

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **9:00 a.m. on Friday**. Contact the Mayor's Legislative team with questions

Date of Request: 10/23/23

Please mark one: ☐ Bill Request or ☒ Resolution Request

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.)

Authorizes an amendment to a contract with Colorado Coalition for the Homeless through contract control number HOST-202370851-04 to add \$3,037,326 and one additional year through 12/31/2024 for outreach services to persons experiencing unsheltered homelessness in Denver. 11,500 contacts will be made through the duration of this contract with some individuals contacted more than once, and 1000 households will be housed or sheltered through this contract's outreach efforts. 330 households will obtain permanent housing and 670 households will be placed into non-congregate shelter units, micro community units, or congregate shelter beds in partnership between DSOC and HOST.

3. **Requesting Agency:** Department of Housing Stability (HOST)

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Dave Riggs	Name: Chris Lowell
Email: dave.riggs@denvergov.org	Email: Christopher.Lowell@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

Project Description:

The purpose of this contract agreement is to provide a Department of Housing Stability (HOST) amendment to add funding in the amount of \$3,037,326 for a total contract amount of \$8,811,044 These funds will be provided to The Colorado Coalition for the Homeless (CCH) for the Denver Street Outreach Collaborative (DSOC). CCH will deliver outreach and resource engagement, in collaboration with other service providers, to persons experiencing unsheltered homelessness in Denver. DSOC will utilize a model of street outreach that relies upon consistent, long-term, trusting relationships between outreach workers, a case manager, a licensed behavioral health care provider, Registered Nurse, and people, both adults and youths, experiencing unsheltered homelessness.

CCH will subcontract with St. Francis Center and Urban Peak to collaborate in providing services. The collaborative outreach offices are located at the CCH outreach office located at 2100 Broadway. St. Francis Center's outreach offices are located at 2314 N. Broadway. Urban Peak's outreach offices are located at 730 21st Street. Outreach will primarily occur in field locations in encampment or street settings. In addition to the internal collaboration between the contracted agencies, DSOC will coordinate efforts within the greater continuum of homeless service and outreach service providers, including City of Denver outreach teams, Mental Health Center of Denver, OneHome, and additional non-profit partners.

SERVICES DESCRIPTION

- A. CCH will coordinate the DSOC initiative. CCH will subcontract with agencies to perform the services outlined in this Scope of Work.
- B. DSOC provides outreach and engagement services, as well as intensive, housing focused case management services, to youth and adults experiencing homelessness in Denver with a focus on those who are chronically homeless, disconnected

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from facility-based programming, and in encampment settings. DSOC case management services include connecting clients to OneHome and helping to collect documents needed to complete housing applications.

- C. DSOC works to remove barriers to housing by including an RN and Licensed Behavioral Health Navigator to the outreach activities. These licensed health care providers enable vital services to be delivered where people are at: on the street or other places of engagement.
- D. Designated DSOC encampment response staff (comprising 13.25 FTE, 42% of total contracted staff) provide outreach to residents of City-identified encampments with deployment of staff and resources directed by the Department of Housing Stability; deployment directives include engaging residents of encampments that are posted for cleanup or public health closure. The DSOC encampment response staff provide initial and ongoing focused engagement, assessment and identification of service needs, case management, and referrals to services.
- E. DSOC will coordinate with the Department of Housing Stability for the coordination of care and provision of outreach and encampment response services to shared clients.
- F. DSOC services will be provided Monday through Friday, from 7 A.M. to 5:30 P.M., and one Saturday each month, from 9 A.M. to 5:00 P.M. CCH agrees to provide HOST with an on-call number to be utilized to coordinate for an outreach response in emergency situations outside of regular business hours as defined above – but still within the hours of M-F 7AM – 9PM and Saturday-Sunday 8AM - 6PM. Days of operation may be extended during cold and other weather emergencies.
- G. DSOC will develop a standard protocol to be activated during isolated weather emergencies.
- H. DSOC will coordinate with HOST staff for provision of same-day services within City encampment response.
- I. DSOC outreach workers will have visible ID and branded items such as lanyards, backpacks, or other similar gear, to easily identify outreach workers.
- J. DSOC will respond to all requests for outreach service within two working days. DSOC shall retain discretion to suspend deployments to environments that have clear, present, and imminent safety risk. These risks, or any emergent incident that interferes with outreach deployment, shall be promptly communicated to HOST.
- K. DSOC will develop a plan alongside HOST and the MDHI HMIS team to maintain quality data for DSOC programs in HMIS. Elements for consideration and review for the plan include, but are not limited to, use of HMIS outreach module, standard procedure for exiting clients in HMIS, and aggregate reporting of camp level data.
- L. As local experts in the engagement of, and provision of services to, persons experiencing unsheltered homelessness, DSOC will assist City of Denver/HOST to improve understanding of needs, experiences, and solutions for this unique service population. This improved understanding relies upon DSOC’s ongoing, meaningful engagement through activities inclusive of, but not limited to, representation of persons with lived expertise in advisory and decision-making bodies, administering surveys, conducting interviews, and other initiatives as appropriate.

