

Housekeys Action Network Denver
presents:

All In Mile High Hotel Shelters Survey Data

Denver Safety Committee Presentation
January 15, 2025

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Methodology

- From March-July 2024, HAND outreach team of 3-5 members (most with houseless experience) conducted surveys (175) & interviews (60) at 4 hotel sites:
 - Best Western
 - Comfort Inn
 - Double Tree
 - Radisson
- Respondents were given \$15 gift cards to thank them for their time
- Paper surveys were then entered & analyzed



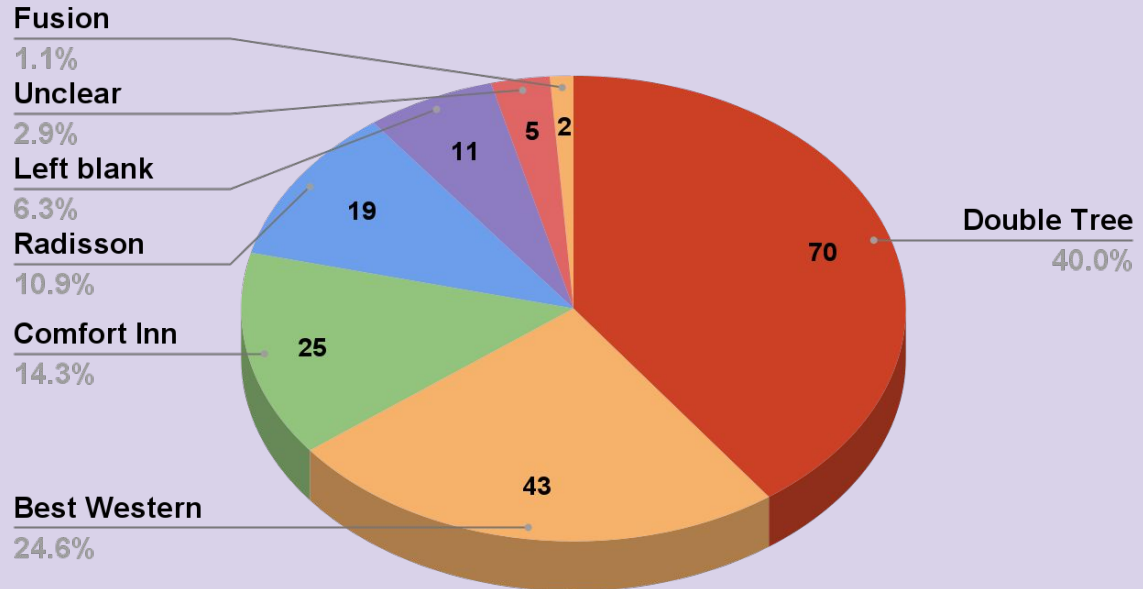
Survey respondent site demographics

Out of 175 total survey respondents:

- Double Tree 40.0% ($n=70$)
- Best Western 24.6% ($n=43$)
- Comfort Inn 14.3% ($n=25$)
- Radisson 10.9% ($n=19$)
- (Left blank) 6.3% ($n=11$)
- (Unclear) 2.9% ($n=5$)
- (Fusion) 1.1% ($n=2$)

Lengths of stay:

- Average 4 months
- Minimum 1 day
- Maximum 9 months
- Median 4 months
- Mode 3 months



Topics covered:

Amenities & maintenance

Case management

Food & health

Rules

Safety

Amenities & maintenance

"The health inspector also told me it's a possibility the fridge is not running properly because mice could have chewed wiring cords inside the wall in the back of my fridge & I also wanted to let everyone know that shortly after the Mouse trap caught a mouse in the mousetrap inside the wall panel, the drawers near my sink in my kitchen started moving... which makes me think my suspicions were correct and accurate that there's a Nest back in the back wall behind my Kitchen sink, & that there are two or more mice living back there" - Best Western resident

Life essentials: water & bathroom access

Out of 115 responses across sites >

At individual sites:

- Double Tree 80.8% (n=42)
- Best Western 82.8% (n=24)
- Comfort Inn 90.0% (n=9)
- Radisson 100.0% (n=8)

Access to water/restrooms at All In sites (all responses)

(Left blank)

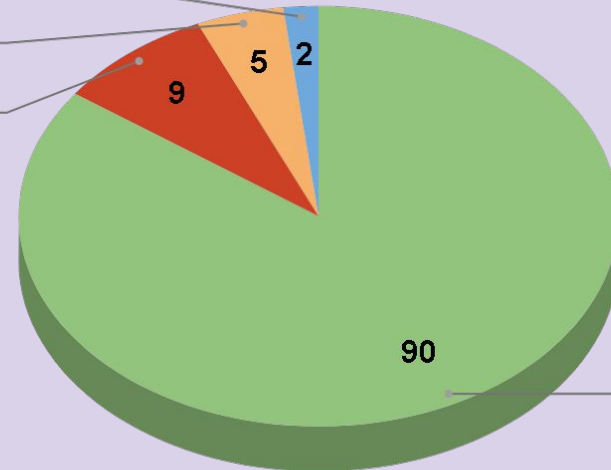
1.9%

Somewhat

4.7%

No

8.5%



Yes
84.9%

Access to transportation when needed

Out of 115 responses across sites >

At each site, the **top answer** varied greatly:

- Best Western
 - NO 48.8% (n=21)
- Radisson
 - NO 42.1% (n=8)
- Comfort Inn
 - SOMEWHAT 40.0% (n=10)
- Double Tree
 - YES 47.1% (n=33)

Access to transportation to/from All In sites

(Left blank)

7.4%

Somewhat

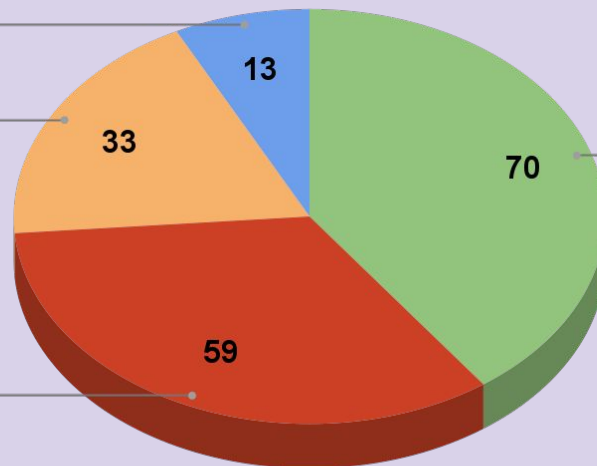
18.9%

No

33.7%

Yes

40.0%



Maintenance reports

Resident complaints have gone unanswered or been dismissed

Throughout last year, HAND received reports of:

- Best Western:
 - **Pests**
 - **Black mold**
 - **Flooding water drains**
 - **No laundry machines for >6 mo**
- Double Tree:
 - **No water access for months**
- Radisson
 - **Flooding water drains**



