



Redmond Integrated
Service Center & Administration

Community Outreach Plan





Introduction:

Hopelink is a non-profit agency that has been headquartered in the City of Redmond since 1990. Hopelink's mission is to promote self-sufficiency for all members of our community; we help people make lasting change. Since our founding in 1971, we have grown to an agency that lives this mission for more than 60,000 people annually throughout King and Snohomish Counties. Our services include Transportation, Emergency Financial Assistance, Food Banks, Energy / Heating Assistance, Housing for homeless families, Case Management, Employment Services, Adult Education and Financial Literacy.

Background:

For 20 years, Hopelink provided community services at the Together Center in Redmond. As the needs of the community and our response grew, we moved to our current location on Cleveland Street. Over the last four years, we have been exploring where to locate a permanent home for Hopelink's services and administration in the City of Redmond. The property located at 15517 NE 90th Street meets all of our criteria.

Hopelink Redmond:

- An Integrated Service Center meeting the needs of low-income individuals and families in Redmond
- Services will include
 - A grocery store-style Food Bank
 - Emergency Financial Assistance (eviction prevention)
 - Heating / Energy Assistance
 - Case Management
 - GED classes
 - English for Work
 - Employment Services
 - Financial Coaching
- The co-location of services will allow participants to achieve stability as they gain the tools they need to exit poverty.
 - Hopelink's Administrative Offices
 - Housing the offices for Hopelink's leadership team, Human Resources, Finance and Development Teams.

Benefits to Redmond and the Surrounding Neighborhood:

- Hopelink will demolish the existing buildings and build a new, two-story structure, set back from the Sammamish River. Areas of focus will include:

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- Sustainable design elements for all building systems, with an anticipated LEED Silver certification.
- Beautification of the site, creating a public gathering space and community garden area. All food grown will be provided to families in need in the City of Redmond.
- Improvements to the full site, utilizing bioswales and natural elements to both improve the beauty of the site and protect the city's valuable water resources.

Target Audience/Stakeholders:

- Hopelink's RISC will serve residents from throughout the greater Redmond community. The activities at the building will have minimal impact on the surrounding community other than the immediate neighbor on 154th Street.
 - Business neighbors within the 500' radius
 - Residential neighbors within the 500' radius
- Any neighbors in the surrounding community who are interested in learning more about the planned project and services
- Current Hopelink participants from throughout Redmond. Additional focused stakeholder meetings (two during food bank hours) will be held on December 2, 2015 and will include food bank clients and volunteers that will directly benefit from the services provided.

Goal of Outreach Plan:

- To inform neighbors and the community about Hopelink and the future building and services that is proposed.
- To increase awareness about the project and the positive affects it will have on the community
- To answer any questions and ease any concerns neighbors may have about the project, including but not limited to parking, traffic, activities at the building and the target population served by Hopelink; i.e. low income community members.
- Solicit input in the form of dot voting and consensus decision-making process' that will inform the design and program of the space.
- To identify and be responsive to the Decision Criteria for an EPF application including providing the information (in the form of drawings, imagery, and narrative) to the meeting attendees.
- To have an iterative process that is inclusive.

Outreach Methods:

Print Materials:

- Graphics outlining scope of improvements and program – “pretty pictures” to create excitement and buzz
- Provide imagery (3D modeling), plans, elevations, and site development plans that show the proposed application and how it complies with the EPF Decision Criteria.
- FAQ flier/handout
 - Include information about Hopelink, it's services, the project, etc

Electronic Materials:

- FAQ flier/handout

Translation:

- Translate materials for multi-lingual/cultural groups, where appropriate

Events:

- One on one meetings, with follow-up meetings to provide additional information and answer any additional questions
- Community Meeting: An agenda will be provided to City of Redmond planning staff prior to the meeting.
 - Hopelink will reach out to the community in a variety of ways including an invitation mailed to community members within the 500' radius, invitations sent to Hopelink participants and volunteers at our Redmond center and signage at our Redmond Center.
- Opportunities to mark milestones with special activities – involve community beyond the initial required public meetings.

