

BelRed Family Resource Center  
Statement of Need

Homelessness is on the rise in King County and has been for the past several years. Throughout the region this is becoming increasingly more visible, however families experiencing homelessness are very hidden. The ever-increasing cost of housing and rapid growth in our region has created economic hardships for families in every community. Women experiencing homelessness with minor children in their care often resort to sleeping in cars, paying for nights in motels when funds allow, or sheltering night to night in the homes of friends or acquaintances in an effort to avoid sleeping on the streets with their children.

In 2016, the 211 Crisis Clinic hotline received calls from 130 Redmond families seeking shelter and a total of 474 calls from Eastside residents including Bellevue, Kirkland, and Redmond seeking emergency shelter.

The McKinney-Vento Act defines homelessness as children and youth who lack fixed, regular, and adequate nighttime residence including shared housing, living in shelters, transitional housing, in cars, staying in motels, or campgrounds. This act ensures that public schools are adequately providing services to students experiencing homelessness. Eastside school districts are seeing an increase in students meeting this definition of homelessness and qualifying for additional services. Lake Washington School District served 353 students during the 2015-2016 school year, an increase of 19% from the previous school year. Bellevue School District served 249 students. Families have to self-identify as homeless in order to receive these services and it is likely to be under-reported.

As a family shelter, BelRed Family Resource Center seeks to offer such families stability as they search for transitional or permanent housing options. Trained staff at BelRed Family Resource Center will provide case management to guests, including guidance through Coordinated Entry for All, applying for housing, and preparing resumes. Families will have a stable place to sleep each night, allowing them to focus on housing applications, job searching, and overcome current barriers to housing that they might have.

This is a vital step in overcoming homelessness in families, as it allows families currently in unstable housing environments the chance to gain stability and assistance as they transition out of homelessness and into housing. Basic shelter helps provide families experiencing homelessness with the tools they need to stabilize and regain self-sufficiency once again.

## **BelRed Family Resource Center (BRFRC)**

2321 173rd Ave NE, Redmond, WA 98052

*The BelRed Family Resource Center is a partnership between Evangelical Chinese Church (ECC), Creekside Covenant Church (Creekside), Westminster Chapel (Westminster) and Seattle's Union Gospel Mission (the Mission). BelRed Family Resource Center will provide a combination of daytime services and temporary overnight shelter to give women and children safety and support as they transition out of homelessness.*

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### **BRFRC Serves:**

- Women with children age 17 and under (or 18 and still in high school)
- Women who are pregnant

### **BRFRC Offers:**

- Up to 90 days of overnight shelter
- Daytime access including 3 hot meals a day
- Sleeping spaces for each family with storage bins for belongings
- Case management for goal setting and moving into housing
- Assistance with employment and housing searches
- Showers, laundry, and children's activities

### **Screening and Intake Procedures:**

- Immediate access for screened families when space is available
- Priority given first to Redmond families, followed by other Eastside families, before families from elsewhere in King County
- Phone screen to determine eligibility
- Domestic violence screen if a history of domestic violence is indicated
- WATCH and national sex offender database background checks
- New guest orientation and guest contract signed upon arrival

### **Basic Operating Procedures:**

- Guests will have all-day access to the shelter and will be screened over the phone before coming on-site, meaning there will be no waiting line outside to gain access to the shelter
- Guests will need to arrive at BRFRC by 9 p.m. curfew each night, and will stay inside the building during overnight hours

- Two trained staff will be on-site at all times, including overnight hours
- Guests will sign up for chores at least twice daily to help maintain and invest in the shelter
- Emphasis will be on moving quickly into permanent housing, and guests must be actively engaged in the search for housing while staying at BRFC
- Staff will facilitate family activities, meal times, and shelter schedule, as well as monitoring guest behavior and working with guests to achieve a swift transition out of shelter and into housing