Trash pile-up



Dead mouse



More trash pile-up



Water fountain with dirty still water



Broken vent



Water jug

Timely completion of maintenance requests

Out of 115 responses across sites >

At each site:

- Comfort Inn
 - NO 40.0% (n=4)
- Best Western
 - NO 37.9% (n=11)
- Double Tree
 - NO 28.8% (n=15)
- Radisson
 - NO 37.5% (n=3)

All In staff complete maintenance requests in a timely manner

(Left blank)

3.5%

Somewhat

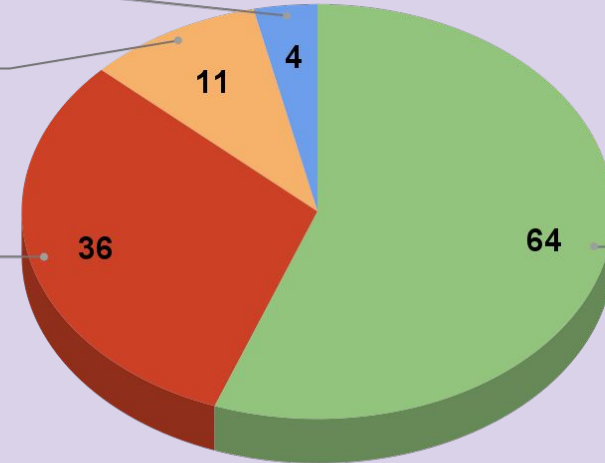
9.6%

No

31.3%

Yes

55.7%



Case management

“Resources should come faster - told us we get housing, people with medical needs not getting help faster, been there 120 days & yet to talk to anyone [about] what I'm doing.” - Best Western resident

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In a housing system that requires case managers... Do site residents have access to them?

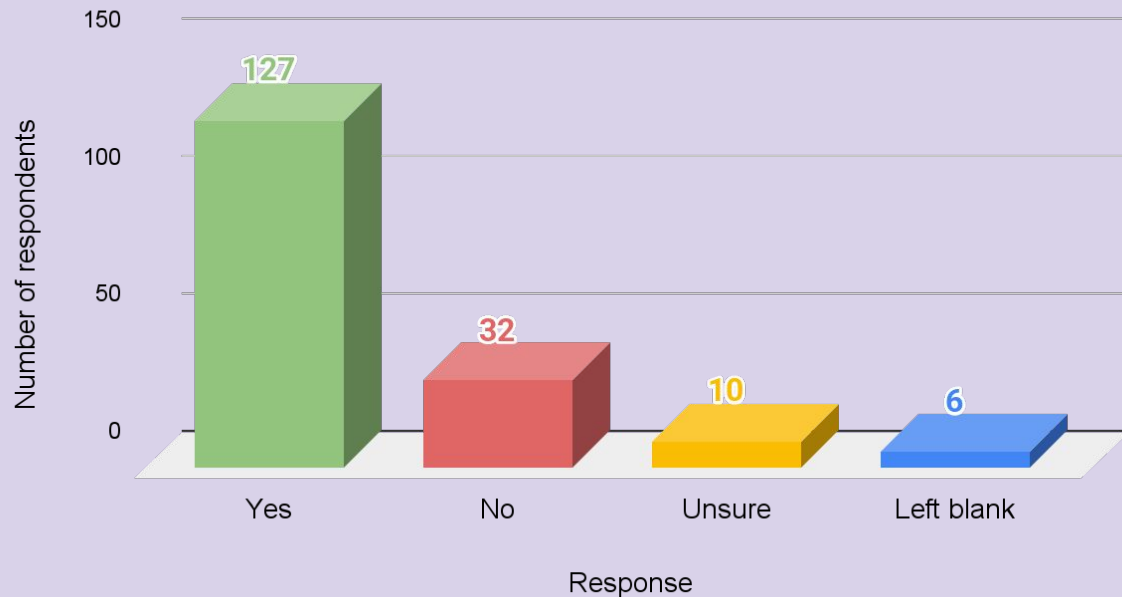
Of 175 total responses:

- Yes 72.6% ($n=127$)
- **No** **18.3%** ($n=32$)
- **Unsure** **5.7%** ($n=10$)
- (Left blank) 3.4% ($n=6$)

Percentages of those who have access to case management at individual sites:

- Radisson 42.1% ($n=8$)
- Comfort Inn 48.0% ($n=12$)
- Double Tree 78.6% ($n=55$)
- (Unclear) 80.0% ($n=4$)
- (Left blank) 81.8% ($n=9$)
- Best Western 86.0% ($n=37$)
- (Fusion) 100.0% ($n=2$)

Access to case management services at All In sites



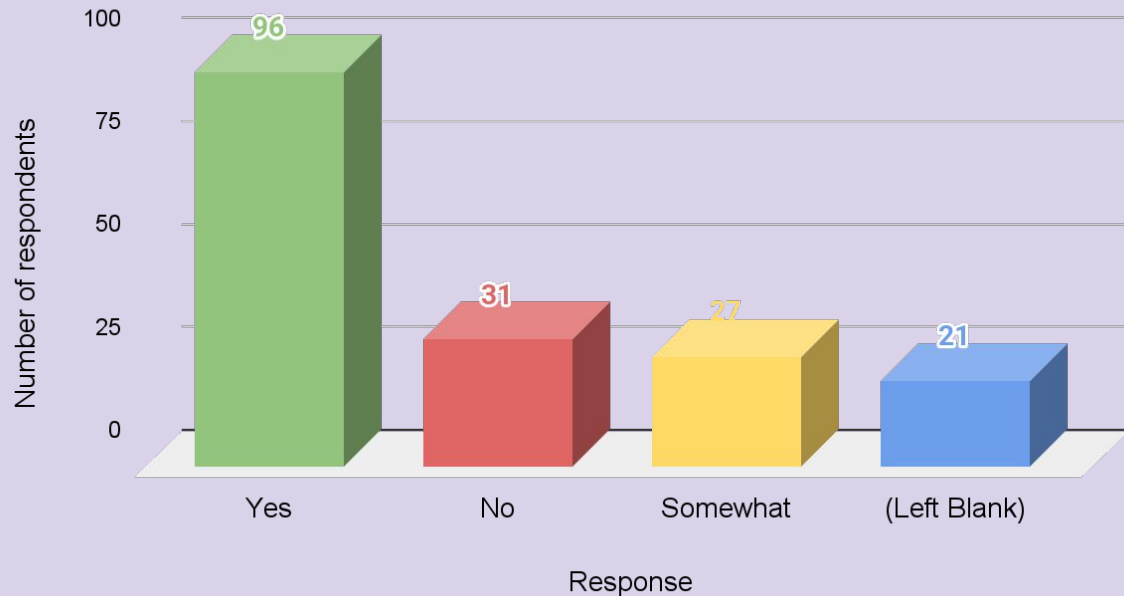
Helpfulness of case managers

Of 175 total responses:

