

QUESTIONS FOR JONATHAN MALLAHAN CATHOLIC CHARITIES

Some River Run neighbors told us last week that you plan to move some Camp Hope people to the CC Whistalks Way property. True? How many?

No, we will not move anybody from Camp Hope to our housing communities or Rising Strong family reunification program that are located off of Whistalks Way.

If Camp Hope people move to QI, Ascenda, and Whistalks Way, what would be the total number of people?

We are not involved in the Ascenda project, and I can't speak to it. I can share that we are able to house up to 100 individuals at the Quality Inn.

Will homeless people not at Camp Hope move to any of these facilities?

Yes, that is possible. Our goal is to house people at the QI who are ready to make a change in their lives and move forward to meet their maximum potential. We are committing to housing 100 people from Camp Hope and may refer some of them to our emergency shelter, the House of Charity. This would mean that some existing beds in the House of Charity may be made available by moving people with lower levels of need and a higher likelihood of success to the QI. This approach is a protection for the neighborhood, it ensures that individuals with the highest barriers to success will be placed in the environment where they are most likely to get the type of support they need.

When these sites were selected, was there any thought among CC people about how this would affect the neighborhood? The neighbor's expectation is that this will destroy the neighborhood as we know it. Some people are considering moving before property values decline. How do you respond to that?

Absolutely, we always consider our neighbors when siting our housing communities and programs. In this case, we selected a site that was not immediately surrounded by single family homes or other residential uses (there are 17 homes within 1,500 feet and 71 homes within 2,500 feet). We also selected this site because it was near public transportation, it had adequate space to allow for us to provide robust on-site services, allowed for the installation of a perimeter fence and was available for purchase.

When we decided to pursue the opportunity to be part of the response to Camp Hope, we determined that we could only do it if it was resourced in a way that allowed for these critical supports to take place. This was a position we took to ensure we could deliver housing that will not impact our neighbors. The Catalyst project is not a short-term stay emergency shelter. It is a highly-supportive housing community where residents are going to have access to services and opportunities and positive activities.

It is not likely that the Catalyst project will be a significant factor in neighbors' property values. There has been a lot of study to answer this very question throughout the nation (here is a recent article from Bloomberg that mentions some of the research <https://www.bloomberg.com/news/articles/2022-05-02/does-affordable-housing-lower-property-values>). In general, affordable housing does not have a material impact on property values, in some cases it can correlate with an increase in neighboring property values and in some it may be correlated with a slight decrease. Regardless, this is a real fear that we understand neighbors are experiencing. There are many factors in today's housing market that our out of Catholic Charities control, we can control how we treat and respond to neighbors and believe that through collaboration and ongoing commitment to being a good neighbor, our project will not have an impact on surrounding property values.

How will you build trust? It is not our desire to create fear and frustration with our neighbors. We are working hard to answer these questions and be as transparent as possible. We also recognize that words alone are not going to be adequate to mitigate concerns. We will work just as hard to

operate the property and serve our vulnerable clients in a safe, effective way. My hope is that through our actions, we will be able to build trust with our neighbors.

If the property is worth \$4.5 million why are they paying \$6.5 million?

Catholic Charities purchased a third-party appraisal of the property value and the property was found to be valued at \$6.5 million.

What assurances do we have that the property on sunset and Gov won't become a low barrier shelter too?

Catholic Charities has no plans to convert this project to a drop-in emergency shelter. We will work with public funders to convert the project to permanent supportive housing at some point in the future.

Is West Hills the campus of 300 or more homeless that he spoke about 3 months ago.

We are working with the City to relocate the House of Charity out of downtown. Although we are unable to disclose location details at this time as a site has not been selected. We will communicate with the appropriate neighborhood council and immediate neighbors when a final site is selected, and we have approval from the current owner(s) to speak publicly. Sites for this project have been considered in multiple neighborhoods, including sites that are in West Hills. The Quality Inn and Sunset Blvd/Government Way sites are not being considered for the relocation of the House of Charity.

Will they take out insurance to pay for neighborhood damage claims as well as give police full access to the residents for arrest if caught on camera robbing, vandalism etc.

If a resident of a Catholic Charities property is involved in damaging a neighbor's property, we will work with the impacted neighbor to restore their property.

Will they have clean-up crews for the garbage that seems to follow where they live and the surrounding neighborhoods

Catholic Charities staff, our residents and patrons participate in keeping the surrounding neighborhood clean.

Will they screen out rapist and sex offenders and violent people from living near us.

All potential residents will be screened prior to accepting them into the Catalyst program. Although a criminal history will not immediately disqualify someone from participating in the program, it will be considered. If a resident's history shows frequent or recent violent, criminal behaviors, they would not be a good fit for the Catalyst program.