Follow Through / Feedback Loop Methods:

- Sign in sheets at all events with contact information requested.
- Email follow up with those signed up on meeting attendance lists
 - Emails to include FAQ/Flier
 - General information
 - Project Updates
 - Future meeting times/dates

Timeline:

- September 22, 2015 – Hopelink team met with Kelvin Lewis, CBRE Director of Furniture Operations for Microsoft. The agenda included a review of the project, the dissemination of the early site plans as well as a question and answer session about Hopelink and the project. Mr. Lewis expressed his support of the project and committed to informing both CBRE and Microsoft of Hopelink's tentative plans. He informed the Hopelink team about traffic patterns at the Microsoft furniture warehouse as well as on 154th Street.
- December 2, 2015 – A Food Bank Client Visioning Charrette held during regularly scheduled Food Bank operating hours. Hopelink Staff, Third Place Design Cooperative and OAC Services were present at the current Redmond Hopelink location on Cleveland Street from 4:30 PM to 6:30 PM. Participation was voluntary and clients were offered the opportunity to vote on various images depicting aesthetic and architectural elements for each of the areas of the building including the Public Plaza, Lobby/Gallery, Food Bank Grocery, and Client Services Offices. The participants were given a discreet number of green and red dots to vote for their favorite images and their least favorite images for each area of the building. The votes were counted, recorded and implemented into a graphic summary to articulate the Clients' preferences and inform the design of the project. Attached is the Food Bank Client Visioning Charrette summary.
- January 11, 2016 - Public Meeting: Open house for all neighbors (residential and commercial within 500' radius of the project) as well as Hopelink constituents, participants and volunteers. Hopelink Staff, Third Place Design Cooperative and

- OAC Services were present at the current Redmond Hopelink location on Cleveland Street from 6:30 – 8:30 PM. Presentation boards displayed Color Renderings of the Building, the Site Plan, and the Building Plans. One community member, Marian LaBeck, attended, signed-in on the sign-in sheet and provided written feedback. This feedback was recorded and Hopelink followed-up with Marian LaBeck after the meeting and responded to her feedback. Attached is the Neighborhood Open House Summary.
- January 12 – February 15, 2016 – Hopelink provided follow-up meetings with neighbors who are interested in the project and/or have concerns.

Update – July 2016

- July 2016 – Creation of an email account for questions and inquiries. NewRedmondHopelink@hopelink.org. All inquiries will be answered within 72 hours and a record will be maintained. Questions and answers will be utilized to create and FAQ. All contacts will have the opportunity to join a contact list for email updates.
- August 2016 – Launch of webpage with images, information and FAQ for the community to have up to date information. The website will be updated at least monthly.
- August 2016 – A postcard announcing the design process of our new location will go out to addresses in a 500' radius from the site. The postcard will invite inquiries and announce the webpage. The postcard will be hand delivered to the offices of the closest residential complexes as well as the West Park management office to offer community meetings at those locations to answer questions.
- September 2016 – Hopelink staff and the Design Team will offer drop-in hours at our current Redmond location for community members to come learn more and ask questions.
- October 2016 – Hopelink Staff and the Design Team will hold an Open House at our current location on Cleveland Street for participants and volunteers to see the building design and to build excitement for the new facility. Any community members are welcome.

Update – October 2016

- September 20, 2016 - Hopelink launched a new website with the following information page for the new Hopelink Redmond: <https://hopelink.org/take-action/capital-campaign/develop-redmond>
- The postcard below was mailed to 800 resident addresses on September 26, 2016. Addresses were provided on 9/8/2016. Hopelink has not received any responses to the postcard mailed on 9/26/16.



Hopelink | 10675 Willows Road NE# 275
Redmond, WA 98052

Hopelink has a new Home in Redmond

Hopelink has been proud to call Redmond home since 1990, with current locations on Cleveland Street and Willows Road. Next year, we will break ground on a brand new service center on NE 90th Street and 154th Ave. NE., with a move-in date of summer 2018.

This new location will reunite our administrative offices with our Redmond client services staff and our Redmond food bank, enabling us to continue to provide essential services to those in need well into the future.

How can you find out more?

Visit hopelink.org/take-action/capital-campaign for updated information on the project.

If you have questions or would like Hopelink staff to talk to your group, email: NewRedmondHopelink@hopelink.org.

We are excited about our future, and eager to begin a new chapter in our hometown. As always, thank you for your support!

hopelink

- October 5, 2016 - Meghan Altimore, Hopelink Staff, visited Public Storage, Redmond Workshop and West Rock, all nearby businesses, to discuss the new Hopelink location, provide contact information and offer the opportunity for any questions.