- Yes 54.9% (n=96)
- No 17.7% (n=31)
- Somewhat 15.4% (n=27)
- (Left blank) 12.0% (n=21)

***“No real help with barriers to needs, very limited interaction, very biased & strict reaction to disciplinarian issues”
- Comfort Inn resident***

Helpfulness of All In case management services

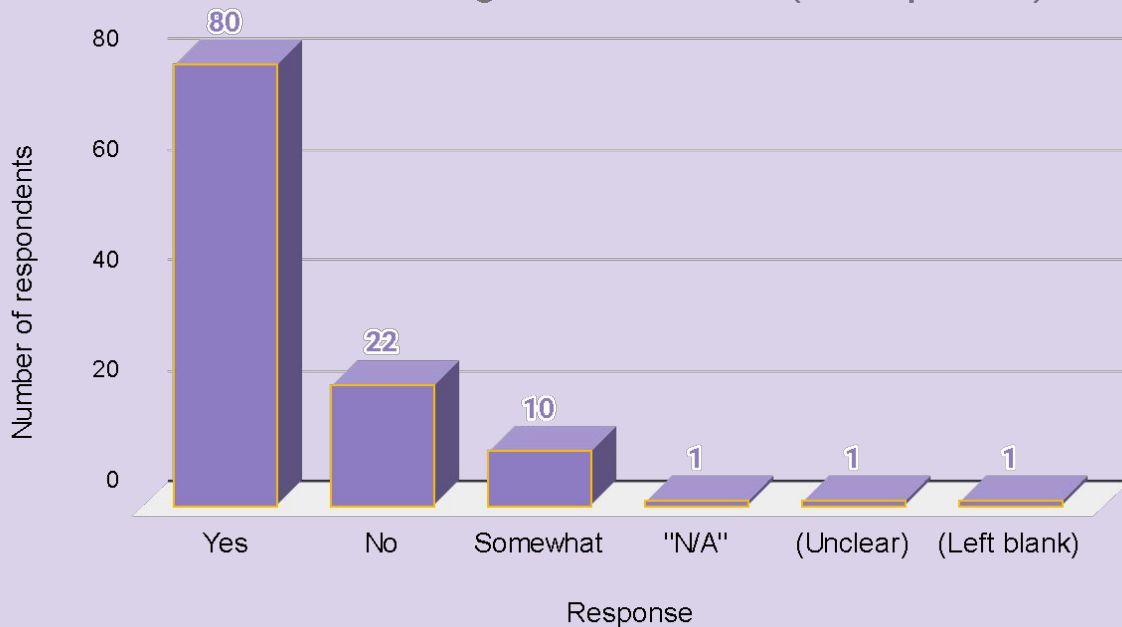


Are case managers accessible when needed?

Of 115 total responses:

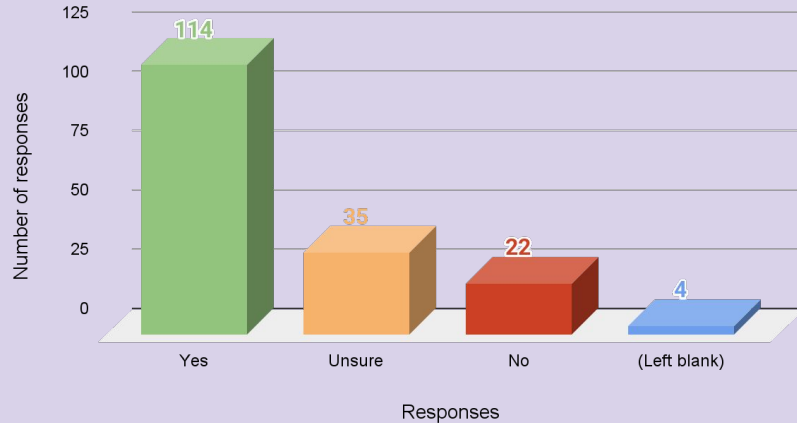
- **Yes** 69.6% (n=80)
- No 19.1% (n=22)
- Somewhat 9.7% (n=10)
- "N/A" 0.9% (n=1)
- (Left blank) 0.9% (n=1)
- (Unclear) 0.9% (n=1)

Able to contact case manager when needed (all responses)



90 days is not enough time to be housed

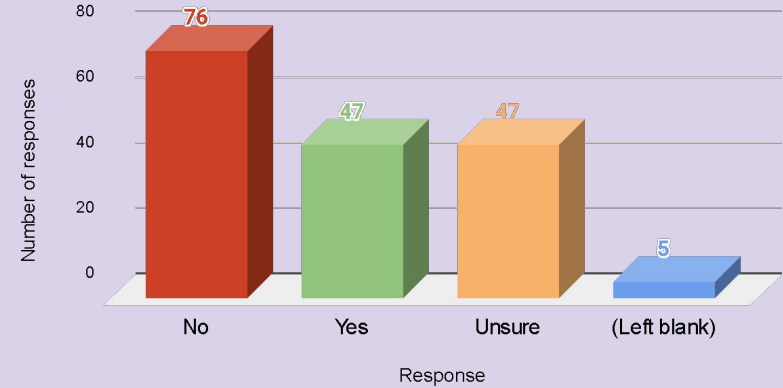
"Pathway to stable housing" statement true for All In sites



65.1% (n=114) believe they'll be housed...

"I am on a pathway to stable housing & feel confident staff &/or case management will be able to help me secure stable housing"

Likelihood of stable housing being achieved within 3 months at All In sites



... 43.4% (n=76) say not within 3 months.

"I believe this will be achieved within 3 months of my moving in this hotel"

... case in point.

Of 175 total responses:

- **No** 66.9% (n=117)
- Yes 19.4% (n=34)
- Other 10.3% (n=18)
- (Left blank) 3.4% (n=6)

Housing lined up after 90 days at All In site

(Left blank)