Will they need to prove who they are in order to live on any property near us. Without we have no idea who or what background is moving in.

We are developing our program guidelines and intend to run background checks for all potential residents. To take this step, we will need to verify the identity of potential residents. Although these procedures are still being developed, we will share them with the neighborhood for review. We anticipate the procedures to be finalized in late August.

Curfew On residents so they are not roaming the neighborhoods at night?

Yes, the Catalyst project will include a curfew. Further, we will not be allowing guests.

Why did Catholic Charities choose this site?

We selected a site that was not immediately surrounded by single family homes or other residential uses (there are 17 homes within 1,500 feet and 71 homes within 2,500 feet). We also selected this site because it was near public transportation, it had adequate space to allow for us to provide robust

on-site services, allowed for the installation of a perimeter fence/other safety features and was available for purchase.

Is anything being done for those who have been/are in Camp Hope? Any outreach programs and have they had any success?

This is an area that Catholic Charities is not directly involved in, but I can share my understanding of what is happening. The City has contracted with other agencies to provide outreach for residents of Camp Hope. Those agencies, including the United Way, will make referrals into the Catalyst project. Catholic Charities will screen those referrals and accept residents into the project. We will prioritize residents who are most likely to be successful in housing, ready to make a change in their lives to overcome challenges like substance use disorder that may be preventing them from meeting their full potential.

Is there any criteria being used to select those that will go to Quality Inn as opposed to the Trent shelter?

I can't speak to residents who will be referred to the Trent shelter, this is being operated by another organization. I can share that Catholic Charities will be screening residents based on their likelihood of success in housing. We won't turn someone away who has a challenging past or is struggling with substance use disorder, however, we will require that they are committed to our program expectations including a good neighbor agreement, agreement that they will not use drugs/alcohol on our property and participate in services that move them forward in their lives to achieve their maximum potential.

What specifically will you give the residents (is there a printout) with respect to their behavior in the community? Since there is no requirement for them to be "off drugs", neighbors fear they will be using drugs in the neighborhood and doing drug deals (possibly with Motel 6 which has been an ongoing problem for us). They fear theft to obtain money to buy drugs.

We will absolutely share written expectations with our residents and our staff will go over it with them in detail. One of our expectations is that residents will not be using drugs or alcohol in our property or in the surrounding neighborhood. This project is not subject to landlord tenant laws and we have the authority and intent to remove anybody from the program that cannot conform to these expectations. We also recognize that the path to success is not always a straight line. If a resident slips up, they will be placed on a behavior agreement, if that agreement is violated they will be removed from the program with few exceptions. These expectations will extend into the surrounding neighborhood so if one of our residents is involved in a crime, they will be removed from the program. This is a great area for neighbor feedback. If there are specific behaviors that neighbors are concerned about, we would love to learn more about that so we can include it in our resident expectations.

Specifically, what support services will be given - drug rehab, education, job training/assistance? How are they treated for mental illness? Will they be provided with medication? Where will they go for those services? Will there be meetings on site that they will be required to attend? It seems to me giving them things to do to be busy would help them avoid trouble - perhaps some cooperation with Parks and Recreation? Perhaps companies that would be willing to provide some onsite training classes?

This project will have significant levels of services available on-site for our residents. Catholic Charities is a licensed behavioral health provider, and we will provide access to our counselors and therapists for residents. We will also have clinically trained staff who are experienced in treating

substance use disorder. Because this is a program and not traditional housing, we are able to require residents to participate in services as a condition of their continued housing. We also hire additional staff called peer supports whose job it is to make meaningful connections with residents and help them build healthy relationships. They do this in a variety of ways including hosting events and engaging in positive activities. I like your idea about partnering with the Parks system to create these opportunities.

We do provide employment services, access to healthcare services and other options for our residents. Our goal is for every person to live with dignity and achieve their potential. This is defined on an individual basis and if that includes employment, our staff are trained and equipped to help people get there. I will have to follow up with you regarding the medication question. We do provide this service in our respite program, but the Catalist program is still being developed.

How will food and necessary items be provided? On or off "campus"? Will they be given money for those items they will need to purchase?

We will be providing residents with meals onsite. We will also provide them with access to bus tickets so that they can run errands and attend appointments. We will not be providing residents with cash payments; however, we will make sure their basic needs are met. We do work with residents to grow their income through employment and other opportunities like SSDI if they are qualified.

Finally, there is more negative discussion about your other projects and about what has happened around Camp Hope in those neighborhoods. Disruption of downtown businesses was covered extensively in the news. Stories of poop in doorways, property destruction and violence always make it into the news. It would be helpful to have some positive data. Surely you have had successes.

