

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **9:00 a.m. on Friday**. Contact the Mayor's Legislative team with questions.

Date of Request: November 7, 2024

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.)

Amends a contract with the St. Francis Center (SFC) to add \$3,100,000.00 for a new total of \$6,200,000.00 and 12 months for a new end date of 12-31-2025 for Non-Congregate Shelter Operations of the 138-unit site located at 4685 Quebec St, Denver CO 80216, in Council District 8. SFC will continue to serve diverse populations, including but not limited to single adults, adult couples, adult families and people with disabilities, citywide (HOST-202371513-01/HOST-202477518-01).

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: Evangeline Bengier	Name: Polly Kyle
Email: Evangeline.Bengier@denvergov.org	Email: Polly.Kyle@denvergov.org

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

SFC will serve approximately 330 unique households annually for areas serving as a Non-Congregate Shelter (NCS). In accordance with non-congregate shelter settings, all rooms may serve as single occupancy unless participants self-elect to share space.

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

7. City Council District: Citywide

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

Vendor/Contractor Name (including any dba's): The St Francis Center

Contract control number: HOST-202371513-01/HOST-202477518-01

Location: 4685 Quebec St, Denver CO 80216

Is this a new contract? ☐ Yes ☒ No **Is this an Amendment?** ☒ Yes ☐ No **If yes, how many?** 1

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

HOST-202371513: 12/15/2023-12/31/2024

HOST-202477518-01: 12/15/2023-12/31/2025

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

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$3,100,000	\$3,100,000	\$6,200,000

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
12/15/2023-12/31/2024	12 months	12/31/2025

Scope of work:

SERVICES DESCRIPTION

- A. SFC will adhere to the 2025 Shelter Standards document that HOST will provide.
- B. SFC will manage and provide programmatic services at 4685 Quebec St, Denver CO 80216 for a 138-unit non-congregate shelter.
- C. SFC will serve approximately 330 unique households annually for areas serving as a Non-Congregate Shelter (NCS). In accordance with non-congregate shelter settings, all rooms may serve as single occupancy unless participants self-elect to share space.
- D. Programming Services
 - a. SFC will utilize low barrier, Housing First Model designed to encourage shelter entry through progressive engagement and maximize exits into permanent and stable housing.
 - i. 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.
 - ii. Orientation and intake will be completed for each new guest including provision of a Guest handbook/expectations document that must be approved by HOST.
 1. Non-compulsory case management meetings will be scheduled at least weekly to ensure all households are connected to the Housing Central Command (HCC) and have their needs met while in shelter, inclusive of vital document acquisition, necessary program enrollments and connections to resources, such as: mental, physical and behavioral health supports, benefit and financial assistance, employment resources etc.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

- iii. 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.
- iv. Training for all staff will include Non-Violent Crisis Prevention and Intervention (CPI) and Cardiopulmonary Resuscitation (CPR).
- v. In accordance with non-congregate shelter settings, all rooms are single occupancy unless participants self-elect to share space.
- vi. Full operating capacity is subject SFC's ability to maintain the standard level of care in maintaining a safe work and shelter environment.
- b. SFC will use a trauma-informed and client-centered approach to engage vulnerable populations. SFC 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.
- c. SFC will support and provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.
- d. SFC will provide linkage to resources and connections in the community for guests needing assistance with Activities of Daily Living (ADL).

E. MEALS

- 1. SFC will provide up to three meals a day for guests. Meal 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.

F. NCS OPERATIONS

- 1. SFC will work with onsite shelter operations staff to facilitate environments that are safe, hygienic, accessible including for those that are Limited English Proficient, equitable, inclusive, and hospitable to all eligible shelter guests.
- 2. When applicable, or as negotiated with the City, oversee the set up and management of site services such as water, energy, trash, Wi-Fi, internet and telephone services, and Cable TV.
- 3. Provide security services onsite which includes security personnel or patrol.
- 4. Collaborate with City representative(s) to notify and address any critical incidents on site(s).

STAFFING STRUCTURE

A. Provider will support Housing Central Command (HCC) Staffing structures by filling the following positions:

- 1. **Intake Specialist Position**
 - a. Work at shelter site to be the face of service connection for clients.
 - b. Conduct site orientation, complete site-based intake forms, and Homeless Management Information System (HMIS) upon arrival and program entry.
 - c. Assess clients for rapid resolution within 14 days of program entry and discuss at the beginning of every client encounter.
 - d. Work with clients to complete housing assessments i.e., coordinated entry assessment within 30 days of program entry.
 - e. Work with clients to acquire vital documents in preparation for housing and upload into HMIS.
 - f. Connect clients to physical health, dental health, behavioral health, harm reduction, substance use disorder, and employment services available across the All In Mile High system.
 - g. Meet with guests weekly and promote guest engagement in services and other site-based offerings.
- 2. **Navigator Position**
 - a. Work in multiple locations as assigned by HCC to meet with clients in the site where they are based.
 - b. Attend two daily meetings led by HCC administration team.
 - c. Enroll clients into HMIS and follow data standards including case notes and client documentation.
 - d. Conduct Pre-Housing navigation over a 30-day time period with individuals assigned to the Navigator through HCC.
 - e. Work with clients to complete housing applications at units identified by Unit Team.
 - f. Transport clients as needed for pre-move in and move in tasks such as vital document acquisition, unit tours, landlord meetings, and physically moving client belongings.
 - g. Work with HCC Administration Team and clients to schedule move in and furniture deliveries.
 - h. Complete hand-offs to stabilizer for client's 12-month housing stabilization period.
- 3. **Stabilizer**

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

- a. Complete training and utilize a Critical Time Intervention (CTI) approach to case management as described in HOST's CTI Manual.
- b. Stabilizers will receive and support clients referred through HCC.
- c. Stabilizers will conduct an HCC Housing Stability Plan assessment with the client prior to placement in their permanent housing unit.
- d. Attend bi-weekly case conference with other HCC housing providers.
- e. Submit complex client cases to the Denver complex case review.
- f. Transport clients in personal or company vehicle as necessary.
- g. Enroll clients into HMIS and follow data standards including case notes and client documentation.
- h. Meet with supervisor once a week to discuss CTI stabilization for each household.
- i. Collaborate and communicate effectively with landlord partners and Housing Connector.

Was this contractor selected by competitive process? ☒ Yes ☐ No **If not, why not?**

Has this contractor provided these services to the City before? ☒ Yes ☐ No

Source of funds: General Fund

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

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____