3.4%

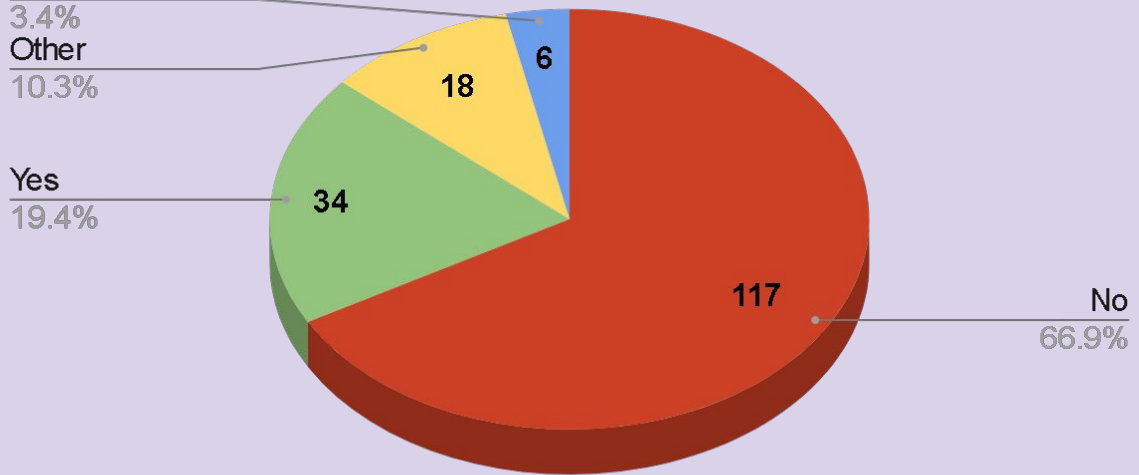
Other

10.3%

Yes

19.4%

No 66.9%

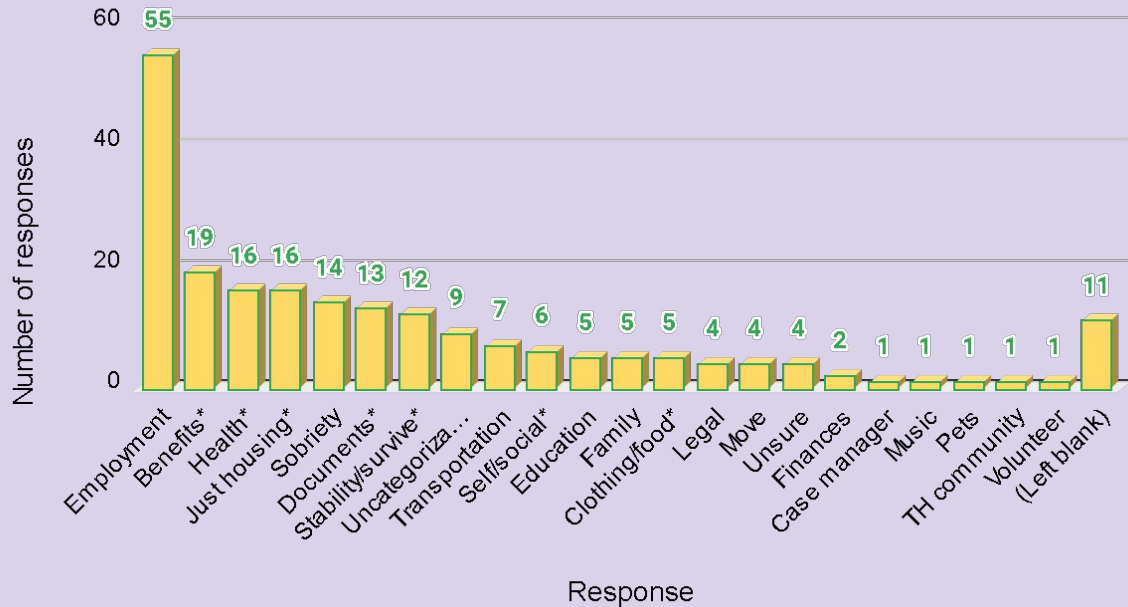


Top non-housing priorities... by far, most want a job

Of 212 total responses, the top priorities:

- **Employment** 25.9% (n=55)
 - *"Employment (permanent and stable)"*
- **Benefits*** 9.0% (n=19)
 - Disability
 - Social security
 - Veterans
 - Widow benefits
- **Health*** 7.5% (n=16)
 - Physical health
 - Mental health
- **Just Housing** 7.5% (n=16)
- **Sobriety** 6.1% (n=14)

Next biggest priority after housing for All In site residents



Food & health

**“Need way better food”
- Double Tree resident**

Food up-to-standards & adequately nutritious

Of 115 total responses:

- Yes 43.5% (n=50)
- **No 31.3% (n=36)**
- **Somewhat 20.9% (n=24)**
- (Left blank) 4.3% (n=5)

Food up to standards & providing adequate nutrition at All In sites

(Left blank)

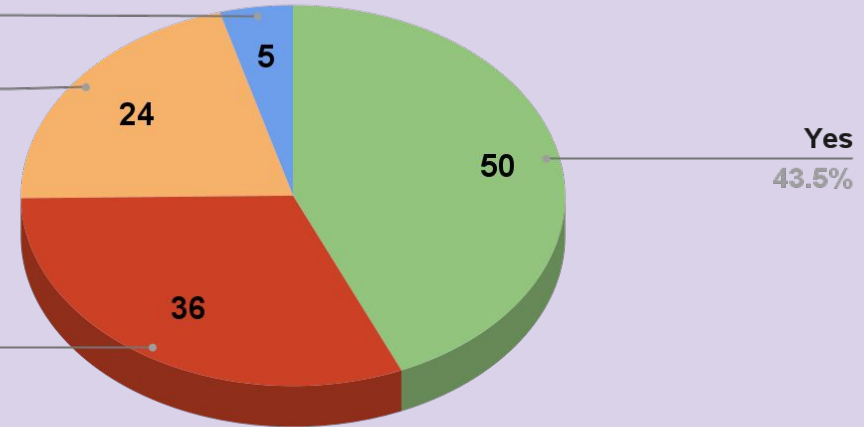
4.3%

Somewhat

20.9%

No

31.3%



Food service vs. cook yourself w/ kitchenette

Of 175 total responses:

- **Cook yourself** 62.3% (n=109)
- Food service 21.1% (n=37)
- "Both" (write-in) 8.0% (n=14)
- Uncategorizable 1.7% (n=3)
- (Left blank) 6.9% (n=12)

Support needed to cook for themselves:

1. Appliances
2. "No", none
3. Food stamps
4. Kitchenware
5. "Yes", didn't specify

Preference of food service vs. ability to cook with kitchenette at All In site

(Left blank)

6.9%

Uncategorizable

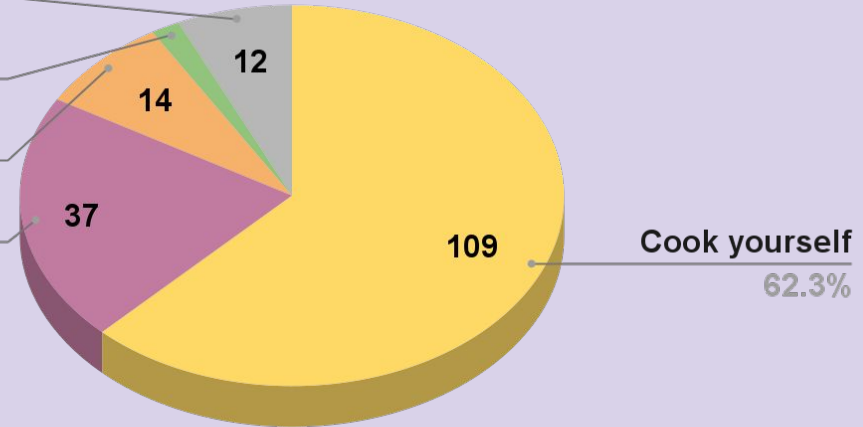
1.7%

"Both" (write-in)

8.0%

Food service

21.1%





City and County of Denver Response to “39th & Ulster Encampment” Requests

1. **Request:** Migrants will cook their own food with fresh, culturally appropriate ingredients provided by the City instead of premade meals - rice, chicken, flour, oil, butter, tomatoes, onions, etc... Also people will not be punished for bringing in & eating outside food.

