

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 9/14/2023

Please mark one: Bill Request or X Resolution Request

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.)

Amends existing contract with The Salvation Army (TSA) through contract control number HOST-202369411-02 (HOST-202265968-01; HOST-202261825) to extend the term of service through December 31st, 2024, and to add an additional \$3,666,000.00 for a contract total of \$9,166,000.00, to provide funding for the operational and programmatic support of Non-Congregate Shelter – New Directions (formerly known as “Best Western” located on 4595 Quebec Street, Denver, CO 80216).

3. **Requesting Agency:** Department of Housing Stability (HOST)

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Israel Cruz	Name: Chris Lowell
Email: israel.cruz@denvergov.org	Email: Christopher.lowell@denvergov.org

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

The Salvation Army (TSA) will provide services for persons experiencing homelessness by supporting the operational and programmatic activities of Non-Congregate Shelter – New Directions (formerly known as “Best Western” located on 4595 Quebec Street, Denver, CO 80216).

- a. **Contract Control Number:** HOST-202369411-02
b. **Duration:** 1/1/2023 to 12/31/2024
c. **Location:** Denver, CO
d. **Affected Council District:** All Districts
e. **Benefits:** Provides non-congregate and temporary emergency shelter for people experiencing homelessness within the City and County of Denver.
f. **Costs:** \$3,666,000.00

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

7. **City Council District:** All

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

Key Contract Terms

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):
Professional Services > \$500K

Vendor/Contractor Name: The Salvation Army

Contract control number: HOST-202369411-02

Location: 6100 Smith Road, Denver CO 80216

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?** 2

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

Original Agreement HOST-202261825	02/01//2022 - 12/31/2022
1 st Amendment HOST-202265968-01	01/01/2023 - 12/31/2023
2 nd Amendment HOST-202369411-02	01/01/2023 - 12/31/2024

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>
\$5,500,000	\$3,666,000.00	\$9,166,000.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
02/01/2022- 01/01/2023	12 months	12/31/2024

Scope of work:

SERVICES DESCRIPTION

- A. TSA will provide full operations and programming of Rodeway Inn through September 31, 2023. TSA will transition shelter operations from Rodeway Inn to Best Western beginning in September 2023. TSA will provide full operations and programming of Best Western from September 11, 2023, to December 31, 2024.
- B. Approximately 644 unique households will be served through the end of the contract term at Best Western of which, approximately 194 will be served through the end 2023 and 450 during 2024.
- C. Programming Services
 - 1. Sites will utilize low barrier, Housing First Model designed to encourage shelter entry through progressive engagement and maximize exits into permanent and stable housing.
 - a. Guest Services will be available 24 hours, seven days a week. Three to four guest services staff will be scheduled per shift to provide hospitality support, facilitate on-site food service, enforce program expectations, conduct room checks and ensure safe environment.
 - b. Orientation and intake will be completed for each new guest including provision of a Guest handbook/expectations document.
 - 1. Non-compulsory case management meetings will be scheduled at least weekly to identify housing barriers and solutions and to provide financial assistance, as needed.
 - c. Case Management includes 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.
 - d. Housing Navigation will engage, recruit, maintain landlords, supports lease-ups, provides mediation, and coaches tenancy skills.
 - e. Training for all staff will include Non-Violent Crisis Prevention and Intervention (CPI) and Cardiopulmonary Resuscitation (CPR).
 - f. In accordance with non-congregate shelter settings, all rooms are single occupancy unless participants self-elect to share space.
 - g. The shelter will participate in severe weather advisory emergency shelter in accordance with historical occupancy and activation standards. Project budget may be subject to modification to accommodate severe weather needs.
 - h. The shelter may utilize available congregate spaces (i.e., ballroom) to provide time-limited, navigation center shelter for up to 50 guests at a time between December 15, 2023 and February 15, 2024. Budget impacts on navigation shelter operations impacting food, staffing and supplies needed may result in budget modification.

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- i. Full operating capacity is subject The Salvation Army’s ability to maintain the standard level of care in maintaining a safe work and shelter environment.
- 2. TSA will use a trauma-informed and client-centered approach to engage vulnerable populations. TSA will participate in the coordination of referrals from the community including other shelters and/or outreach teams. This will include prioritization criteria, approved by HOST, to fill vacant NCS units.
- 3. TSA will support and provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.
- 4. TSA will provide linkage to resources and connections in the community for guests needing assistance with Activities of Daily Living (ADL).

D. NCS Operations

- 1. The Salvation Army in consultation with and approval by HOST has full discretion and approval for on-site operations, shelter programming, community partners involved, facility use, and services provided by outside agencies including advocacy groups, organizers, and vendors.
- 2. Shelter Operations investments facilitate environments that are safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests. Funding for shelter operations at Best Western and Rodeway Inn include support of the day-to-day hospitable functions of NCSs including the following.
 - a. Linen laundry services that shall provide laundered linens at minimum every seven (7) consecutive days of guests’ stay
 - b. Basic maintenance support
 - c. Room amenities such as on-site parking (and parking management), internet, television, and telephone
 - d. Meals
 - e. Security
 - f. Custodial support including sanitization of common areas
 - g. Pest control
 - h. Storage
 - i. Vaccinated and non-aggressive pets will be allowed at the facility
- 3. TSA and HOST will adhere to the Responsibility Matrix of Facility Related Services in Appendix A.
- 4. TSA will provide three meals a day for guests. Meal preparations services include:
 - a. All meals are prepared to meet adult daily nutritional needs and are prepared in accordance with ServeSafe guidelines and all Public Health requirements for food safety.
 - b. Provide all utensils and serving supplies.
- 5. NCS sites will have a full-time on-site maintenance technician Monday through Friday, during daily business hours. The maintenance technician will be responsible for providing regularly and emergency scheduled general building repair and maintenance services such as trash removal from premises to exterior dumpsters and exterior litter removal, pest control, snow removal from sidewalks and entries, changing light bulbs, minor repairs to plugged toilets and leaky faucets.
- 6. TSA will provide and oversee biohazard, janitorial and laundry services to ensure. quality and timeliness to promote a safe and comfortable environment for all guests and staff.
- 7. NCS Sites will have security measures available onsite and include installation and maintenance of a video surveillance system to maximize staff visibility of the facility. Additional security measures may be added if deemed necessary in consultation with and approval by HOST.

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: Homelessness Resolution Fund & General 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? None.

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