

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: 11/20/2025

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 St. Francis Center (SFC) for \$20,145,343.75 with an end date of 12-31-2028 to provide shelter operation and programmatic services at Non-Congregate Shelter – Stone Creek, in Council District 8 (HOST- 202581856).

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: Israel Cruz | Name: Polly Kyle |
| Email: israel.cruz@denvergov.org | Email: Polly.Kyle@denvergov.org |

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

The St. Francis Center (SFC) will operate and provide programmatic services at Stone Creek (4595 Quebec Street, Denver, CO 80216) a 182-unit Non-Congregate Shelter. SFC will utilize low-barrier, Housing First Model designed to encourage shelter entry through progressive engagement and maximize exits into permanent and stable housing. Case Management includes, but are not limited to 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.

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

7. City Council District: Council District 8

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

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

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 St. Francis Cener

Contract control number (legacy and new): HOST- 202581856

Location: 4595 Quebec Street, Denver, CO 80216

Is this a new contract? Yes Is this an Amendment? No If yes, how many? 0

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

- HOST-202581856 01/01/2026 – 12/31/2028

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

| Current Contract Amount (A) | Additional Funds (B) | Total Contract Amount (A+B) |
|--|---------------------------------|--|
| \$20,145,343.75 | N/A | N/A |

| Current Contract Term | Added Time | New Ending Date |
|------------------------------|-------------------|------------------------|
| 01/01/2026-12/31/2028 | N/A | N/A |

Scope of work:

SERVICES DESCRIPTION

- A. Contractor will be responsible for reasonable adhering to the Shelter Program Standards document to be provided by HOST.
- B. Contractor will provide operations and programming, as reflected below, at 4595 Quebec Street, Denver, CO 80216 that is to be made accessible under the Americans with Disabilities Act, equitable, inclusive, and hospitable to all guests, including those with Limited English Proficiency.
- A. Shelter Programming Services
 - a. Shelter Intake Services: Contractor will accept approved referrals and offer intake services Monday through Friday between 9:00 am and 5:00 pm, except for holidays recognized by the City and County of Denver.
 - i. New clients must be entered into the Homeless Management Information Systems (HMIS).
 - ii. During intake, Contractor will provide community guidelines to clients and will not finalize the intake process until the client executes a guest agreement. A sample guest agreement is provided here: <https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:d247cd07-ad34-4d7c-87cb-25a0a1a36253>
 - b. Housing First: Utilize low-barrier, Housing First Model programming that is designed to encourage shelter entry through progressive engagement and maximize successful exits into permanent and stable housing.
 - c. Case Management Services will be offered to all guests. Primary activities will include conducting housing assessment, promoting successful housing skills development, and other services that promote long-term stability and well-being. Case Management Services may include (but need not be limited to):
 - i. Pre-Critical Time Intervention (Pre-CTI) services are early, time-limited support services offered to individuals before they exit shelter to permanent housing. Services include securing all vital documents needed to apply for housing, mapping support systems, and a warm handoff to housing navigators or housing Partners.

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- d. General Case Management activities may include, but are not limited to, life skills and healthy relationships development and education, housing search and placement, peer navigation, transportation assistance, comprehensive benefit enrollment, and obtaining vital documents.
- e. Mental, Behavioral, Medical, and Substance Dependency may include referrals or direct services such as counseling, crisis intervention services, access to substance dependency groups, treatment, and detox programs, on-site or off-site health services including physician-level care and pharmacy services, and referrals for tests.
- f. Benefits Assistance may include assisting guests with applying for, or maintaining, benefits such as health insurance, income support, and/or food assistance.
- g. Workforce Development may include activities that promote employment education and expand job opportunities.
- h. Rapid Resolution: Contractor must engage in a Rapid Resolution conversation with shelter guests. Specifically, Rapid Resolution seeks to:
 - i. Divert clients from shelters at the point of entry when appropriate.
 - ii. Explore immediate housing options, such as reuniting with family, moving in with friends, or finding other safe and appropriate alternatives.
 - iii. Provide limited financial or problem-solving support, like transportation costs, security deposits, short-term mediation with landlords or family members, or small rent payments.

C. NCS Operations

- a. Shelter Operations will facilitate environments that are safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests.
- b. Contractor agrees to provide the following services related to the NCS facility, to the extent such services can be safely provided:
 - i. Trash removal from premises to exterior dumpsters;
 - ii. Exterior litter removal;
 - iii. Reasonable pest control;
 - iv. Snow removal from sidewalks and egress/entry areas;
 - v. Changing interior light bulbs when such a change does not require a ladder, lift, or specialized tools;
 - vi. Minor repairs to plugged toilets and leaky faucets that do not require specialized tools;
 - vii. Janitorial services intended to facilitate a shelter environment that is safe and hygienic; And
 - viii. Provide laundered linens at minimum every seven (7) consecutive days of a guest's stay.
- c. Contractor shall not be held responsible for utilities, or facility and maintenance related services not undertaken by Contractor under the lease agreement (unless otherwise negotiated with and agreed upon by Contractor for appropriate consideration).
- d. Contractor must conduct inspections of the facility to the extent operable and safely accessible on a weekly basis and provide a report to HOST. Inspections should include the exterior of the building as visible from the ground level, building systems to the extent that they are accessible, common areas, and individual units to the extent that they can be safely accessed.
- e. Contractor will communicate regularly with HOST if they are consistently unable to turn rooms within a week of client discharge.
- f. Contractor will provide, or coordinate meals that meet the appropriate public health requirements in accordance with applicable DDPHE guidelines (see Shelter Program Standards). Services must be inclusive of
 - i. Three daily meals that, in combination, meet adult daily nutritional needs;
 - ii. Food transportation, delivery and utensils; and/or
 - iii. Meal preparation which includes bulk purchases of ingredients necessary to prepare meals.
- g. Contractor will provide security services including, but not limited to security personnel (patrolling), and the timely reporting of critical incidents to HOST representatives. Partners must provide a security plan that includes patrolling requirements (hourly walk-about, times of operations); emergency evacuation plans (including critical incident in case of violent crimes); provided trainings related to staff and guest safety and security (active shooter drills, conflict de-escalation, lock-down procedures, etc.).
- h. Community Relations: Collaborate with community stakeholders, the City, and other organizations to foster positive relationships with the local community to reduce any negative impacts associated with the site and address any concerns. Partners will be expected to:
 - i. Attend one monthly meeting of the local Registered Neighborhood Organization(s) where the site is located.
 - ii. Provide community members a phone number to call to report concerns.
 - iii. Regularly monitor the perimeter of the site to ensure it remains safe and clean, reporting any concerns to the City by contacting 311 or 911.

Was this contractor selected by competitive process? Yes

If not, why not?

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Has this contractor provided these services to the City before? Yes

Source of funds: General Fund and Homelessness Resolution 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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