### **Community Involvement Opportunities:**

- Sign up with a group to Bring A Meal for breakfast, lunch, or dinner
- Read in the library, help with homework, or other activities with the kids
- Teach classes or life skills at the day center

**The Emergency Family Shelter (EFS)**

314 Bell St Seattle, WA 98121

*The Emergency Family Shelter is an emergency overnight shelter for women with children. Seattle's Union Gospel Mission worked in partnership with Mary's Place Seattle from December 2012-April 2017. Mary's Place has continued to operate the Emergency Family Shelter in this location since April 2017.*

**We Serve:**

- Women with children age 17 and under (or 18 and still in high school)
- Capacity of 48 women and children (approximately 17-19 families)

**We Do Not Serve:**

- Men
- Women with assault charges within the last year
- Women in a current Domestic Violence situation who are being pursued
- Registered sex offenders or crimes against children

**We Offer:**

- 90 days of emergency night shelter
- Access to Mary's Place Day Center
- Breakfast and dinner each day
- Communal sleeping areas separated by curtains
- Small storage spaces for belongings

**Hours We Are Open:**

- 5 p.m. to 7 a.m. Monday-Friday
- 3 p.m. to 8 a.m. Saturday/Sunday

**KentHOPE Resource Center and Overnight Shelter**

9009 Canyon Drive, Kent WA 98030

*KentHOPE Resource Center is a 24/7 daytime resource center and overnight shelter for women. Although children may come to the day center, the overnight shelter serves adult women only. KentHOPE averages 30 women per night at the overnight shelter and 38 women at the day center, although more may be present on any given day or night. KentHOPE guests may receive services while actively using drugs or alcohol.*

**We Serve:**

- Single adult women and women with children age 17 in the day center
- Single adult women in the overnight shelter
- Capacity of 30-40 women in the day center and 30 women in overnight shelter

**We Do Not Serve:**

- Men
- Women with assault charges within the last year
- Registered sex offenders or crimes against children

**We Offer:**

- 30-90 days of emergency night shelter and day center services
- Meals, laundry, showers, clothing, computer access
- Case Management, goal setting, assistance with housing applications and employment
- Communal sleeping areas
- Small storage spaces for belongings

**Hours We Are Open:**

- Day Center Hours 7am-8:30pm
- Overnight Shelter 8:30pm-6:30am

*The Emergency Family Shelter in Belltown serves women with children under 18, and was run by Seattle's Union Gospel Mission in partnership with another organization from December 2012 until April 2017. It is an overnight shelter only, open 5 p.m. to 7 a.m. on weekdays and 3 p.m. to 8 a.m. on weekends, though guests receive day center services at a separate location. The shelter holds 48 people, generally 18 adult women and 30 children (17-19 family units). Guests may enter the shelter up until 8:30 p.m., and during the evening hours are able to shower, eat dinner, and participate in volunteer and staff led activities. They also work with staff on housing, employment, and childcare needs. Families live in communal space, with individual sleeping spaces separated by curtains. There are 2 staff members on-site at all times to facilitate the shelter schedule, assist families with needs, and manage any conflicts that might arise.*

