

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MileHighOrdinance@DenverGov.org by **9 a.m. Friday**. Contact the Mayor's Legislative team with questions

Date of Request: 06/04/2025

Please mark one: ☐ Bill Request or ☒ Resolution Request

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

☐ Yes ☒ No

1. Type of Request:

☒ Contract/Grant Agreement ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text Amendment

☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change

☐ Other:

2. **Title:** (Start with *approves*, *amends*, *dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends an agreement with The Salvation Army (TSA) to add \$7,000,000.00 for a new total of \$16,282,903.00 and to add nine months for a new end date of 12-31-2025 to provide operations and supportive services at The Aspen non-congregate shelter (NCS) providing shelter services to adult households experiencing homelessness, in Council District 8 (HOST-202369267/HOST-202579644-02).

3. Requesting Agency:

Department of Housing Stability (HOST)

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Evangeline Bengier	Name: Polly Kyle
Email: Evangeline.Bengier@denvergov.org	Email: Polly.Kyle@denvergov.org

5. **General description or background of proposed request. Attach executive summary if more space needed:**
(who, what, why)

This agreement is entered between the Department of Housing Stability (HOST) and The Salvation Army (TSA). The purpose is to utilize funding to provide all required management and oversight of emergency shelter at 4040 Quebec St, Denver CO 80216, for people experiencing homelessness. This includes the ability to serve all diverse populations including but not limited to men, women, young adults aged 18 years-old through 24 years-old, and individuals who identify, express, and present as transgender, non-binary, and/or gender nonconforming. The Fiscal Year 2025 award amount for this contract is **\$7,000,000.00** for a total contract amount of \$16,282,903.00.

This agreement is expected to serve 1000 households annually, by providing a safe place to sleep and access critical services including but not limited to; meals, client centered case-management supports, connection to mental, behavioral and physical health supports, and housing search supports. The Aspen also provides space for congregate sheltering during cold weather activations.

While this is a new contract, The Salvation Army (TSA) has demonstrated their commitment to the success of this shelter program, and in 2024, TSA served 550 unique households, and saw 153 exits to permanent or stable housing.

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The operation of this shelter is critical to helping to resolve unsheltered homelessness and creating a healthy, housed and connected Denver.

6. City Attorney assigned to this request (if applicable): Gabrielle Corica
7. City Council District: 8
8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Professional Services>\$500K

Vendor/Contractor Name (including any dba's):

The Salvation Army

Contract control number (legacy and new):

Legacy: HOST-202369627
New: HOST-202579644-02

Location: 4090 Quebec Street, Denver, CO 80216

Is this a new contract? ☐ Yes ☒ No Is this an Amendment? ☒ Yes ☐ No If yes, how many? 2

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

HOST-202369267	12/1/2023 - 12/31/2024
HOST-202476261-01	12/1/2023 - 03/31/2025
HOST-202579664-02	12/01/2023 – 12/31/2025

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
(A)	(B)	(A+B)
\$9,282,903	\$7,000,000	\$16,282,903.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
12/1/2023 - 03/31/2025	9 months	12/31/2025

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Scope of work:**SERVICES DESCRIPTION**

- A. TSA in partnership with other designated services providers will provide operations and programmatic Non-Congregate and Congregate shelter activities at this site from December 1, 2023, through December 31, 2025.
- B. TSA will serve approximately 1,000 unique households annually for areas serving as a Non-Congregate Shelter (NCS). In accordance with non-congregate shelter settings, all rooms may serve as single occupancy unless participants self-elect to share space.
- C. Designated Congregate areas such as the hotel ballrooms may be utilized as emergency and/or overflow congregate shelter for up to 300 individuals.
 - a. Congregate shelter capacity may be revised based to meet Denver Fire and Community Planning and Development, and/or public health requirements.
 - b. Congregate areas may be operated by TSA and/or with other service providers.
 - c. HOST may request TSA to activate congregate shelter and TSA will discuss the congregate shelter request with HOST. If TSA does not want to operate the congregate shelter, HOST may select a different partner to operate the congregate shelter.
- D. The Salvation Army, in consultation with and approval by HOST, has full discretion and approval for on-site operations, shelter programming, community partners involved, facility use, and services provided by outside agencies including advocacy groups, organizers, and vendors.

Programming Services

- A. All shelter areas will utilize a low barrier, Housing First model designed to encourage shelter entry through progressive engagement and maximize exits into permanent and stable housing.
 - a. Guest Services will be available 24 hours, seven days a week. Three to four guest services staff will be scheduled per shift to provide hospitality support, facilitate on-site food service, enforce program expectations, conduct room checks and ensure a safe environment.
 - b. Referrals to Non-Congregate shelter will be provided by city outreach to those experiencing unsheltered homelessness including:
 - i. Guests that may already have an identified housing exit for supportive housing, vouchers, or other housing assistance,
 - ii. Additional referral sources for the NCS program will be considered together with, and require the approval of, the City of Denver
 - c. Orientation and intake, including HMIS intake assessments, will be completed for each new guest including provision of a Guest agreement/expectations document.
 - d. Non-compulsory case management meetings will be offered, at a minimum weekly, for guests including at a minimum:
 - i. Direct, on-site provision of and/or partnerships and referral pathways to wraparound, housing-focused supportive services, inclusive of:
 - 1. Mental health support,
 - 2. Substance misuse treatment,
 - 3. Workforce training,
 - 4. Income acquisition
 - ii. Engagement with guests at least once a week to identify housing barriers and solutions and to provide financial assistance as needed.
 - iii. Housing Navigation will engage, recruit, maintain landlords, supports lease-ups, provides mediation, and coaches tenancy skills.
 - iv. Partner with organizations providing housing options leveraged through regional navigation campus, including supportive housing pipeline, vouchers through the Denver Housing Authority, the State Division of Housing, and other rehousing assistance as determined.
 - v. Shelter services staff will follow a Modified Critical Time Intervention Model and all services staff will be trained in this model of care.
 - vi. All housing exits and housing focused case management efforts will be coordinated by HOST's Housing Command Center.
 - e. Staff will be trained in de-escalation and safety procedures, as well as provide safe, equitable, and trauma informed services, including:

