a journey of supporting women towards stability through our values of compassion and respect. Our dedicated team of case managers and your unwavering support truly make The Sophia Way a place of hope and change.



Financials 2023

(Unaudited figures)

Revenues: \$3,273,231



Expenses: \$3,448,550

