



## Q&A From Our Kenmore PSH Community Meeting

September 2023

Question	Answer
<p>How is Plymouth's permanent supportive housing (PSH) building in Kenmore different from a shelter or transitional housing?</p>	<p>Our building is an apartment building with studio units, so there's no time limit on residency or pressure for folks to move out. We work to build community among our residents for the long-term—and people can stay with us as long as they choose to. Our residents have access to services over the course of their time with us, both to stabilize initially when they move in after experiencing homelessness and also to support them as they age or their needs change—or their goals change. We provide on-site supportive services including case management and also connect our residents to services in the community, so we do expect people to move in and stay for a significant period of time.</p> <p>In addition to case management on-site, we work with a variety of physicians who come into our buildings to support our residents. We also have front-desk staff who provide frontline customer service to our residents, as well as other teams throughout Plymouth that come in and provide support to various properties. Additionally, by maintaining partnerships with external services providers, we're able to connect our residents with services that they may not have received before. If someone moves into our building who is already receiving services from an external provider, these partnerships help us maintain a continuity of care for the resident.</p> <p>Lastly, we host community events in our buildings, bring in food pantry resources, and more depending on the needs of the community within each of our buildings.</p>
<p>Who lives at Plymouth?</p>	<p>We serve adults who have experienced homelessness in our community. Our residents in general are people with very low incomes who have other barriers to finding and maintaining housing without the additional support that a place like Plymouth provides. About 60% of our residents are seniors; 90% have some kind of disability or health condition.</p>

Q&A From Our Kenmore PSH Community Meeting

<p>How does Plymouth work to address the total health and well-being needs of their residents?</p>	<p>At Plymouth we are re-conceptualizing what traditional supportive housing looks like, as well as what traditional behavioral health and health services in a health care setting look like. We’re also “de-siloing” these two systems. By this we mean we are working to integrate supportive housing and health care services to provide care for the whole person and their well-being needs, addressing their social determinants of health, not just their illness. We’re doing this by leveraging our staffing team that is already on-site and also by building in and hiring new disciplines to develop our health care team.</p> <p>Our goal is to reduce our reliance on crisis systems as a comm, including emergency departments, while helping reduce lengths of stay as well as readmissions to the emergency department or hospital system. Our model provides care to people where they live and reduces barriers to accessing care. We partner with the community to develop a network of primary care and specialty care providers so that we can coordinate services and get people into care, and our team regularly engages residents in their care to more effectively develop care plans that meet the individual needs of the folks who live in our building.</p>
<p>What will the Kenmore Building look like?</p>	<p>We’re thrilled to have been selected by the city of Kenmore to build this project. We went through a very rigorous RFP process that began almost two years ago that included us presenting to different city officials, as well as representatives from A Regional Coalition for Housing (ARCH), which is the local housing organization on the Eastside. We have been meeting with the city of Kenmore throughout the pre-development phase of this project.</p> <p>Our architect is Environmental Works, and we worked to incorporate the design goals of the city of Kenmore and their vision for the downtown area into our building, incorporating different building elements to match the aesthetic of downtown. We also have saved a significant tree along 67th Avenue, something that was very important to the city council members and to the city of Kenmore—and we love the idea of having a lot of green space in our buildings! Our Kenmore building also</p>

Q&A From Our Kenmore PSH Community Meeting

	<p>features a lovely courtyard, which will be partially open to the community. The courtyard will feature lots of greenery as well as places to gather. We're incredibly lucky to be close next-door neighbors to the King County Library. The building will also feature a mural, more details about this to come!</p> <p>So, our location in Kenmore is truly a wonderful place for our building and its future residents. We typically have a mix of one-bedrooms and studios. This building will be six stories in total and have a total of 100 units, including 15 one-bedrooms and 85 studio units. We provide all of the appliances and furniture; every tenant will have a bed, a table, and two chairs. We also work with local businesses and volunteers to create welcome baskets that help set up our residents for success, as many of them will be moving in without the items that an apartment needs.</p>
<p>What is the estimated development timeline?</p>	<p>Like anything in construction, our development timelines can be fairly unpredictable. Our goal is to break ground in early to mid 2024, followed by a roughly 16-month construction period. We anticipate opening our doors around spring or summer of 2025, with more details to come. We're still very much in the planning phases, and we just submitted for our permit.</p>
<p>How do I partner or support Plymouth, and what are the ways that I can help?</p>	<p>During the period of time when our building is in development, there are many ways to support Plymouth and our permanent supportive housing—and housing initiatives in general. For Plymouth specifically, you can go to our website and learn how to become an individual volunteer or monthly donor. You can also join our mailing list and follow us on social media, which will help you stay up to date not only about our Kenmore building and its development but also about other projects, programs and events that we have going on. Subscribing is a great way to learn more about our organization, our mission, and our work in general. On a personal level, we encourage you to advocate for permanent supportive housing in local and countywide elections.</p> <p>Once a building is open, we're proud to offer opportunities to partner and volunteer on-site, whether as an individual volunteer, with a community group, or via your</p>

