

## ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team  
at [MileHighOrdinance@DenverGov.org](mailto: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.)

Approves a contract with The Salvation Army (TSA) for \$4,200,000.00 with an end date of 12-31-2025 to provide operations and supportive services at the Stone Creek non-congregate shelter (NCS) serving adult households experiencing homelessness, in Council District 8 (HOST-202477421).

### 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: <a href="mailto:Evangeline.Bengier@denvergov.org">Evangeline.Bengier@denvergov.org</a>	Email: <a href="mailto:Polly.Kyle@denvergov.org">Polly.Kyle@denvergov.org</a>

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) for the purpose of Non-Congregate Shelter (NCS) operations and supportive services at location 4595 Quebec Street, Denver, CO 80216 for persons experiencing homelessness. This includes the ability to serve all diverse populations including but not limited to men, women, young adults 18-years-old through 24-years-old, individuals who identify, express, and present as transgender, non-binary or gender non-conforming. The award amount for this contract is \$4,200,000.00.

This agreement is expected to serve 450 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.

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 307 unique households, and saw 125 exits to permanent or stable housing.

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

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

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):**

HOST-202477421

**Location:** 4595 Quebec Street, Denver, CO 80216

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

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

HOST-202477421 01/01/2025 – 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>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$4,200,000	N/A	\$4,200,000

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
01/01/2025 – 12/31/2025	N/A	N/A

**Scope of work:**

#### SERVICES DESCRIPTION

1) TSA will adhere to the 2025 Shelter Standards document that HOST will provide.

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- 2) TSA will provide full operations and programming at 4595 Quebec Street, Denver, Colorado 80216 for approximately 450 unique households.
- 3) Programming Services
  - a) TSA will utilize low barrier, Housing First Model designed to encourage shelter entry through progressive engagement and maximize exits into permanent and stable housing.
    - i) 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 safe environment.
    - ii) Orientation and intake will be completed for each new guest including provision of a Guest handbook/expectations document that must be approved by HOST.
    - iii) Non-compulsory case management meetings will be scheduled at least weekly to ensure all households are connected to the Housing Central Command and have their needs met while in shelter, inclusive of vital document acquisition, necessary program enrollments and connections to resources, such as: mental, physical and behavioral health supports, benefit and financial assistance, employment resources etc.
  - b) Case Management includes assessing needs of guests, client-centered provision of supportive service through effective and efficient use of resources to reduce the risk of homelessness and help guests achieve housing stability.
  - c) Training for all staff will include Non-Violent Crisis Prevention and Intervention (CPI) and Cardiopulmonary Resuscitation (CPR).
  - d) In accordance with non-congregate shelter settings, all rooms are single occupancy unless participants self-elect to share space.
  - e) TSA 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.
  - f) TSA may utilize available congregate spaces to provide time-limited, severe weather shelter for up to 50 guests at a time. Budget impacts on severe weather shelter operations impacting food, staffing and supplies needed may result in budget modification.
  - g) Full operating capacity is subject TSA's ability to maintain the standard level of care in maintaining a safe work and shelter environment.
  - h) TSA will use a trauma-informed and client-centered approach to engage vulnerable populations. TSA will participate in the coordination of referrals from the community including other shelters and/or outreach teams. This will include prioritization criteria, approved by HOST, to fill vacant NCS units.
  - i) TSA will support and provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.
  - j) TSA will provide linkage to resources and connections in the community for guests needing assistance with Activities of Daily Living (ADL).

#### NCS Operations

- 1) TSA, 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.
- 2) Shelter Operations will facilitate environments that are safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests. Funding for shelter operations at 4595 Quebec Street, Denver, Colorado 80216 include support of the day-to-day hospitable functions including the following:
  - a) Linen laundry services that shall provide laundered linens at minimum every seven (7) consecutive days of guests' stay,
  - b) Basic maintenance support
  - c) Room amenities such as on-site parking and parking management, internet, television, and telephone
  - d) Security
  - e) Custodial support including sanitization of common areas
  - f) Storage
  - g) Vaccinated and non-aggressive pets will be allowed at the facility.
- 3) TSA will provide three meals a day for guests. 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.
- 4) 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.
- 5) TSA and HOST will adhere to the Responsibility Matrix of Facility Related Services in Appendix A.
- 6) 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.
- 7) TSA will communicate regularly with HOST if they are unable to meet the expectation of rooms being turned over within a week of client discharge.

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- 8) 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.

## 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

- 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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