- October 7, 2016 - Meghan Altimore, Hopelink staff, visited Avalon apartment community discuss the new Hopelink location, provide contact information and offer the opportunity for any questions.
- October 10, 2016 – Meghan Altimore sent information to Marion LeBeck of the Redmond Library and resident of River Trails. Ms. Altimore requested a contact at River Trails to offer a presentation to residents about the new Hopelink Redmond as well as to invite Ms. LeBeck to the open Office Hours on 10/13/16.
- October 13, 2016 – Community Office Hours
- October 19, 2016 – Open House for Hopelink participants, volunteers and staff

Update – January 2017

From <https://www.hopelink.org/take-action/capital-campaign/develop-redmond>

Develop Redmond

Hopelink has been proud to call Redmond home since 1990, with current locations on Cleveland Street and Willows Road. In 2017, we will break ground on a brand new service center on NE 90th Street and 154th Ave. NE., with a move-in date of summer 2018.

This new location will reunite our administrative offices with our Redmond client services staff and our Redmond food bank, enabling us to continue to provide essential services to those in need well into the future.

How Can You Find More Information?

If you have questions or would like Hopelink staff to talk to your group, email: NewRedmondHopelink@hopelink.org.

We are excited about our future, and eager to begin a new chapter in our hometown. As always, thank you for your support!

Upcoming Events

Community Office Hours

October 13, 2016

3:30 - 6:30 PM

[Hopelink Redmond](#)

[16725 Cleveland Street](#)

Staff from Hopelink, The City of Redmond and Third Place Design Cooperative will be available to answer questions for any community members and share information about our new location. Please come by anytime during the open hours to discuss Hopelink's plans and have your questions answered.

- October 13, 2016 – Community Office Hours
Hopelink staff as well as staff from Third Place Design Cooperative and OAC Services were present at the current Redmond Hopelink location on Cleveland Street from 3:30 PM to 6:30 PM. The event was advertised on our website. Presentation boards displayed Color Renderings of the Building, the Site Plan, and the Building Plans. No community members attended.
- October 19, 2016 – Open House for Hopelink participants, volunteers and staff.
Hopelink Staff, Third Place Design Cooperative and OAC Services were present at the current Redmond Hopelink location on Cleveland Street from 6:00 PM to

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7:30 PM. Approximately 60 community members including current Hopelink participants, several volunteers and staff from the three Hopelink Redmond locations attended, asked questions, gave input and shared positive feedback and support of the project. Presentation boards displayed Color Renderings of the Building, the Site Plan, and the Building Plans. There were notepads to gather input visibly placed throughout the open house. However, attendees opted to provide verbal feedback instead. The feedback was supportive, positive, and constructive. No concerns were shared. Input ranged from suggesting interior design elements in the lobby and client spaces to outdoor elements in the plaza. Feedback was also given to the design of the Food Bank drop-off location. This Hopelink staff and community feedback resulted in several design changes including providing a canopy cover over the food delivery area on the South end of the building to protect donors from the rain, a revised reception desk design that is more accessible to the public and an additional staff work room.

- Hopelink has not received any emails to NewRedmondHopelink@hopelink.org.
- Hopelink has not received any responses to the postcard mailed on 9/26/16.

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KEY

I like it! █

No thanks █

Urban Garden, Greenhouse & Community Plaza

Which spaces are the most welcoming?



Which spaces are the most community-oriented?



Which spaces are the most uplifting and comfortable?



Entry Lobby & Gallery

Which spaces are the most welcoming?



Which spaces are the most community-oriented?

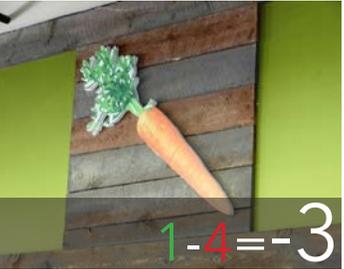


Which spaces are the most uplifting and comfortable?



Food Bank Grocery

Which spaces are the most welcoming?



Which spaces are the most community-oriented?

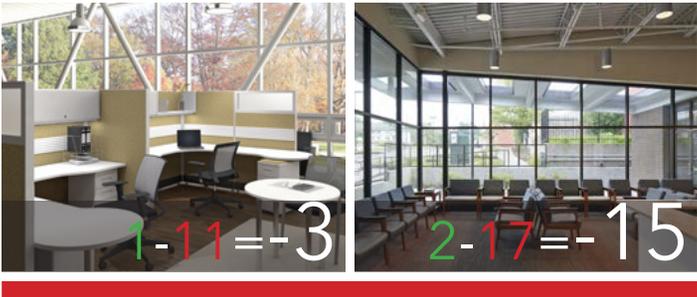


Which spaces are the most uplifting and comfortable?