Q&A From Our Kenmore PSH Community Meeting

	<p>employer’s volunteering or corporate engagement initiative. We work with volunteers in all different ways, including to help get a new building open and ready for residents. We rely on volunteers to create welcome baskets, which provide our residents with all of the goods that they may need to move into an apartment. The baskets include everything from bedding to cleaning supplies to pantry-stable food—and it takes a lot of work to get the building ready. Our volunteers play a critical role in not only packaging these baskets but also preparing the apartments so they look move-in ready.</p> <p>After residents have moved into our building, volunteers can work with the residents themselves. Meal services, supply drives, game days, celebrations for holidays or cultural events, gift bag making, and cookie drives are all examples of volunteer-supported activities.</p>
<p>Plymouth’s work includes property management. What does this look like?</p>	<p>Plymouth’s property management team prides itself on the way we collaborate with our building staff and the way we interact with our residents. For the most part, we operate remotely outside of our buildings, overseeing the “landlord” or legal processes of the buildings. We also have weekly times where we will be at the building to meet with residents to talk about rent, their lease or any questions they might have related to property management. We also come out on-site regularly to conduct our own internal building inspections to check on the quality and conditions of everything including the curb appeal of the building. We’re really happy to be on-site as much as possible!</p> <p>The PSH staff members who are on-site at our buildings work very closely with our residents every day. In a way, Plymouth’s property management efforts are an extension of this work. For example, we manage our annual re-certifications with residents, where we record their income changes to ensure that they are in compliance with all of the confounding requirements that we have on our end as property managers.</p>

Q&A From Our Kenmore PSH Community Meeting

<p>What does the collaboration look like between Plymouth’s property management team and permanent supportive housing team?</p>	<p>The property management team acts as our residents’ first point of contact as they move into our buildings, and we are in close contact with the PSH team throughout this process. While we have formal weekly meetings to connect, daily back-and-forth communication helps us support both the needs our new residents as well as the brick-and-mortar needs of the building. In short, the two teams coordinate very closely around the work needed in the building. PSH acts as the eyes on-site to know what’s happening on a day-to-day basis, which they relay back to the property management team. The two teams work together to ensure our residents stay in compliance, are good with their rent payments, and complete all the paperwork required to stay housed.</p>
<p>What does the lease-up process look like for a building?</p>	<p>The lease-up process for a building is a highlight of our work at Plymouth. Twice per week, we have group lease signings where four to five new residents come in and sign a lease together as a group. Handing a new tenant a key, letting them open the door to their new apartment, and seeing them walk in is truly a special moment. Residents often express disbelief that they're moving into such a beautiful home with the opportunity to be part of a supportive community.</p>
<p>Do residents pay to stay in our buildings?</p>	<p>For this building, we will receive vouchers from the King County Housing Authority that will stay with the project. We expect all 100 units to be vouchered units, meaning that tenants who qualify to live there will have to pay 30% or less of their income; those with zero income won’t have to pay anything. Vouchers are one of the ways that we will subsidize operations in the building, although sometimes we also subsidize with other sources such as state and federal operating, maintenance, and services (OMS) money.</p>
<p>Will supportive services be provided 24 hours a day? What type of supportive services are proposed for this building?</p>	<p>Supportive services are typically offered during regular business hours, but there is always a member of our permanent supportive housing staff on call to respond to any emerging needs at the building. In addition to the team available during daytime hours, most buildings have support staff on-site in the evenings and through the weekend. Our supportive services include case management, service connection, community building, and resource provision.</p>

Q&A From Our Kenmore PSH Community Meeting

<p>Will the building be open to visitors 24 hours a day or will there be a curfew for visitors?</p>	<p>Residents of Plymouth buildings are allowed guests at any time but must adhere to our guest policy and building rules.</p>
<p>Will tenants be allowed to use drugs? If caught using drugs will they be asked to move out of the building?</p>	<p>Our building is an apartment building first and foremost with the addition of supportive services. As an apartment building, we must abide by all landlord-tenant laws put forth by the federal government. Tenants are responsible for abiding by their lease, following building rules, and ensuring the health and safety of themselves, Plymouth staff, and neighbors.</p>
<p>This facility was originally presented as being senior housing. I heard that Plymouth facilities typically have 60% seniors. Why not 100% seniors?</p>	<p>Plymouth buildings have a mix of different populations. While it is our goal to house mainly seniors in our Kenmore building, we will also be housing veterans and people with disabilities.</p>
<p>What are the minimum rules and behavior requirements for tenants? Is public intoxication allowed? Is criminal behavior allowed?</p>	<p>All tenants must adhere to their lease, including following all building rules which includes provisions about behaviors in our community spaces. In the event of any emergencies, we involve the authorities. Plymouth has a strong track record of maintaining good relationships with local emergency response teams, and we are in constant communication with tenants regarding any behavioral issues.</p>
<p>How do you handle problem tenants who do not follow the rules?</p>	<p>Since our residents have typically built relationships with their housing case manager from the moment they walk into a Plymouth building, we first try to intervene and work through any issues the resident may be having. However, if behavior continues to impact the community as a whole, we would bring the case to leadership staff for review, and potentially begin eviction proceedings if warranted.</p>
<p>Will there be background checks before accepting tenants?</p>	<p>We adhere to the screening process <a href="#">required by the King County Housing Authority</a>, which includes screening for certain past drug or sex-offense related convictions.</p>

*Q&A From Our Kenmore PSH Community Meeting*

<p>What type of supportive services will the city of Kenmore be responsible for with this facility?</p>	<p>None; Plymouth is responsible for securing funding and providing services at the building. We will have case management services on-site, as well as an integrated health care program. We have successfully funded and run similar supportive housing programs for over 40 years.</p>
<p>In the rendering of the Kenmore building, the east-facing façade appears to be a blank wall. Will this blank wall be softened with green screen or architectural detailing?</p>	<p>The rendering does not do the building details justice. Currently, we are in plan review with the city of Kenmore, who will provide their feedback on the façade. The design currently features a combination of Hardie and corrugated metal siding with a hope of planning some building art/murals in the future.</p>