



Neighborhood Engagement and Mitigation Plan Framework Request for Proposals

*Please submit proposals electronically **no later than 5PM on March 13, 2026** to Jennifer LaBrecque, City Council Central Staff Analyst, at jennifer.labrecque@seattle.gov.*

1. Background

The 2026 Adopted Budget provides \$80,000 for City Council to hire a consultant to create a Neighborhood Engagement and Mitigation Plan framework for city-funded Permanent Supportive Housing (PSH) projects and human services programs where services are provided on-site at a physical location (referred to as human services programs throughout the rest of this RFP). Examples of human services programs to which a Neighborhood Engagement and Mitigation Plan could apply include, but are not limited to, emergency homelessness shelters and day centers.

The City has already established some requirements regarding community outreach and good neighbor policies for PSH housing and human services programs. For example, the King County Regional Homelessness Authority (KCRHA) requires that city-funded providers have good neighbor policies that must include elements such as: a process for regular communication with neighborhood stakeholders, a written process for addressing neighborhood concerns, program rules and restrictions, and opportunities for the provider, clients, and community members to participate in supporting the program and client success. The Seattle Office of Housing (OH) requires projects seeking capital funding to include a Community Relations Plan with their application and, once funding is finalized, the OH loan documents require a management plan describing the project's community relations plan and processes for resolving neighborhood complaints.

However, current efforts at good neighbor policies and community relation policies have frequently not been sufficient to establish good working relationships between PSH, human services providers and neighborhood stakeholders. This RFP is designed to identify what components are needed to 1) create strong relationships between providers, PSH residents, human services program participants and neighborhood stakeholders and 2) provide a clear pathway for responding to and resolving conflict. A plan that incorporates these components would be called a Neighborhood Engagement and Mitigation Plan (NEMP).

NEMPs are intended to create effective working relationships between providers, human services program participants, PSH residents, other neighborhood residents, and businesses by fostering communication and collaboration among these different parties. In this context, "providers" means organizations operating the PSH buildings and the human services programs. NEMPs should operate from the perspective that all stakeholders, not just providers, have the responsibility to work together to make the project or program a positive part of the neighborhood. NEMPs are not intended to be legally binding agreements.

It is the goal of this project that NEMPs be more granular than just at the organizational level of the provider (i.e., not just organizational level good neighbor policies) and ongoing – (i.e. not just at the

construction of a project). NEMPs should be geographically targeted plans that take into account specific PSH buildings or human services programs. That said, the RFP remains open to different approaches, including an approach in which a NEMP is specific to a PSH building or human services program or an approach in which the NEMP is specific to a small, well-defined geographic area that encompasses more than one PSH building, human services program and/or provider.

This Request for Proposal (RFP) recognizes that any provider's ability to engage with neighborhood stakeholders and respond effectively to neighborhood concerns depends significantly on factors beyond their control, such as the emergency system response to 911 calls, availability of immediate in-patient care for people in a mental health crisis, and the availability of on-demand substance abuse disorder treatment. It is beyond the scope of this RFP to address those other factors. However, the scope described below does ask the consultant to provide context on those challenges and make recommendations on how a NEMP framework can be effective given this reality.

Throughout this project, the consultant will be expected to work collaboratively with City Council Central Staff, the Seattle Office of Housing (OH), the King County Regional Homelessness Authority (KCRHA) and the Human Services Department (HSD).

2. RFP and Project Timeline

RFP Published	February 17, 2026
Pre-submittal conference (contact Jennifer LaBrecque at Jennifer.labrecque@seattle.gov for registration information)	March 2, 2026 at 10AM PST
Questions due	March 2, 2026
Question and Answer document posted to all questions submitted	March 4, 2026
RFP Responses Due	March 13, 2026
Decision announced	April 3, 2026
Contract Executed and work begins	April 28, 2026
Work is completed	September 1, 2026 (Items 1-8 in scope below) December 31, 2026 (Item 9 in the scope below)

3. Scope of Work

The consultant would be required to:

- 1) Review information previously provided to City Council on existing City and KCRHA policies regarding Good Neighbor Agreements and collect additional information on existing practices, if needed.
- 2) Convene PSH and human services program providers to understand their perspectives on challenges and opportunities in creating effective NEMPs. The consultant will consult with OH, KCRHA and HSD to determine the most appropriate providers to engage.

