

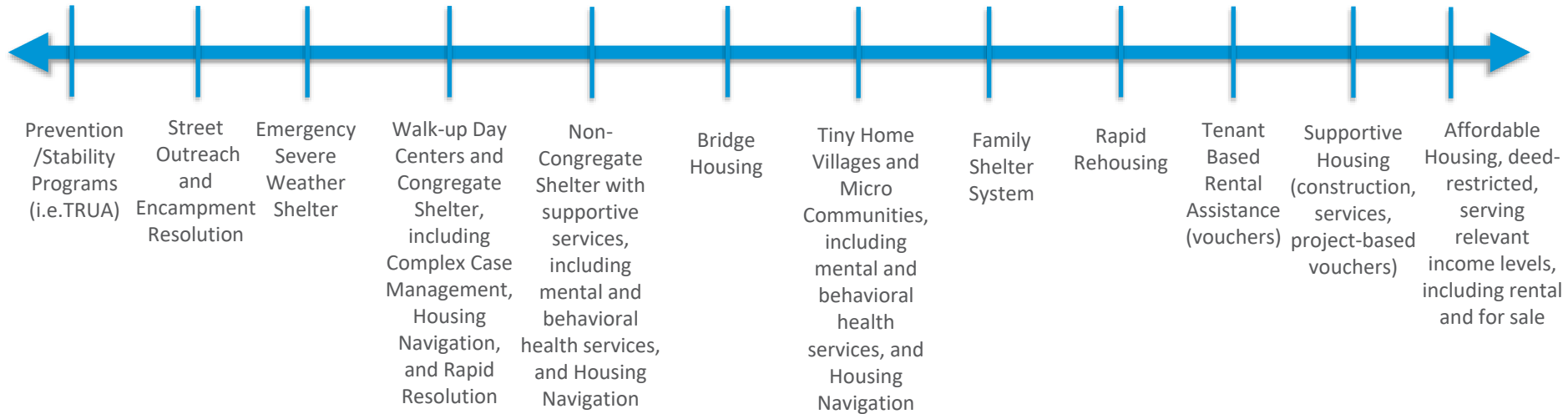
HOST Contracting Update

Safety, Housing, Education, and Homelessness Committee
October 2, 2024

Agenda

- Reviewing the Continuum of Homelessness Interventions
- Updates to HOST Homelessness Resolution Contracts
- Shelter Success Task Force Update
- Upcoming Contracts (for 2025)

Continuum of HOST Strategies



Contract Improvements

Consumer Input

- Updating contract language to ensure consumer input is an integral part of each contract and to evaluate HOST interventions
- Releasing RFA to directly fund consumer feedback through survey methods, pending budget approval

Outcomes

- Updating contract language to ensure accountability, clarity, and equity of service provision
- Implementing logic models to show inputs, processes, outputs, and outcomes of each contract

Program Standards

- Developing program standards for different interventions
- Will include:
 - Training requirements
 - Best practices
 - Grievances
 - Financial management

Outcome Table Updates

VI. OBJECTIVE AND OUTCOMES

Outputs: The direct results of program activities that may include types, levels and targets of services to be delivered by the program. They are indicators of how effective you were in implementing your program	Benchmark	Outcomes: The intended accomplishments of the program	Benchmark
Number of households to be served annually	980		
Number of households served within the reporting period and contract period to date.	980	Number and percentage of all households who exit to a stable or permanent housing solution	40%
Number of households served who stay overnight each night	392	Number and percentage of households engaged in rehousing services who exit to a stable or permanent housing solution	50%
Number and percentage of households served who are engaged in individualized housing focus case management	75%		
Number and percentage of households who receive financial assistance	75%		
Number and percentage of households who receive referrals to mental health support	Count		
Number and percentage of households who receive referrals to substance use support assistance	Count		
Number and percentage of households who receive transportation assistance	Count		
Number and percentage of households who receive employment assistance	Count		
Number and percentage of households who obtain Vital Documents	Count		
Number of Meals	Count		

Assumptions: Unless otherwise indicated, data will be pulled from Homeless Management Information System (HMIS).
Data Quality: Each reporting period am HMIS Data Quality Report must be uploaded to Salesforce with quarterly report. Data quality must be in alignment with expectations outlined by MDFH.