OBJECTIVES AND OUTCOMES

Number of duplicated households contacted annually	11,500
Number of people contacted in collaboration with City directed encampment response efforts placed into shelter, NCS or micro-community units, assuming availability of aligned units.	735
Number of unique households contacted who obtain permanent housing (including reunification with family or friends)	265
Unsheltered households obtaining permanent housing identified as chronically homeless	100
Number of households receiving case management services who exited to permanent or stable housing	65
Assumptions: Unless otherwise indicated, data will be pulled from Homeless Management Information System (HMIS) Data Quality: Each reporting period an HMIS Data Quality Report must be uploaded to Salesforce with quarterly report. Data quality must be in alignment with expectations outlined by MDHI.	

6. City Attorney assigned to this request (if applicable):

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7. **City Council District:** All districts

8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet below****

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: The Colorado Coalition for the Homeless

Contract control number: HOST-202370851-04

Location: 2111 Champa Street, Denver, CO 80205

Is this a new contract? ☐ Yes ☒ No **Is this an Amendment?** ☒ Yes ☐ No **If yes, how many?** 4

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

HOST-202057228: 1/1/21-12/31/21
 HOST-202057228-01: 1/1/21-12/31/21
 HOST-202160813-02: 1/1/21-12/31/23
 HOST-202366886-03: 1/1/21 - 12/31/23
 HOST-202370851-04: 1/1/21 – 12/31/24

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>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$5,773,718	\$3,037,326	\$8,811,044

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/21 – 12/31/23	12 Months	12/31/24

Scope of work:

II. SERVICES DESCRIPTION

- M. CCH will coordinate the DSOC initiative. CCH will subcontract with agencies to perform the services outlined in this Scope of Work.
- N. DSOC provides outreach and engagement services, as well as intensive, housing focused case management services, to youth and adults experiencing homelessness in Denver with a focus on those who are chronically homeless, disconnected from facility-based programming, and in encampment settings. DSOC case management services include connecting clients to OneHome and helping to collect documents needed to complete housing applications.
- O. DSOC works to remove barriers to housing by including an RN and Licensed Behavioral Health Navigator to the outreach activities. These licensed health care providers enable vital services to be delivered where people are at: on the street or other places of engagement.
- P. Designated DSOC encampment response staff (comprising 13.25 FTE, 42% of total contracted staff) provide outreach to residents of City-identified encampments with deployment of staff and resources directed by the Department of Housing Stability; deployment directives include engaging residents of encampments that are posted for cleanup or public health

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closure. The DSOC encampment response staff provide initial and ongoing focused engagement, assessment and identification of service needs, case management, and referrals to services.

- Q. DSOC will coordinate with the Department of Housing Stability for the coordination of care and provision of outreach and encampment response services to shared clients.
- R. DSOC services will be provided Monday through Friday, from 7 A.M. to 5:30 P.M., and one Saturday each month, from 9 A.M. to 5:00 P.M. CCH agrees to provide HOST with an on-call number to be utilized to coordinate for an outreach response in emergency situations outside of regular business hours as defined above – but still within the hours of M-F 7AM – 9PM and Saturday-Sunday 8AM - 6PM. Days of operation may be extended during cold and other weather emergencies.
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- U. DSOC outreach workers will have visible ID and branded items such as lanyards, backpacks, or other similar gear, to easily identify outreach workers.
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III. ROLES AND RESPONSIBILITIES FOR BOTH PARTIES

Contractor will:

- a. Work with City to host any city-designated sensitivity training on an annual basis.
- b. Provide any online modular sensitivity training developed and provided by the City to all new direct-service staff within 15 days of hire date. Ensure direct-service staff complete training refresher on a biennial basis.
 - a. Sensitivity Training is available at https://denvergov.org/media/denvergov/housingstability/context_of_homelessness/story.html
 - b. The Executive Director or their delegate are required to complete and sign the “Statement of Completion of Required Training: Informed, Compassionate, and Positive Interactions with Persons Experiencing Homelessness” form biennially and submit to HOST.
- 3. Post the City and County of Denver’s Anti-Discrimination Office signage in an area where information is available to staff and program participants.

The City and County of Denver, under the leadership of the Johnston administration, will do the following:

- Dedicate staff in Mayor’s Office and HOST who will provide leadership and direction to the city-wide effort to bring 1,000 people indoors
- Refocus city outreach teams on the encampment response efforts on an ongoing basis
- Identify the encampment response sites
- Develop the timeline and plan for successfully resolving an encampment through housing/ low-barrier shelter alternatives (this includes ongoing collaboration meetings between DSOC and HOST)
- Make additional hotel, micro-community, and leased units available for encampment response to meet the collective 1000-person goal
- Provide landlord engagement training to nonprofit partners
- Contract with a partner to focus on identifying and holding housing units for the city-wide effort to bring 1,000 people indoors
- Provide signage that includes information about the City and County of Denver’s Anti-Discrimination Office in both [Spanish and English](#).

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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 Fund, Homelessness Resolution Fund

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?

Urban Peak Denver
St. Francis Center

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