- 3) Conduct a review of best practices of engagement with neighbors and impact mitigation strategies related to the provision of PSH and human services programs in other jurisdictions.
- 4) Provide recommendations on how to utilize data to develop effective NEMPs and prioritize which sites might be most in need of such plans. Data could include 911 call data from the Seattle Police Department (SPD), the Seattle Fire Department, and the Community Assisted Response and Engagement Department, as well as critical incident reports required by KCRHA and other provider information.
- 5) Provide context on how other factors - such as the emergency response to 911 calls at these locations, availability of immediate in-patient care for people in a mental health crisis and the availability of on-demand substance abuse disorder treatment – can impact provider's ability to respond to neighborhood concerns. Identify the limits and tradeoffs of implementing an NEMP in the context of gaps in other parts of our emergency response and healthcare framework.
- 6) Provide recommendations on the core components required for a NEMP to be effective in: 1) creating strong relationships between providers, PSH residents, human services program participants and neighborhood stakeholders and 2) providing a clear pathway for responding to and resolving conflict. Recommendations should incorporate information from provider convenings and review of best practices. Recommendations should recognize explicitly that some factors, as described in #5 above, are outside of the control of providers or neighborhood stakeholders and should address how NEMPs can best handle that reality.
- 7) Identify the recommended level of focus for a NEMP – i.e. a specific project or a narrow well defined geographic area with multiple PSH buildings, human services programs and/or providers.
- 8) Identify what additional funding would be needed, what types of positions are needed (if any), and where those positions would live (i.e. with the provider or a neighborhood organization) to implement the core recommended components of a NEMP. Clarify how additional unfunded requirements might impact provider time and resources related to their core services.
- 9) If budget allows, facilitate the engagement of stakeholders in one or two areas and/or projects to develop a NEMP. Selection of the final pilot areas or projects should be completed in consultation with Seattle City Council staff, the Seattle Office of Housing, the Seattle Human Services Department, the King County Regional Homelessness Authority and other relevant City of Seattle departments.

4. Required Experience

Consultants should have experience working with PSH or human services program providers and ideally other neighborhood stakeholders. They should have experience in engaging with such stakeholders and incorporating their perspective into recommendations and implementation plans. There are no minimum qualifications.

5. Application

Narrative: Applicants should describe:

- The proposed approach to conducting the scope of work described above.
- The team who will be working on this project, including their relevant experience.
- The applicant's experience working with PSH providers, human services providers, local residents, local businesses and other types of community stakeholders, in particular, to proactively work on addressing community issues or priorities.

Timeline: A proposed timeline for completing the scope of work described above

Budget: A proposed budget, not to exceed \$80,000.

6. Criteria

Applications will be evaluated according to the following criteria:

- If the proposed approach will generate recommendations that could be feasibly implemented.
- If the proposed approach will provide an accurate cost of implementing the recommendations.
- The applicant's experience and knowledge of PSH projects and human services programs serving people experiencing homelessness.
- The applicant's experience in analyzing and utilizing data to inform policy decisions.
- The applicant's experience in working with PSH and human services program providers while also incorporating other stakeholder perspectives (i.e. local businesses and other local residents).
- The relevant experience and depth of the consultant team.
- The experience of the consultant team in offering direct technical assistance to PSH providers, human services providers and other neighborhood stakeholders.

The City may make changes to this RFP if, in the sole judgment of the City, the change will not compromise the City's objectives in this solicitation. Any change to this RFP/RFQ will be made by formal written addendum issued by the City and shall become part of this RFP/RFQ.