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Staff (insert Ratio), including managers	<ul style="list-style-type: none"> [shelter type] Bed & bedding Shower access Laundry Hygiene supplies Meals Resource Navigation Reunification 	Households served (inflow)	# Served annually	Average Length of Stay for Active	[base on performance]	Address Unsheltered Homelessness Complete shelter system transformation toward rehousing Improve homelessness resolution system for families
		HH engaged in housing-focused case management	20%	Average Length of Stay for Leavers	[base on performance]	
# beds/units in shelter	<ul style="list-style-type: none"> Support Services Vital document acquisition Relationship building OneHome Access Housing Search Referrals to health-related services Weekly Case Management meeting 	HH receiving financial assistance	40%	Exits to permanent or stable housing, and institutions excluding deaths and unknown exits	10%	
Homeless Management Information System (HMIS) use		HH obtain/maintain vital documents	40%			
Staff training	<ul style="list-style-type: none"> Enrollments, annual assessments, case management notes, and exit assessments HOST required trainings Implementation of best practices Timely submission of invoices Participant feedback 	Program Policies	80%			
HOST funding		Outflow (total exits) by destination				
		Attendance of required HOST meetings				

Assumptions: Unless otherwise indicated, data will be pulled from the Homeless Management Information System (HMIS). Contractor will upload a HMIS Data Quality report in Salesforce with each quarterly report. Data quality must be in alignment with expectations and standards outlined by COHMIS (<https://cohmis.zendesk.com/hc/en-us>). All Metrics will be reviewed quarterly and annually.

Shelter Success Task Force

Started June 17 and has been meeting bi-weekly

Members include:

- Shelter providers
- People with lived experience as a shelter guest
- Advocates
- City staff

Primary emphasis: Consistent and thorough Staff Training

- Developed a list of requisite trainings, including frequency and record keeping requirements
- Determining how best to implement in coming meetings
- Requirements will be documented in the Shelter Standards document

Future topics may include:

- Shelter Staff Hiring and Retention
- Safety and Security in and Around Shelters
- Processes for Managing Guest Complaints
- Policies/Processes Related to Guest Discharge and Bans
- Support Needed for Special Populations including LGBTQ+, and Couples

Anticipated 2025 Amendments/Contracts requiring Council approval

Prevention (Stability Contracts):

Jewish Family Service – TRUA
Jewish Family Service – ESG Prevention
Brothers Redevelopment - TRUA
Colorado Economic Defense Project (CEDP) - TRUA
Colorado Poverty Law Project (CPLP) - Eviction Legal
CEDP - Eviction Legal
Colorado Legal Services - Eviction Legal
Denver Urban Renewal Authority (DURA) - Renter
Homeowner Access Modification Program (RHAMP)
DURA Emergency Home Repair (EHR) - Community Navigation
Brothers - Foreclosure Financial
The Community Firm - Foreclosure Legal
East Colfax Community Collective (EC3) - Housing Navigation

Outreach:

Currently in procurement

Shelter (Transportation):

Central Student Transportation

Family Shelter:

The Denver Rescue Mission - Family NCS
Family Promise of Greater Denver – Family Shelter
The Salvation Army - Lambuth
The Salvation Army – Tamarac Family NCS
Volunteers of America - Family NCS
US Motels Denver – Severe Weather Emergency Shelter

Shelter:

Bayaud Enterprises Inc. Emergency Stand-up Shelter
Operations
Bayaud Enterprises, Inc. - Non-Congregate Shelter at Radisson
Bayaud Enterprises Inc. – Stay Inn Micro-Community
Catholic Charities - Shelter Operations & Programs
Colorado Coalition for the Homeless – Mental/Behavioral
Health Services for AIMH
Colorado Coalition for the Homeless – Bridge
Colorado Village Collaborative – La Paz Micro-Community
Colorado Village Collaborative - Safe Outdoor Space
Colorado Village Collaborative -Tiny Homes
The Delores Project - Shelter Operations & Programs
The Denver Rescue Mission - Shelter Operations & Programs
The Gathering Place – Elati Micro-Community
SafeHouse Denver – Shelter Operations
St. Francis Center - Shelter Programs
St. Francis Center – Comfort Inn NCS
The Salvation Army - Crossroads Shelter
The Salvation Army - Best Western (Stone Creek) NCS
The Salvation Army - Double Tree (The Aspen) NCS
Urban Peak Denver - Mothership
Volunteers of America - Sinton's Sanctuary
Micro Communities Food (In procurement)

Rapid Rehousing:

Currently in procurement – anticipating 8 contracts

Supportive Housing Ops Funding:

Bluff Mercy LLC - PSH Bluff Lakes
Burgwyn Residential Management Services, LLC -Permanent
Supportive Housing
Colorado Coalition For The Homeless - Supportive Housing Pay
For Performance
Colorado Coalition For The Homeless - Housing First &
Transitional Housing
The Empowerment Program – CoC Bedrock PSH
Volunteers of America – Family Housing Program

Misc./Federal Funds

Bayaud Enterprises Inc. – Denver DayWorks
Colorado Health Network, Inc. - HOPWA
Colorado Coalition For The Homeless - Respite Care Program
Denver Housing Authority – Housing Manager
Denver Rescue Mission – Complex Case Management
The Empowerment Program – HOPWA
HUD Emergency Solutions Grant - Revenue Agreement
HUD Continuum of Care Bedrock – Revenue Agreement
HUD HOPWA – Revenue Agreement
Housing Connector – Landlord Engagement
Metropolitan Denver Homeless Initiative - HMIS support
The Salvation Army – Connection Call Center
Vivent Health, Inc. - HOPWA

Thank you!

Questions?