

The Salvation Army Connection Center

Safety, Housing, Education & Homelessness Committee

February 22, 2023

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Homelessness Resolution Programs

Department of Housing Stability (HOST)

Connection Center History

- Began in 2015 as a call center to provide information and referrals
- Quickly grew into an access point for services and shelter
- Will soon be a centralized shelter access point for all Family Emergency Shelters in Denver
- HOST has been contracting with them since 2021; previous contracts were under \$500k Council threshold

Connection Center Role

- To provide a clear, well known centralized access point for people at risk of homelessness or experiencing homelessness.
- To minimize time spent calling or physically going to different locations for shelter access.
- To create a more efficient and equitable sheltering system.
- Screen all households for rapid resolution and homelessness resolution to divert households from shelter if appropriate

Family Shelters Using Connection Center

HOST Shelter Investments

- Family Promise of Greater Denver: 8 units (church rotation)
- The Salvation Army, Lambuth Family Center: 20 units
- Volunteers of America, Family Motel: 30 units
- Family NCS Program: 135 units

Soon to be added:

- Catholic Charities Denver, Samaritan House:
25 units for family program,
14 temporary shelter units



New Strategic Direction

Coordinated response that delineates:

- In-person and virtual **access points**
- Opportunity for **rapid resolution** and **diversion** to keep families from entering homelessness
- Universal eligibility and waitlist, increasing efficiency and equity
- Stronger collaboration with partners through **Family Solutions Working Group**

The Salvation Army Connection Center

TOTAL Contract Term	July 1, 2021- December 31, 2023
Funding Source	Homelessness Resolution Fund
TOTAL Contract Amount <i>(with amendment)</i>	\$800,865

Scope of Work

- To provide direct referrals to shelters
- To establish a universal waitlist and universal eligibility
- To divert appropriate households from entering literal homelessness
- To enroll appropriate households in Coordinated Entry

Action Requested Today

Approval of the following:

Resolution 23-0173– The Salvation Army

Connection Center: Amend the current contract with The Salvation Army to provide individuals and households experiencing hunger, homelessness, or are at risk of becoming unhoused with immediate access to triage assessment, initial intake, appointment scheduling, information and referral to community programs and services by **adding \$320,346** for a total of \$800,865 and one year for a new end date of 12-31-23.

Questions?

Thank you!