**Total Families Served (Dec. 2012-April 2017)**

Total unique families served: **812 – average 184/year**

Total individuals (women and children): **2, 238 – average 507/year**

**Average emergency visits per year Dec. 2012 – April 2017): 22**

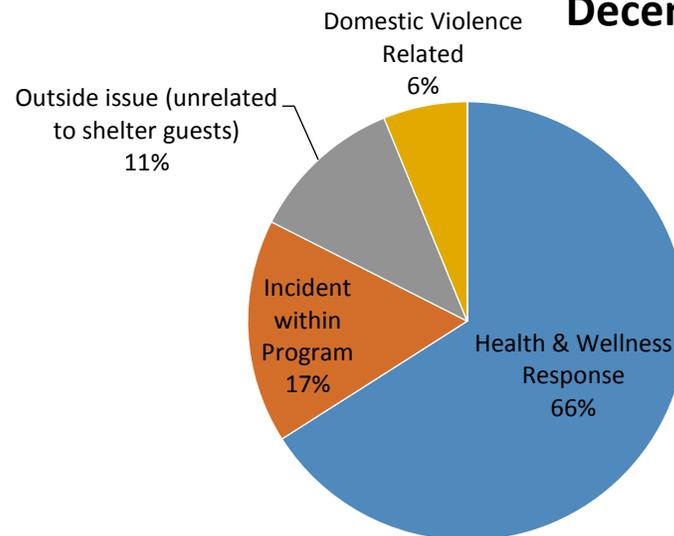
- Health & Wellness: **15**
- Incidents within Program: **4**
- Outside issues (unrelated to shelter): **2**
- Partner Related: **1**

**Emergency responder visits (Dec. 2012 – April 2017): 97 total**

- **Health & wellness: 66% (64 totals)**
  - *Medical emergency: 52*
  - *Child welfare checks: 9*
  - *Non-emergency fire calls: 3*
- **Incident within program: 17% (16 total)**
  - *Conflict between staff and guests: 10*
  - *Conflict between guests: 4*
  - *Complaint from neighborhood store: 1*
  - *Guest returning to shelter with injury: 1*

- **Outside issue: 11% (11 total)**
  - *Incidents involving outside individuals unrelated to shelter guests. This shelter is located in the Belltown area of Seattle, which has a high instance of crime and drug activity. These calls pertain to unsafe situations happening on the street outside of the shelter in which staff requested police intervention for the safety of guests, volunteers, and staff entering the shelter. They also include medical calls for individuals on the street in medical distress. They are solely the result of incidents related to the local area, and would not be present for a shelter in a different neighborhood.*
- **Domestic violence/partner related: 6% (6 total)**
  - *Report of past domestic violence (abuser not in the area): 2*
  - *Domestic violence abuser seen in the shelter area: 3*
  - *Guest's partner showing up at shelter (not a domestic violence situation): 1*

## Emergency Family Shelter December 2012 - April 2017



*The following is a specific report of each type of emergency visit occurring at the Belltown shelter site.*

### **2017 (January-April)**

*Total emergency responder visits: 5*

- *Medical emergency: 4*
- *Child welfare checks: 1*

**2016**

*Total emergency responder visits: 12*

- *Medical emergency: 7*
- *Conflict between shelter guests: 3*
- *Child welfare checks: 2*

**2015**

*Total emergency responder visits: 35*

- *Medical emergency: 15*
- *Conflict between staff and guest: 5*
- *Child welfare checks: 4*
- *Non-emergency fire calls: 2*
- *Report of past domestic violence (abuser not in the area): 2*
- *Domestic violence abuser seen in the area: 2*
- *Outside issue (unrelated to shelter guest): 2*
- *Guest returning to shelter with injury: 1*
- *Conflict between guests: 1*
- *Complaint from neighborhood store: 1*

**2014**

*Total Emergency Responder Visits: 30*

- *Medical emergency: 19*
- *Outside issue (unrelated to shelter guest): 7*
- *Conflict between guest and staff: 2*
- *Child welfare checks: 1*
- *Partner of guest coming to shelter (not a domestic violence situation): 1*