Response: Newcomer residents at DCC will be permitted to cook their own, fresh, culturally appropriate meals for the duration of their shelter stay. We are always happy to review shelter policies regarding food storage, with resident safety being our top priority.

2. **Request:** Shower access will be available without time limits & can be accessed whenever - we are not in the military, we're civilians.

Response: Shower trailers will be, and always have been, available on site for use by DCC guests. As each trailer's capacity is limited, time limits may need to be in place depending on the number of guests in the facility to ensure our shower trailers remain operational.

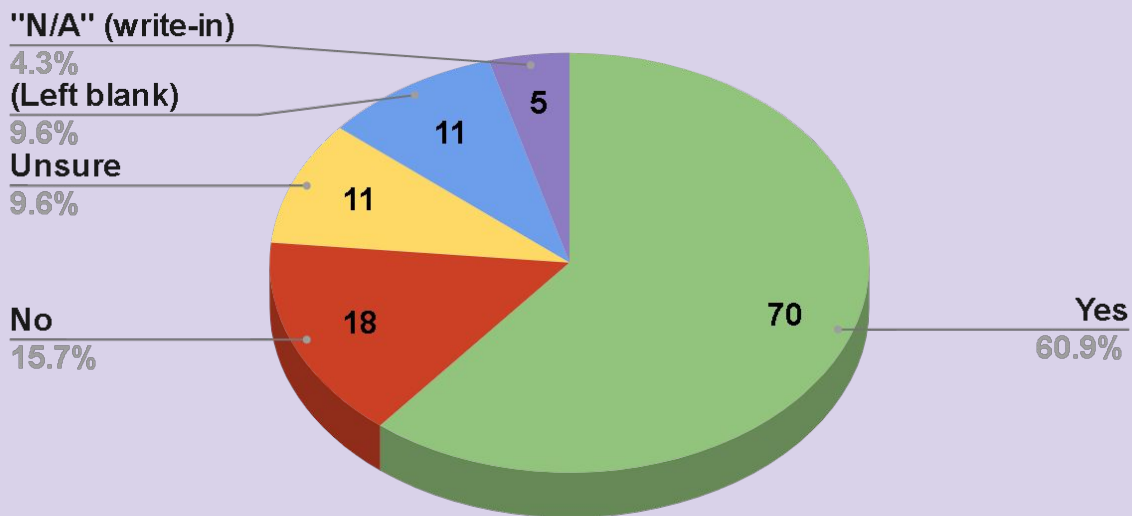


Are residents connected to sobriety support?

Of 115 total responses:

- Yes 60.9% (n=70)
- No 15.7% (n=18)
- Unsure 9.6% (n=11)
- (Left blank) 9.6% (n=11)
- "N/A" (write-in) 4.3% (n=5)

Sobriety navigation support available at All In sites

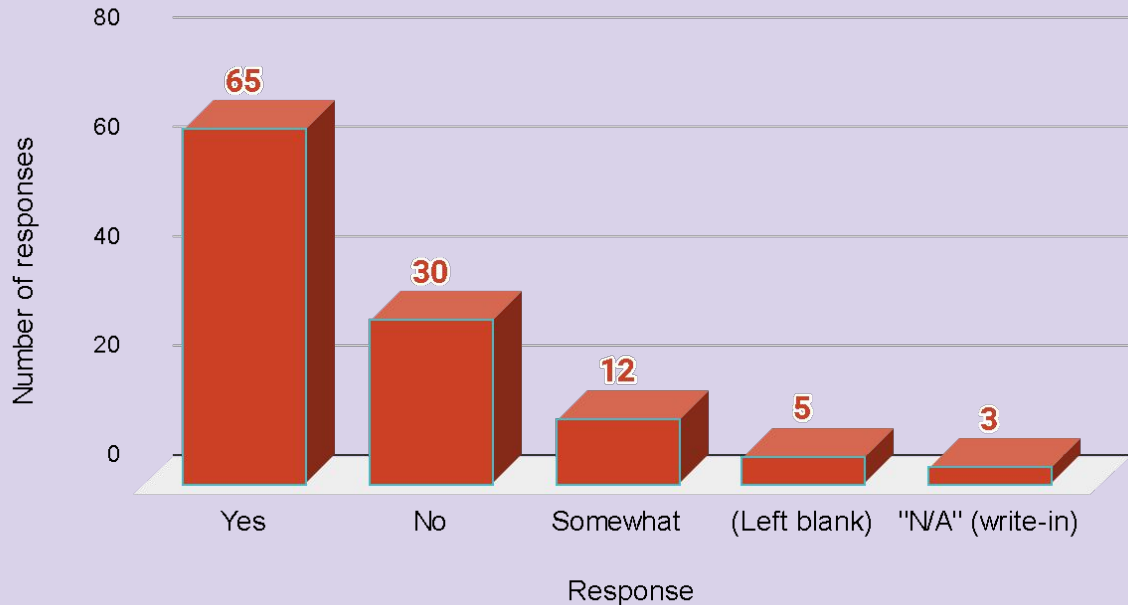


Are residents connected to mental health support?

Of 115 total responses:

- Yes 56.5% (n=65)
- No 26.1% (n=30)
- Somewhat 10.4% (n=12)
- (Left blank) 4.3% (n=5)
- "N/A" (write-in) 2.6% (n=3)