There are significant challenges with homelessness in our downtown and throughout our community. Although the press has extensively covered homelessness downtown, the connection between conditions like feces on the streets and people sleeping in doorways and our projects is counterintuitive. Our housing and shelters remove people from the streets, provide them with a bathroom and clean, safe place to live. We work closely with neighbors when there are challenges with residents, and we hold our residents accountable for their behaviors. We have many success stories to share, here are some stats that help illustrate our impact. Over 96% of our residents remain permanently housed after 12 months. We are able to successfully house 61% of all shelter residents who engage with our housing services. We measure our resident progress by tracking a decrease in their acuity/level of vulnerability. We take this measurement on a quarterly basis and see a 11.7 percent decrease in the level of vulnerability for residents of our downtown buildings within their first 12 months of residency. Additionally, we see a 221% increase in our residents' monthly income (this translates to about a \$714 monthly increase). These increases in income are from employment and enrollment into programs that they qualify for. Here is a link to our annual report with some additional information about our impact: <https://www.cceasternwa.org/ar>

Which CC entity owns Dignity Housing LLC?

Dignity Housing LLC is owned by the not-for-profit organization, Catholic Housing Services of Eastern Washington.

Can the CC entity that owns Dignity Housing LLC provide copies of its annual reports for 2021 and prior years, so we can learn more about the organization?

Our annual report is available online at: <https://www.cceasternwa.org/ar>

How will CC ensure that the violent crimes, property crimes, and petty crimes that have occurred at and around the downtown House of Charity will not occur at or around its proposed homeless shelter at the Quality Inn location? Does CC have a plan to fix those problems in its next homeless shelter? May we have a copy?

We have provided answers to this question in previous responses. We are aggregating responses questions received at the new project website located here: <http://www.cceasternwa.org/catalyst>

What portion will be paid by grants, what will be paid by loan proceeds, and what will be paid by CC itself, with respect to the following Quality Inn homeless shelter expenses?:

The Catalyst project will be 100% funded by grants.

How many potential homeless shelter locations in Spokane County does CC own, lease, or have under contract to buy or lease? What are the locations? How many potential beds at each location?

Our existing and publicly announced projects can be found on our website: <https://www.cceasternwa.org/>

Specifically, we have shared with the community that we are collaborating with the City of Spokane on a potential relocation of the House of Charity emergency shelter. These plans are not finalized or funded at this time. We are considering a replacement shelter that could serve up to 300 individuals (<https://www.cceasternwa.org/hoc2>)

Did CC obtain an appraisal, broker valuation, or other valuation of the Quality Inn site before it agreed to the purchase price?

Catholic Charities purchased a third-party appraisal of the property value and the property was found to be valued at \$6.5 million.

Is CC managed by the Catholic Church, owned by the church, completely independent of the church, or none of the above?

Catholic Charities is a ministry of the Spokane Diocese and a separate, stand-alone, not-for-profit organization governed by an an independent Board of Directors of which the Bishop of Spokane is a member.

If you evict/deny entry to someone, will you transport them out of the neighborhood?

Yes, we will provide transportation out of the neighborhood.

How will you assure that your residents respect the arboretum?

Our good neighbor expectations of residents will extend to the Finch Arboretum grounds. Residents who are not able to exhibit behaviors that respect the surrounding community will be exited from the Catalyst program.

How will you assure that your resident's friends don't camp in the arboretum?

Please refer to the response above, camping will not be allowed as part of our good neighbor expectations of residents. We will not be allowing residents to have guests/visitors.

The Garden Springs Creek runs through the Arboretum and needs to be protected. There is a path that starts at the Quality Inn parking lot and goes down into the Arboretum.

Thank you for highlighting this important feature of the Arboretum. We are in communication with the Spokane Parks department and will collaborate with them to protect our communities' natural resources and parks. Residents will be accountable for their behaviors on and off the Catalyst project grounds. We will specifically prohibit behaviors that negatively impact the Finch Arboretum.

What transportation options will people staying at the QI have?

Bus tickets will be made available and are working with referral agencies to make sure residents have transportation to the project when they move in. We will also provide access to taxi and other transportation services in to residents when there is a compelling need.

1. In terms of the screening, we have been told that the majority of the residents of Camp Hope do not have Identification. If this is correct how can a true assessment be done? How can we be assured of the legal/criminal status of the chosen participants?

- a. We work with potential residents to track down their identification as part of our application process. Once we are able to verify an individual's identity, we can perform the necessary background check and screen them to ensure they are a good candidate for the Catalyst project.