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- i. Training for all staff will include Non-Violent Crisis Prevention and Intervention (CPI) and Cardiopulmonary Resuscitation (CPR).
 - ii. Use a trauma-informed and client-centered approach to engage vulnerable populations.
 - iii. Support and provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.
 - iv. Provide resources and connections in the community for guests needing assistance with Activities of Daily Living (ADL).
- f. Full operating capacity is subject to TSA's ability to maintain the standard level of care in maintaining a safe work and shelter environment.

NCS Operations

- A. Shelter Operations investments facilitate environments that are safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests. Funding for shelter operations at this site include support of the day-to-day hospitable functions of NCS shelter areas, including the following.
 - a. Linen laundry services that shall provide laundered linens at minimum every seven (7) consecutive days of guests' stay (or as needed)
 - b. Basic maintenance support
 - c. Room amenities such as on-site parking (and parking management), internet, television, and telephone
 - d. Meals
 - e. Coordinating with security provider to ensure a secure point of entry and exit and screening to ensure registered guests only are accessing the Non-Congregate Shelter facilities.
 - f. Custodial support including sanitization of common areas.
 - g. Pest control
 - h. Storage
 - i. Vaccinated and non-aggressive pets will be allowed at the facility.
 - j. Transportation/transfers of guests
- B. TSA and HOST will adhere to the Responsibility Matrix of Facility Related Services in Appendix A.
- C. TSA will provide meals for guests that align with public health guidelines and nutritional quality. Meal preparations services include:
 - a. All meals are prepared to meet adult daily nutritional needs and are prepared in accordance with ServeSafe guidelines and all Public Health requirements for food safety.
 - b. Provide all utensils and serving supplies.
- D. NCS sites will have a full-time on-site maintenance technician Monday through Friday, during daily business hours. The maintenance technician will be responsible for providing regularly and emergency scheduled general building repair and maintenance services such as trash removal from premises to exterior dumpsters and exterior litter removal, pest control, snow removal from sidewalks and entries, changing light bulbs, minor repairs to plugged toilets and leaky faucets.
- E. TSA will provide and oversee biohazard, janitorial and laundry services to ensure quality and timeliness to promote a safe and comfortable environment for all guests and staff.
- F. NCS Sites will have security measures available onsite and include installation and maintenance of a video surveillance system to maximize staff visibility of the facility. Additional security measures may be added if deemed necessary in consultation with and approval by HOST.

Congregate Shelter Operations

- A. HOST will work with TSA and any third-party operator to delineate shared expectations, roles, and responsibilities for congregate sheltering upon activations of congregate shelter operations.
- B. The shelter will participate in severe weather advisory emergency shelter in accordance with historical occupancy and activation standards. Project budget may be subject to modification to accommodate severe weather needs.

STAFFING STRUCTURE

Provider will support Housing Central Command (HCC) Staffing structures by filling the following positions:

1) Intake Specialist Position

- a) Work at shelter site to be the face of service connection for clients.
- b) Conduct site orientation, complete site-based intake forms, and Homeless Management Information System (HMIS) upon arrival and program entry.
- c) Assess clients for rapid resolution within 14 days of program entry and discuss at the beginning of every client encounter.
- d) Work with clients to complete housing assessments i.e., coordinated entry assessment within 30 days of program entry.
- e) Work with clients to acquire vital documents in preparation for housing and upload into HMIS.
- f) Connect clients to physical health, dental health, behavioral health, harm reduction, substance use disorder, and employment services available across the All In Mile High system.
- g) Meet with guests weekly and promote guest engagement in services and other site-based offerings.

2) Navigator Position

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- a) Work in multiple locations as assigned by HCC to meet with clients in the site where they are based.
 - b) Attend two daily meetings led by HCC administration team.
 - c) Enroll clients into HMIS and follow data standards including case notes and client documentation.
 - d) Conduct Pre-Housing navigation over a 30-day time period with individuals assigned to the Navigator through HCC.
 - e) Work with clients to complete housing applications at units identified by Unit Team.
 - f) Transport clients as needed for pre-move in and move in tasks such as vital document acquisition, unit tours, landlord meetings, and physically moving client belongings.
 - g) Work with HCC Administration Team and clients to schedule move in and furniture deliveries.
 - h) Complete hand-offs to stabilizer for client's 12-month housing stabilization period.
- 3) Stabilizer
- a) Complete training and utilize a Critical Time Intervention (CTI) approach to case management as described in HOST's CTI Manual.
 - b) Stabilizers will receive and support clients referred through HCC.
 - c) Stabilizers will conduct an HCC Housing Stability Plan assessment with the client prior to placement in their permanent housing unit.
 - d) Attend bi-weekly case conference with other HCC housing providers.
 - e) Submit complex client cases to the Denver complex case review.
 - f) Transport clients in personal or company vehicle as necessary.
 - g) Enroll clients into HMIS and follow data standards including case notes and client documentation.
 - h) Meet with supervisor once a week to discuss CTI stabilization for each household.
 - i) Collaborate and communicate effectively with landlord partners and Housing Connector.

Was this contractor selected by competitive process? YES

If not, why not?

Has this contractor provided these services to the City before? ☒ Yes ☐ No

Source of funds: General Funds

Is this contract subject to: ☐ W/MBE ☐ DBE ☐ SBE ☒ XO101 ☐ ACDBE ☐ N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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