Mental health being addressed at All In sites

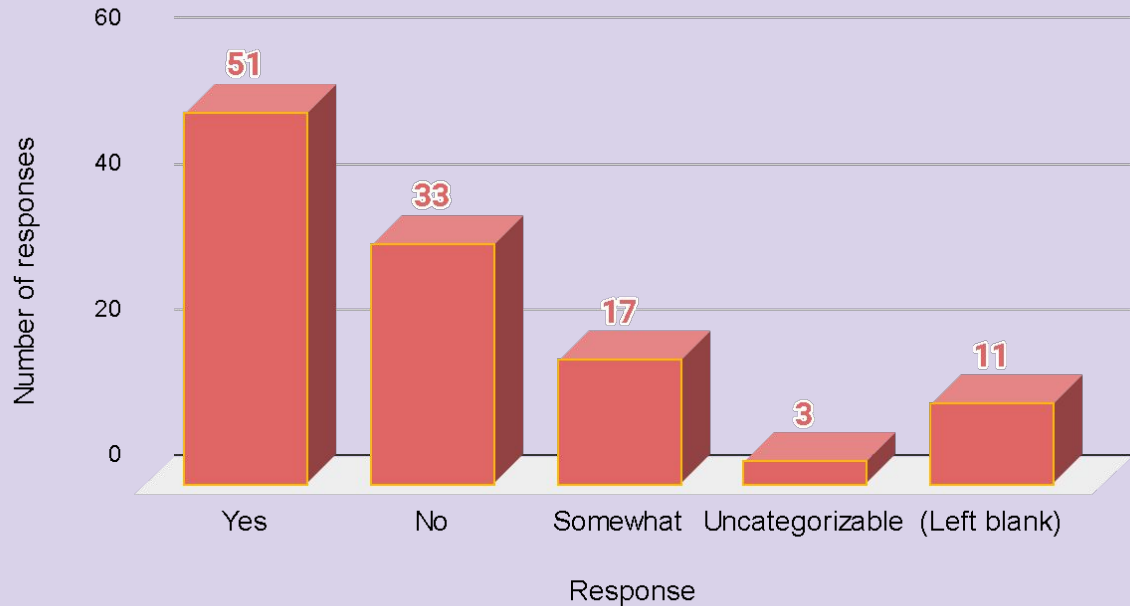


Can they talk to someone during a MH crisis?

Of 115 total responses:

- Yes 44.3% (n=51)
- No 28.7% (n=33)
- Somewhat 14.8% (n=17)
- (Left blank) 9.6% (n=11)
- Uncategorizable 2.6% (n=3)

Someone to talk to during mental health crisis at All In sites



Rules

“Needs more oversight for workers, live/work options here to contribute to upkeep & work reentry, better disciplinary procedures, & a grievance process that is transparent to all.” - Comfort Inn resident

All In residents know the rules...

Site rules known (all responses)

Percentages at sites who **know the rules**:

- Doubletree 85.7% (n=60)
- Best Western 79.1% (n=34)
- Radisson 78.9% (n=15)
- Comfort Inn 76.0% (n=19)

Left blank

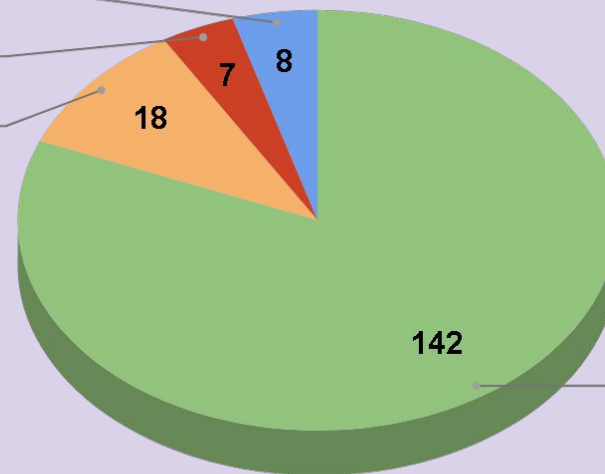
4.6%

No

4.0%

Somewhat

10.3%



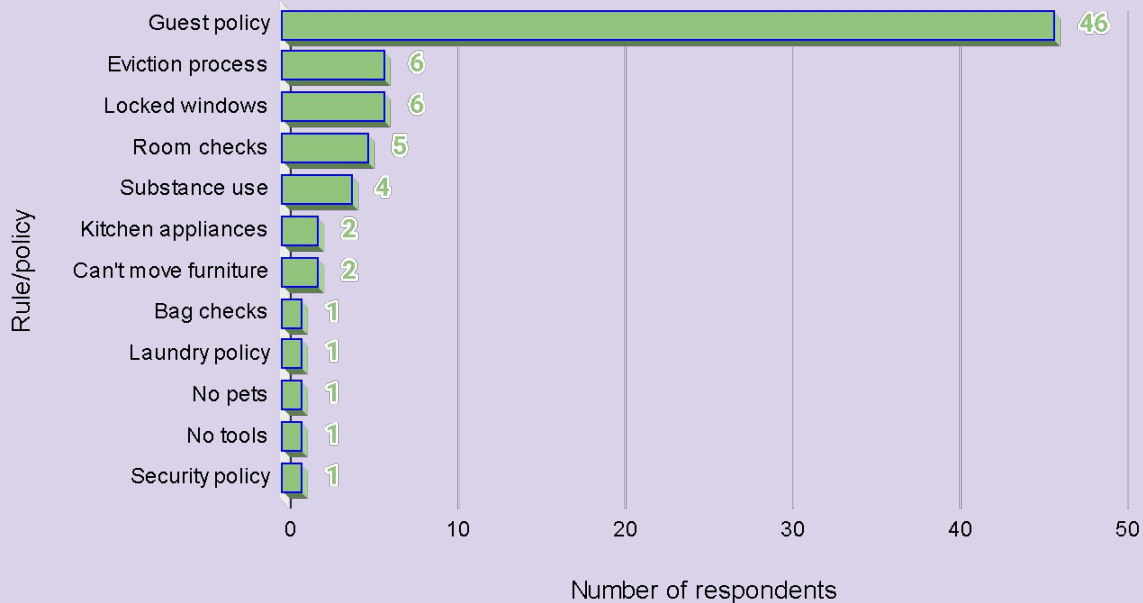
Yes
81.1%

... and by far, disagree with ONE above all else

Out of 121 total respondents, 76 mentioned specific **rules/policies they disagree with:**

- **Guest policy** 23.7% (**n=46**)
- Eviction process 3.1% (n=6)
- Locked windows 3.1% (n=6)
- Room checks 2.6% (n=5)
- Substance use 2.1% (n=4)
- No kitchen appliances 1.0% (n=2)
- No moving furniture 1.0% (n=2) ...

Rules/policies residents disagree with (all responses)



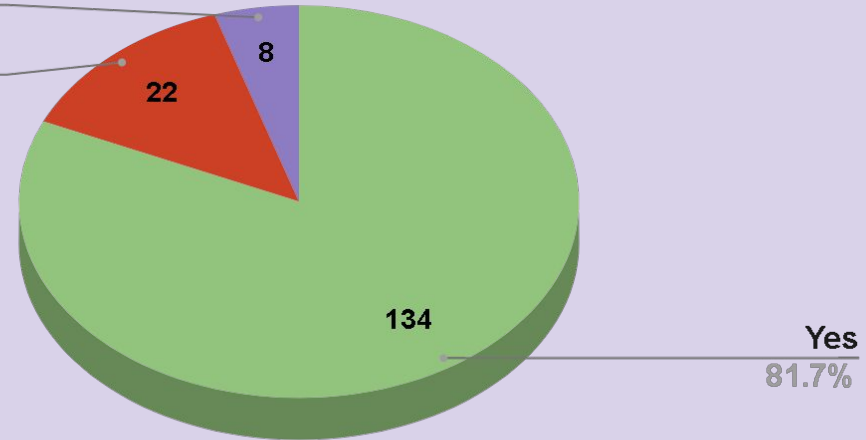
When asked directly, they ask for guests