2. Have we been told how many employees will be on site at all times. Security vs administrative vs counselors?

- a. We are filling 32 positions to staff this project 24/7. In our current plan, there are 3 shifts each week where there will be the minimum of 3 staff members on site during graveyard hours when residents will be sleeping. In the evenings, there will be 4 people on site and there will be between 6 and 7 staff members onsite during the day when residents are most active. At all times, the onsite staff will be backed up by our Neighborhood Safety team who can rapidly respond if additional team members are needed.

Of the 32 positions we are filling, 6 are safety roles, 16.5 are operationally focused (maintenance, laundry, food prep, cleaning, and supervision) and 7.5 are behavioral health/case management professionals.

Please note that this staffing model may change as we continue to develop our program guidelines and operational plans. We will share detailed operating plans with the neighborhood and solicit input as these plans develop.

3. In this time of many companies not being able to fill current job openings how are they planning to man this large facility?

- a. Catholic Charities is an excellent place to work. We provide an excellent, family-oriented work environment, competitive benefits and pay along with a mission that is compelling for people who want to support human dignity and change lives. We have already posted positions for this project and are actively interviewing candidates to fill these critical roles. If we are unable to fully staff and operate the facility in a safe and effective manner, we will change our launch time frame.

4. Has the effect on the Acenda Sober Living Residents been taken into consideration? This is a long standing facility in our neighborhood that serves a vulnerable population. The answer to the question below is that the residents will not be able to us on site or in the neighborhood. Do we have a definition of "the neighborhood" area?

- a. For our PSH housing project, we consider our neighborhood to be anything within a 2-mile radius. We can work with the West Hills Neighborhood Council to develop a definition of neighborhood that makes the most sense for the Catalyst program.

5. The plan states the housing will be temporary then changed into another format. How is this to be achieved with 110 people living there?

- a. Catholic Charities is an experienced manager of housing with over 2,600 permanent housing units provided throughout Eastern Washington. We routinely rehabilitate occupied buildings. We work closely with our residents to develop plans that are appropriate for them to mitigate any impacts on their home while it is being improved/remodeled.

In most cases, this can be achieved by not filling some units within a building immediately prior to a rehab. This allows for us to move residents to a vacant unit within their building while we improve/remodel their unit.

6. How is this project different from any of the other projects that have been tried.

- a. The Catalyst project has been planned from the ground up to provide the highest standard of care and support for our residents. Our staff to resident ratio is higher than in other supportive housing models. Further, our site access protocols are unique to a housing program of this type. We will be checking residents in and out, controlling access to the site through a perimeter fence/single point of entry and we will not be allowing visitors. The combination of a highly supportive and highly structured environment in a continuous stay housing model distinguishes the Catalyst from other shelter programs that are more transient in nature or permanent supportive housing where residents have leases.

7. What is the definition of success? Is obtaining disability income and living permanently in the facility deemed success?

- a. Success is a resident living with dignity and reaching their maximum potential. This is different for each client and includes milestones like becoming employed and living independently as well as stabilizing and becoming permanently housed in a supportive living environment. The Catalyst project is not intended to be a permanent housing solution and our staff will work to support residents to move to the long-term solution that is appropriate for their needs and capabilities.

8. Where is the funding coming from to run the facility? The grant will not cover this.

- a. Project acquisition, rehabilitation and operation are 100% funded through State grant resources. The ongoing operating costs will be covered through a long-term contract with the State. Catholic Charities will negotiate a common understanding and contractual language with the State for a program ramp-down and exit strategy for our organization and residents in the event that funding is discontinued.

Here are some things that may be helpful:

- The National Coalition for the Homeless and Substance Abuse and Mental Health Services Administration (SAMSHA) have both published studies that estimate 1/3 of people who experience homelessness are currently struggling with substance use disorder. That figure is higher if you consider the number of people who are currently homeless and have a history of struggling with substance use disorder. It is important though that we do not make a moral judgement about people with this condition. Substance use disorder is a disease like diabetes or cancer.

- Our community has compassion & empathy for seniors who are battling dementia, or developmentally & intellectually delayed adults trying to navigate normalized experiences when their outward appearance, behavior, or communication cadence is different than our own. Many of those we serve at the House of Charity and those who are living in Camp Hope fall under these exact same categories. They struggle with this and don't have a home to go to each night to decompress, receive support & resources to manage their diagnosed care needs. They have also experienced a multitude of traumatic events which have compounded these circumstances. This has led some in our community to turn to substance use to self-medicate. Addiction is a vicious & un-relenting disease, and for those that have never been afflicted with this disease, they should be incredibly grateful. It's a lifelong diagnosis without a cure. It's heartbreaking to witness this level of human suffering.

The good news is that housing is an effective way to help people get on the lifelong path to recovery. People who are in housing are less likely to overdose, rely less on emergency services, raise their incomes and live longer, healthier lives.