

## 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: 01/17/2025

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 Colorado Village Collaborative for \$1,630,527.00 and a contract term of 01-01-2025 – 12-31-2025 to provide shelter operations and services for people experiencing homelessness at the Steele Village Micro-Community, in Council District 9 (HOST-202477474).

3. **Requesting Agency:** 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: David Riggs	Name: Chris Lowell
Email: <a href="mailto:dave.riggs@denvergov.org">dave.riggs@denvergov.org</a>	Email: <a href="mailto:Christopher.lowell@denvergov.org">Christopher.lowell@denvergov.org</a>

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

Colorado Village Collaborative will provide operations and programming at the Steele Village Micro-Community which will serve people experiencing homelessness. Please see scope of work below.

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

7. **City Council District:** 9

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

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## 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):** Colorado Village Collaborative

**Contract control number (legacy and new):** HOST-202477474

**Location:** Denver, CO

**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-202477474: 1/1/25 -12/31/25

**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>
\$1,630,527.00	n/a	\$1,630,527.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/25 – 12/31/25	n/a	n/a

### Scope of work:

#### A. Service Standards

- Staff should have relevant professional accreditations, education, and experience, including lived or living experiences to implement both holistic and housing-focused services. Staff should be community-based and multi-disciplinary when possible.
- Services should be implemented using best practice models, including Housing First, Harm Reduction, Motivational Interviewing, and Trauma-Informed Care. Other services and treatment models may be coordinated with or incorporated into the services programming based on the individuals served. The delivery of all services should be guided by the principles of cultural competence, recovery, and resiliency, with an emphasis on building individuals' strengths and resources in the community with, with family, and with peer/social relationships.
- Services and the delivery of the support should be adjusted appropriately based on the intended population the project will serve.
- CVC shall work collaboratively with community-based partners and referral sources as necessary to ensure that households served acquire and maintain housing within the constraints of the known affordable housing crisis.

#### B. Site Operations

- Keep sites operating 24 hours a day, seven days a week, 365 days a year.
- Provide facility management to oversee the day-to-day operations and maintenance of micro-communities to ensure compliance with all building codes, health regulations, and safety issues.
- Maintain the infrastructure, amenities, and utilities, providing regularly scheduled and general repairs and maintenance services such as trash, exterior litter removal, pest control, snow removal both inside the fenced area and from entries, changing light bulbs, minor repairs to plugged toilets and leaky faucets and any other

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basic repairs; provide necessary emergency maintenance services under \$500. Please see Appendix A for matrix of responsibilities.

4. Collaborate with City representative(s) to notify and address any critical incidents on site.
5. Maintain a minimum ratio of one staff member on-site per 40 clients 24/7 with proper credentials including knowledge and experience in, conflict de-escalation and mediation, and trauma-informed care.
6. Communal spaces should be cleaned at least twice per week, or more frequently as needed and cleaning supplies should be available for clients as needed.
7. Manage site safety to establish and enforce safety protocols to ensure the safety of residents and staff.
8. Training for all staff will include but not be limited to, de-escalation training and Cardiopulmonary Resuscitation (CPR)
9. Vaccinated and working on full vaccination non-aggressive pets will be allowed at the facility.
10. Referrals to the micro-community will be directed by HOST's encampment resolution and outreach teams. Site Operator will intake clients in cooperation with HOST's encampment resolution and outreach teams.
11. Temporary housing units or shelter facilities must meet HUD's habitability standards defined in 24 CFR part 576.403 (c). Documentation of meeting minimum standards must be provided to HOST. Grantees may use the ESG Habitability Standards Checklist found at <https://www.hudexchange.info/resource/3766/esg-minimum-habitability-standards-for-emergency-shelters-and-permanent-housing/> or an equivalent checklist

C. Client Case Management and Navigations Services

1. Resident Intake and orientation including Homeless Management Information System (HMIS) intake and subsequent services and exits documented in HMIS
2. Provide necessary referrals and coordination for any mental and physical healthcare needs.
3. Provide benefit, resource navigation and employment referrals based on clients' circumstances and eligibility within 30 days of the client completing enrollment into site.
4. Provide housing navigation.
5. Provide case management and supportive services that are housing-focused, trauma-informed, person-centered, and utilize a harm reduction approach for all clients. Case management ratio will be no fewer than one case manager to every 30 households, with a preference for a 1:15 case management to participant ratio.
6. Provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.

D. Staffing Structure

1. Provider will support Housing Central Command Staffing structures by filling the following positions:
  - a. **Intake Specialist**
    - Work at shelter site to be the face of service connection for clients.
    - Conduct site orientation, complete site-based intake forms, and HMIS upon arrival and program entry.
    - Assess clients for rapid resolution within 14 days of program entry and discuss at the beginning of every client encounter.
    - Work with clients to complete housing assessments (i.e., coordinated entry assessment) within 30 days of program entry.
    - Work with clients to acquire vital documents in preparation for housing and upload into HMIS.
    - 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.
    - Meet with guests weekly and promote guest engagement in services and other site-based offerings.
  - b. **Navigator**
    - Work in multiple locations as assigned by Housing Central Command to meet with clients in the site where they are based.
    - Attend two daily meetings led by HCC administration team.
    - Enroll clients into HMIS and follow data standards including case notes and client documentation.
    - Conduct Pre-Housing navigation over a 30-day time period with individuals assigned to the Navigator through Housing Central Command.
    - Work with clients to complete housing applications at units identified by Unit Team.
    - Transport clients as needed for pre-move in and move in tasks (vital doc acquisition, unit tours, Landlord meetings, physically moving client belongings, etc).
    - Work with HCC Administration Team and clients to schedule move in and furniture deliveries.
    - Complete hand-offs to stabilizer for client's 12-month housing stabilization period.

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**c. Stabilizer**

- Complete training and utilize a Critical Time Intervention approach to case management as described in HOST's CTI Manual.
- Stabilizers will receive and support clients referred through Housing Central Command.
- Stabilizers will conduct an HCC Housing Stability Plan assessment with the client prior to placement in their permanent housing unit.
- Attend bi-weekly case conference with other HCC housing providers.
- Submit complex client cases to the Denver complex case review.
- Transport clients in personal or company vehicle as necessary.
- Enroll clients into HMIS and follow data standards including case notes and client documentation.
- Meet with supervisor once a week to discuss CTI stabilization for each household.
- 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 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?** N/A

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