Respondents who want to be allowed to have guests (all responses)

Out of 175 responses:

- **Yes** 76.6% (n=134)
- No 12.6% (n=22)
- Other* 4.6% (n=8)
- (Left blank) 6.3% (n=11)

Other
4.9%
No
13.4%



*Top 2 response types to "other":

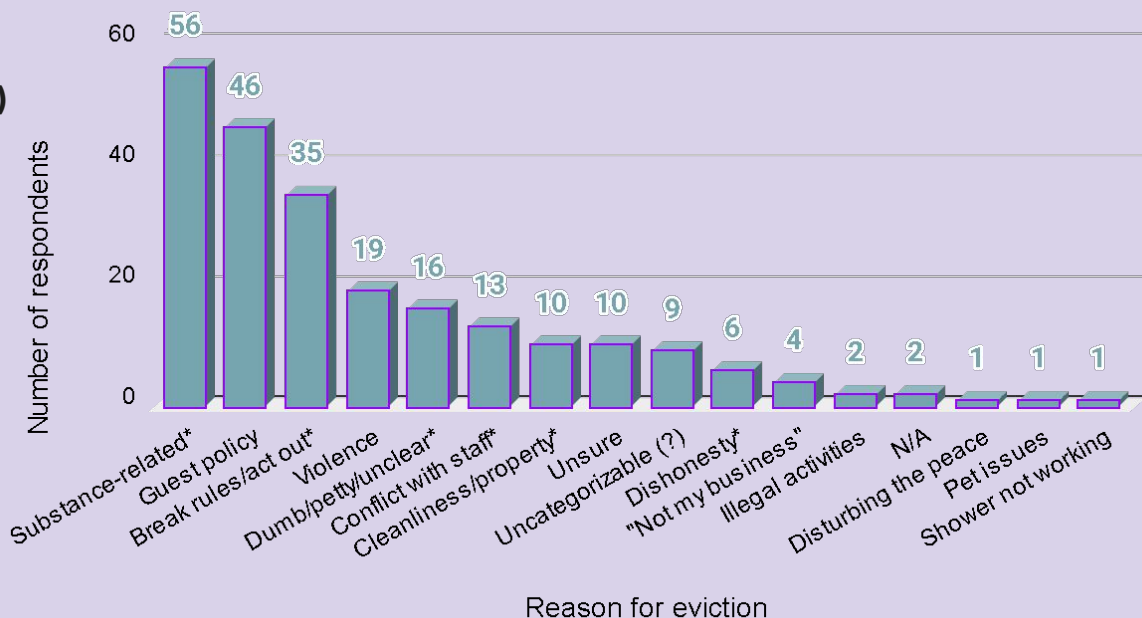
- With regulations
- At least children/family

The impact to allow guests would be staggering...

Out of 190 responses:

- Substance-related* 29.5% (n=56)
- **Guest policy** **24.2% (n=46)**
- Break rules/misbehave* 18.4% (n=35)
- Violence 10.0% (n=19)
- Dumb/petty/unclear* 8.4% (n=16)
- Conflict with staff* 6.8% (n=13)
- Cleanliness/property* 5.3% (n=10)
- Unsure 5.3% (n=10)...

Reasons for peers being evicted from All In sites (all responses)



Safety

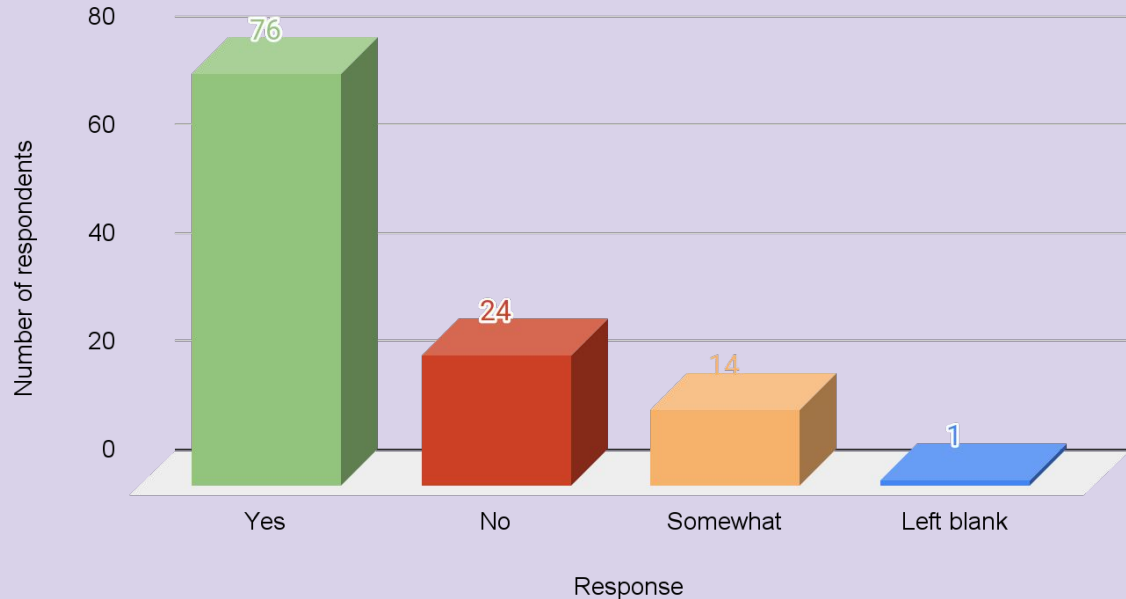
“Helps people die out of the public eye! So the upper class won't be disgusted to see a dead gutter in the drain” - Double Tree resident

Level of ease reporting issues to staff

Percentages at sites who feel **safe reporting issues to staff:**

- Radisson 50.0% ($n=4$)
- Comfort Inn 60.0% ($n=6$)
- Double Tree 63.5% ($n=33$)
- Best Western 69.0% ($n=20$)
- (Left blank) 77.8% ($n=7$)
- (Unclear) 100% ($n=5$)
- (Fusion) 50% ($n=1$)