Client Services

Which spaces are the most welcoming and comfortable?



Which spaces are the most community-oriented?



Which spaces are the most uplifting and cheerful?



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Agenda
Proposed Hopelink Redmond Integrated Service Center and Administration
Neighborhood Open House
January 11, 2016
6:30pm-8:30pm

- 6:30-7:00** - Meet & Greet
Informal open house style Q & A with project poster boards
- 7:00-7:05** - Hopelink Presentation
Introduction and overview of proposed project
- 7:05-7:20** - Third Place Design Co-operative Presentation
Presentation of proposed project design
- 7:20-7:45** - Neighborhood Q & A
Q & A following the presentation for as long as needed
- 7:45-8:30** - Wrap-up
Informal open house style Q & A with project poster boards

Community Feedback
Proposed Hopelink Redmond Integrated Service Center and Administration
Neighborhood Open House
January 11, 2016
6:30pm-8:30pm

Community Feedback and Hopelink Response

1. **Community Feedback:** Concern that the project includes shelter housing.

Hopelink Response:

- The project does not include shelter housing or housing of any kind.
- It is the future home of the Hopelink food bank, food bank storage, a service center and administration offices.

2. **Community Feedback:** Concern about vandalism along the riverfront properties.

Hopelink Response:

- Hopelink will be removing all structures close to the river, limiting exposure for vandalism and graffiti.
- Hopelink policy is that on-site staff submit a work order if any graffiti is identified.
- Hopelink Facilities respond immediately to remove the graffiti and/or fix the vandalism to discourage any additional activity.

3. **Community Feedback:** Concern that there needs to be more community notification about the project.

Hopelink Response:

- The invitation to the Neighborhood Open House was mailed to community members within the 500' radius of the site and invitations were also sent to Hopelink participants and volunteers at the Redmond center and signage was posted at the Redmond Center.
- Hopelink will provide follow-up meetings with neighbors who are interested in the project and/or have concerns.
- Hopelink has created an email account for questions and inquiries. NewRedmondHopelink@hopelink.org. All Inquiries will be answered within 72 hours and a record will be maintained. Questions and answers will be utilized to create and FAQ. All contacts will have the opportunity to join a contact list for email updates.
- Hopelink will launch a webpage with images, information and FAQ for the community to have up to date information. The website will be updated at least monthly.
- A postcard announcing the design process of our new location will go out to addresses in a 500' radius from the site. The postcard will invite inquiries and announce the webpage.
- The postcard will be hand delivered to the offices of the closest

residential complexes as well as the West Park management office to offer community meetings at those locations to answer questions.

- Hopelink staff and the Design Team will offer drop-in hours at our current Redmond location for community members to come learn more and ask questions.

4. **Community Feedback:** Mention of Coleen Kelly at the Redmond Library as a good contact for Hopelink to share future information.

Hopelink Response:

- Hopelink will reach out to the Redmond Library to share future information.

5. **Community Feedback:** Request for more community notification on community notice boards, at surrounding residential properties, through property management companies, and/or at the Library.

Hopelink Response:

- Hopelink will visit the neighboring residential properties to post on notice boards, provide contact information, offer the opportunity for any questions, and offer a presentation to residents about the new Hopelink Redmond.
- Hopelink will also send Information to the Redmond Library about the new Hopelink Redmond project.

6. **Community Feedback:** Request for another community meeting to share project information.

Hopelink Response:

- Hopelink will provide follow-up meetings with neighbors who are interested in the project and/or have concerns.
- Hopelink staff and the Design Team will offer drop-in hours at our current Redmond location for community members to come learn more and ask questions.

7. **Community Feedback:** Request for Hopelink to provide email contact info for directing questions and concerns.

Hopelink Response:

- Hopelink has created an email account for questions and inquiries. NewRedmondHopelink@hopelink.org. All Inquiries will be answered within 72 hours and a record will be maintained. Questions and answers will be utilized to create and FAQ. All contacts will have the opportunity to join a contact list for email updates.

Information Sign-Up
Proposed Hopelink Redmond Integrated Service Center and Administration
Neighborhood Open House
January 11, 2016
6:30pm-8:30pm

| Name | Phone # | Email |
|---------------|--------------|--------------------|
| Marian LaBeck | 425.558.1519 | mtlabeck@gmail.com |