

Micro Community Contracts

Safety, Housing, Education, & Homelessness Committee
November 29, 2023

Action Requested Today

Approval of the following:

- **#23-1753 – Colorado Village Collaborative:** Approves a contract with The Colorado Village Collaborative (CVC) to fund operations and services at a 60-unit micro-community. The contract total will be \$2,249,537 for a term of 12/01/2023 – 12/31/2024.

What is a Micro Community?

Micro-communities provide a safe, healing environment where people experiencing homelessness can access the supports they need to get back on their feet and move on toward stable housing.

Micro-communities utilize a hub and spoke model that features community centers that include bathrooms, showers, laundry, kitchens, dining, and office space surrounded by individual sleeping units with electricity, heat, cooling, a bed, and personal storage space.



Micro Community Site Operators

City Contracted Services

- 24/7 Operational Staffing
- **Wraparound Services** that include Case Management, Housing Navigation, Benefit Navigation, and Employment Services
- Physical and Behavioral Health Services
- Food/Meals



Santa Fe Micro Community: Colorado Village Collaborative

- #23-1753
- 60 Manufactured Sleeping Units
- 24/7/365 site operations and client services from Colorado Village Collaborative
- CVC will serve 150 individuals over the span of the contract
- Site operations: oversee the day-to-day maintenance to ensure compliance with all building codes, health regulations, and safety issues as well as regular repairs and services. Trash, exterior litter removal, pest control, snow removal both inside the fenced area and from entries, lighting, minor repairs to plugged toilets and leaky faucets and any other basic repairs.
- Communal spaces should be cleaned at least twice per-week, cleaning supplies should be available for clients as needed
- Client Case Management and Navigations Services: residential intakes, coordination of referrals for any mental and physical healthcare needs, benefit acquisition, employment, and housing navigation. Case management and supportive services are delivered through a housing-focused, trauma-informed, person-centered, and harm reduction approach with language access.
- Council District 7
- \$2,249,537 for 12/01/2023 – 12/31/2024



Contracted Outputs and Outcomes

75% exits to
permanent or stable
housing

80% of participants
engaged in case
management

80% of participants
engaged in housing
navigation

Baseline count of
participation in
behavioral health
services

Baseline count of
enrollment in
benefits and
employment services

Good Neighbor Agreement (GNA) Process

Good Neighbor Agreement Process

Nov. 6-24

Community members fill out interest form to participate in GNA negotiation group

Outreach to community through the following:

- Community members who indicated interest at community meetings
- District-specific attendance lists
- City Councilmember lists and recommendations

Good Neighbor Agreement Process

Nov. 27-Dec. 1

Forms are reviewed and negotiation group is convened

Each site will have a group of 5-8 community members representing them, including:

- 2 Nominees from fellow community members who are direct neighbors of the site
- 2 RNO Leaders
- 2 Nominees from City Council
- Plus 2 Nominees from the Mayor's Office
- And Service providers

We will focus on nominating a representative mix of residents, business leaders, faith leaders, BIPOC community members, and community members who have expressed that they have lived experience with homelessness.

Good Neighbor Agreement Process

Dec. 4-15

Negotiation group meets with Find Solutions Consulting to negotiate GNA terms

- All parties will come to the negotiation table and begin the process with a session that establishes clear expectations for the process that a GNA requires commitments and responsibilities from all parties involved, and confirms all parties' commitment to the process.
- Good Neighbor Agreement Negotiation Groups will work with Find Solutions from this outline as a starting place for an agreement that will be customized for each community.
- The Negotiation Groups will appoint representatives to provide updates to the larger community once a week virtually, and a provide a 48-hour feedback window for community to provide feedback on updates shared.
- Prior to finalizing the agreement, the Negotiation Group will hold a final meeting with the larger community, and a feedback window for community to provide feedback on updates shared.
- The Negotiation Group finalizes the agreement and disseminates to the larger community, so the neighborhood is aware of community expectations, communication channels, and commitments.

Follow Along

- Dashboard: [House1000 Progress Dashboards - City and County of Denver \(denvergov.org\)](#)
- Site Updates: [House1000 Prospective Sites - City and County of Denver \(denvergov.org\)](#)
- Micro Community Video: [What is a Micro-community? - YouTube](#)



Questions?

Appendix

Physical and Behavioral Health Services for Micro Communities

Physical/Behavioral Health Services: Colorado Coalition for the Homeless

- **#23-1752**
- Through this contract, CCH will help approximately 600 PEH lower their barriers to housing by providing physical, mental and behavioral health supports remotely via their HOP and street medicine programs.
- They will go directly to the micro-community sites to provide these essential services.
- CCH will visit at least one micro-community or hotel per business day while there are three or less micro-communities as dictated by level of client need. When there are more than three micro-communities, CCH will visit a minimum two sites, either hotel or micro-community each business day, as dictated by level of client need.
- CCH will screen and assess clients to determine clients' need for mental and physical health services.
- Using appropriately credentialed staff, address clients' mental and physical health needs providing a trauma-informed, harm reductionist, motivational approach to care.
- CCH aims to build rapport and create sustainable outcomes that drive clients to engage and follow treatment plans, including substance misuse treatment.
- Contract total of \$851,960 from 12/01/2023 – 12/31/2024.



Site Staffing + Services

Daily on site staffing

- 24/7 minimum of two staff or 1:40 ratio PLUS:
- Intake + Orientation
- Mental, physical health referrals
- Resource, benefit, employment navigation
- Housing navigation
- Peer navigation
- Case management
- Language services



CCH mobile health services

- 2 registered nurses
- 2 medical assistants
- 1 client access representative
- 1 Health Outreach Program coordinator/driver
- 2 case managers
- 1 physician
- 1 nurse practitioner
- 1 behavioral health clinician

Meals and Community Centers

Upcoming Legislative Items

- **Meal Service Agreement** w/ The Salvation Army (11/22/23 Safety Committee)
- **Community Center Purchase Order** w/ Satellite (11/22/23 Safety Committee)
- **Land Use Agreements** w/ Xcel for Stay Inn and Elati
- Other sites as finalized



Meals Agreement with The Salvation Army

- Provide three meals daily for each guest at the micro-community sites
- Meals will be billed individually and charged based upon actual meals delivered
- TSA will coordinate with City and shelter service providers to determine quantity of meals provided, plus a set number of additional meals to account for changes in census.
- Contract total of \$1,735,985 for 12/1/2023 – 12/31/2024



Community Centers Purchase Order with Satellite Shelters, LLC

- Contract with Satellite Shelters, Inc. for manufactured modular buildings
- This contract seeks to provide community buildings for micro communities serving persons experiencing unsheltered homelessness.
- Buildings will be used for administration, case management meetings, and community uses like meals, socializing, etc.
- Supports the customization, design, manufacturing and delivery of up to 14 community buildings and any additional ancillary building or service needs as they arise
- Up to \$4,250,000 through Dec. 31, 2024