Feel safe reporting mistreatment/issues to All In site staff

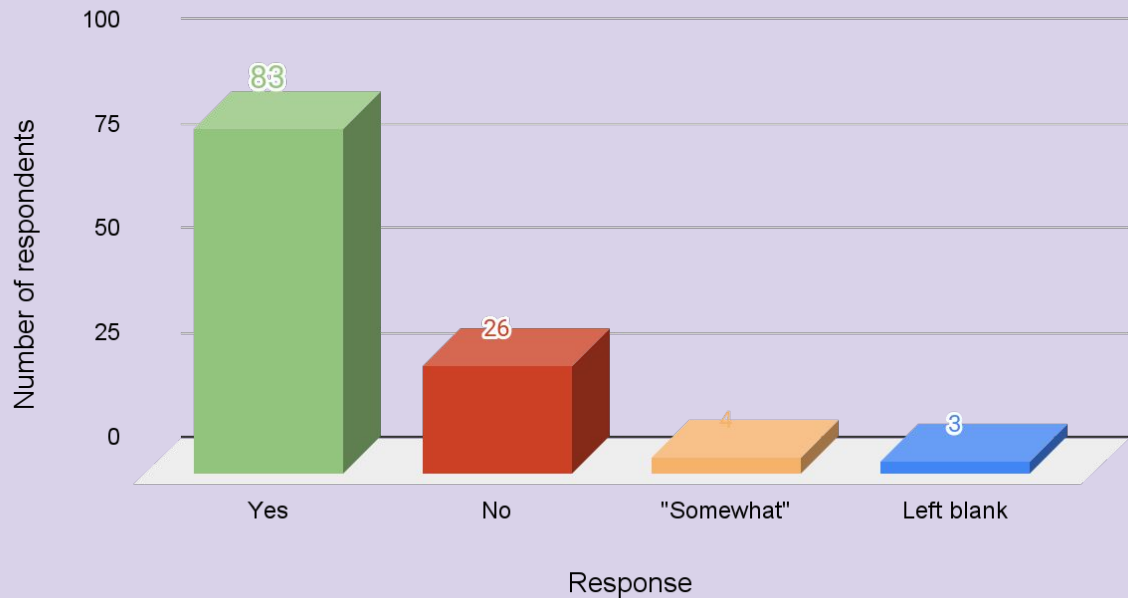


Overall feeling of safety at sites

Percentages at sites who **feel safe**:

- Radisson 62.5% ($n=5$)
- Double Tree 63.5% ($n=33$)
- Best Western 73.3% ($n=22$)
- (Unclear) 80.0% ($n=4$)
- (Left blank) 88.9% ($n=8$)
- Comfort Inn 90.0% ($n=9$)
- (Fusion) 100% ($n=2$)

Feel safe at All In site

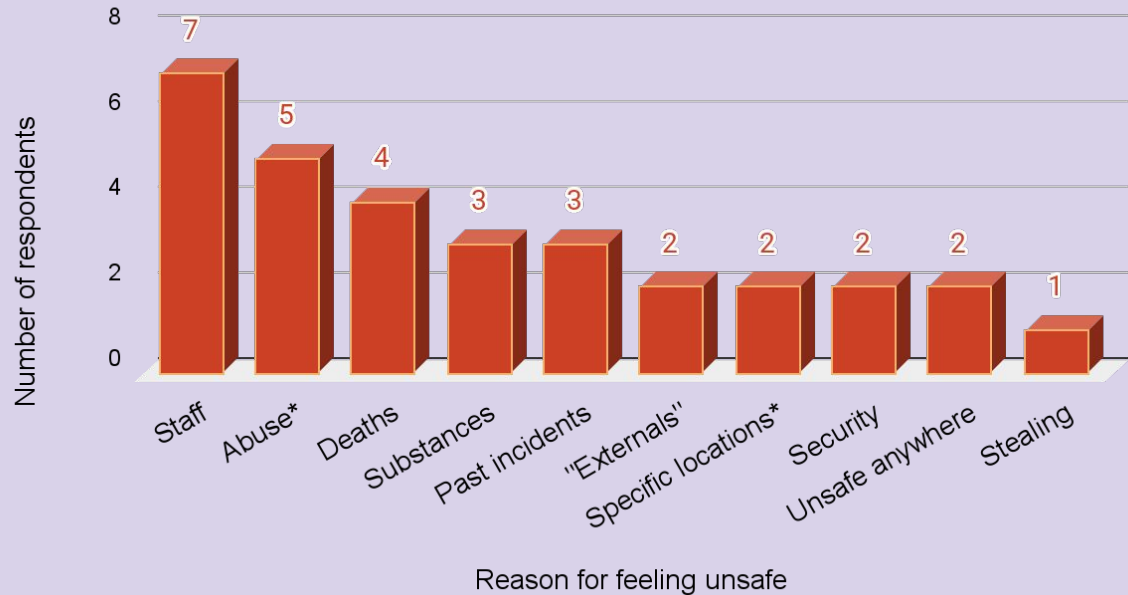


Reasons for feeling unsafe at sites

Top responses by site:

- Best Western:
 - Staff (ex: ***"They even called the cops on me for being on the grass..."***)
 - Unsafe anywhere
- DoubleTree
 - Deaths (ex: ***"Found guy in stairwell, hands & feet tied & bagged dead. Another guy strangled his wife..."***)
 - Staff
 - Drugs
- Radisson
 - Abuse (ex: ***"I have been both physically & mentally abused by other people here"***)
 - Past incidents

Reasons for feeling unsafe at All In site

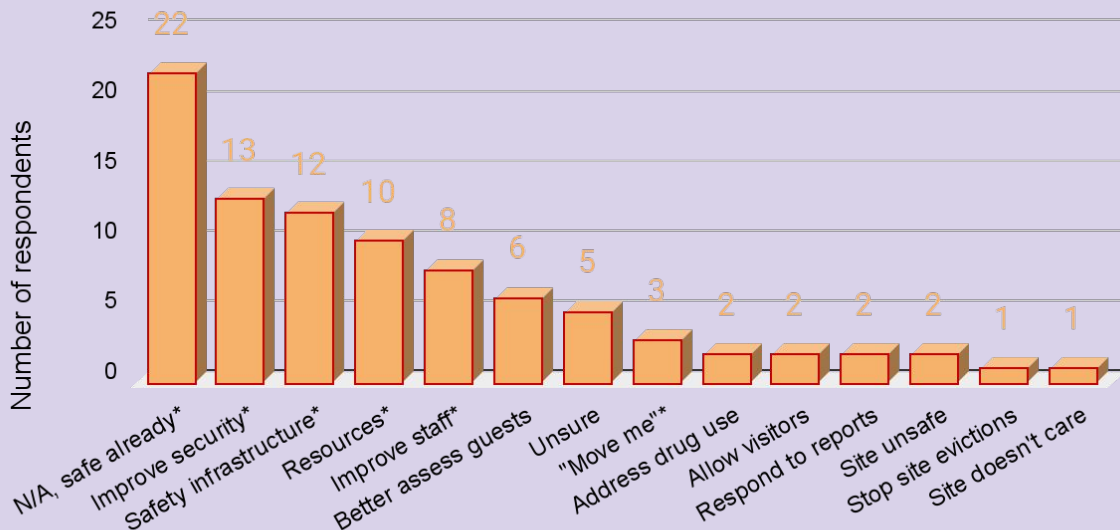


How to make All In sites feel safer

Top responses & subcategories across all sites:

- Improve security:
 - Better, more
- Safety infrastructure:
 - Cameras
 - Automatically locking doors
 - Security lights
- Resources:
 - Housing
 - Better informed on what's available
 - Employment
- Improve staff:
 - More, better
- "Move me"
 - Different room or out-of-state

How to make All In site feel safer



Safety improvement needed