**2013**

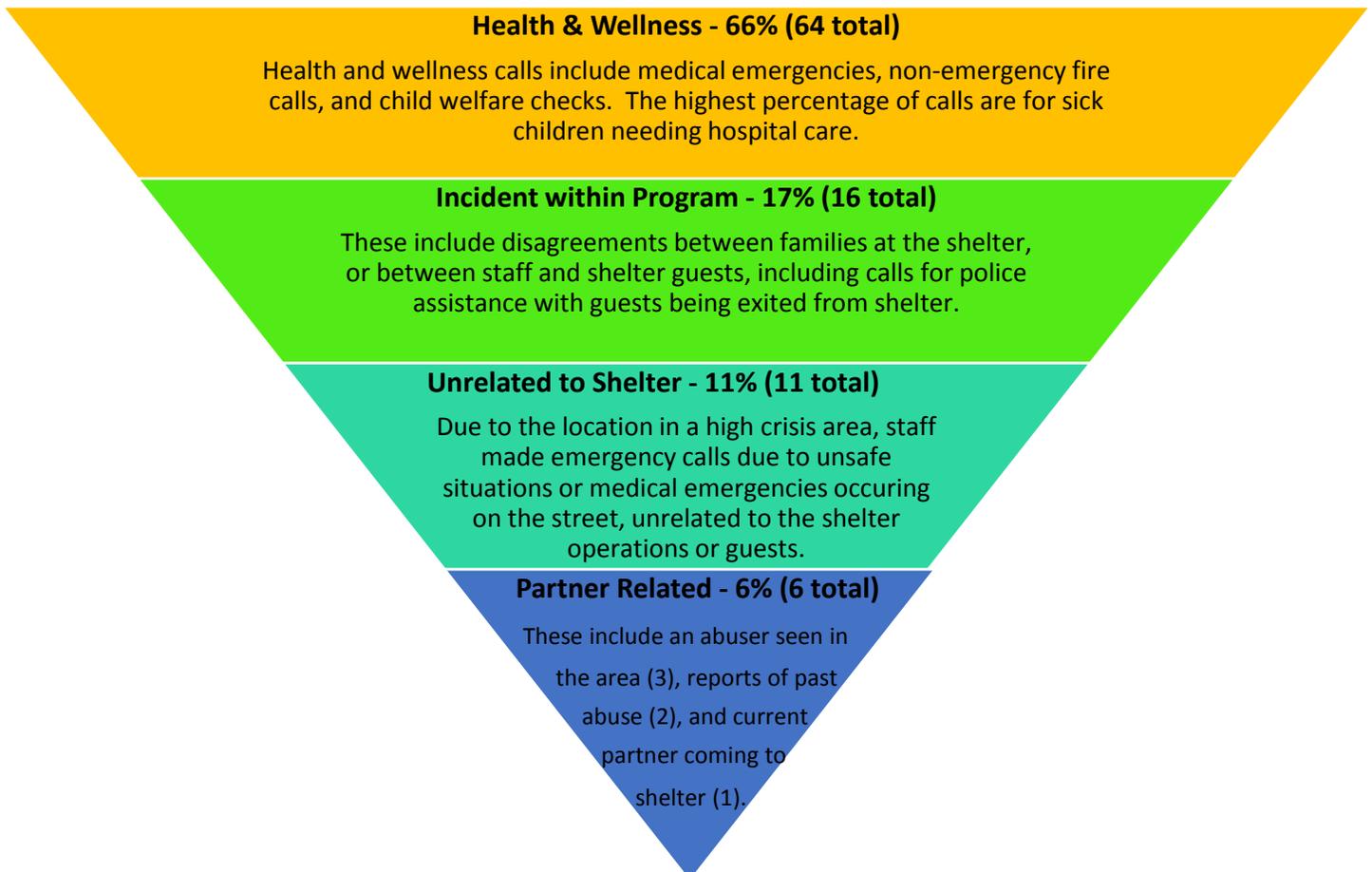
*Total Emergency Responder Visits: 15*

- *Medical emergency: 7*
- *Conflict between staff and guest: 3*
- *Outside issue (unrelated to shelter guest): 2*
- *Domestic violence abuser in the area: 1*
- *Child welfare checks: 1*
- *Non-emergency fire call: 1*

### Shelter Emergency Calls

The following information shows the number of emergency responder visits (law enforcement, fire, and medical services) at a shelter in the Belltown area of Seattle, which serves women with children under 18. It is an overnight shelter that holds 48 people, generally 18 adult women and 30 children.

#### ***97 total emergency responder visits from Dec. 2012 – April 2017***



#### BelRed Family Resource Center Safety Plans

- At least two staff members will be on-site at all times.
- Staff have met with Bellevue and Redmond police representatives to discuss emergency response in case of incidents.
- Shelter staff are trained to respond to a variety of situations, including but not limited to: first aid, crisis management & de-escalation, and mental health first aid.
- Security cameras will be placed throughout the house, parking lots, outdoor space and all exterior doors.
- Car Camping will not be allowed on the street or in Creekside Covenant parking lot. Guests parking at Creekside Covenant will register their vehicle make and model with staff. All other unidentified cars will be towed.
- All exterior doors will remain locked and a fence will be installed around the yard.
- Curfew for guests to be inside will be 9:00 p.m.

**Screening Criteria and Intake Procedures**

*All staff and adult guests and volunteers will be screened and background checked before being admitted to BelRed Family Resource Center.*

**Initial screening will be done over the phone with the individual seeking shelter**

- Only women with children 17 and under (or 18 and still in high school) will be screened for shelter.
- Screening will ask for family size and ages of children, criminal history, and history of domestic violence.
- Families in active domestic violence situations will be referred to shelters specializing in domestic violence.
- Washington State Patrol and National Sex Offender Registry background checks will be completed.
- Registered sex offenders or those with crimes against children will be ineligible for shelter.
- Callers meeting shelter criteria will be advised of shelter procedures and regulations and offered bed space.

**Upon arrival at BelRed Family Resource Center, families will complete intake with staff**

- Any guests 18 or older will provide a copy of I.D. to verify background checks.
- Staff will read through the Shelter Stay Agreement with new guests, advising them of rules and expectations of their shelter stay, including appropriate parking (church parking lot only) and shelter curfew.
- Any of the following 3 items will lead to guests being immediately removed from the shelter and no longer offered shelter space: 1) Any drugs or alcohol on property 2) Dangerous, violent, or threatening behavior, or possession of weapons 3) Theft of any kind.

**Domestic Violence Situations**

- All staff are trained in procedures and proper response to domestic violence situations.
- Women in active domestic violence situations will be referred to domestic violence shelters.
- A woman with a history of domestic violence may be brought into the BRFRC after staff has assessed the safety of the situation. Staff will assist her in moving into a domestic violence shelter once space is available and will document the physical description, vehicle, and current whereabouts of her former partner.
- In the event of a domestic violence abuser finding a woman at the BRFRC, police will be called immediately and all efforts will be made to move her to another shelter.

**Loitering (current or exited shelter guests)**

- BRFRC guest agreement will stipulate that guests may not loiter outside of the shelter. Staff will address this with any guest loitering outside of the shelter. Continued incidents will result in an exit from shelter.
- Any guest considered unsafe to remain in shelter will be asked to leave immediately. Bus tickets and referrals to other shelters will be given to the exited guest, and staff will ensure that they promptly leave the neighborhood. Police will be called in the event of an exited guest refusing to leave the area.

**Loitering (non-shelter guests)**

- Staff will offer assistance to unknown persons loitering outside of the shelter. A woman seeking shelter will be screened to determine eligibility. Any other individuals will be given resource information if needed and asked to leave the area. Police will be called to assist in the event of an individual refusing the leave.
- In the event of friends or family of shelter guests visiting at BRFRC, the visitor will not be admitted to the building and will be asked to leave the area. The guest in question will be reminded that the shelter is only accessible to those accessing services, and that meeting with friends and family must take place out of the shelter neighborhood. Subsequent visits may result in an exit from day and night shelter for the family in question.

**Teenage Guests**

- All efforts will be made to keep families together in shelter. However, youth in shelter will also be required to follow the stay agreement. If a youth in the shelter is unable to comply with shelter rules, he or she may be exited from the shelter. This may entail placing him or her in a separate youth shelter, or an exit for the entire family.