



**DENVER**  
THE MILE HIGH CITY

# Emergency Services—Shelter, Outreach, Day Services and Transportation

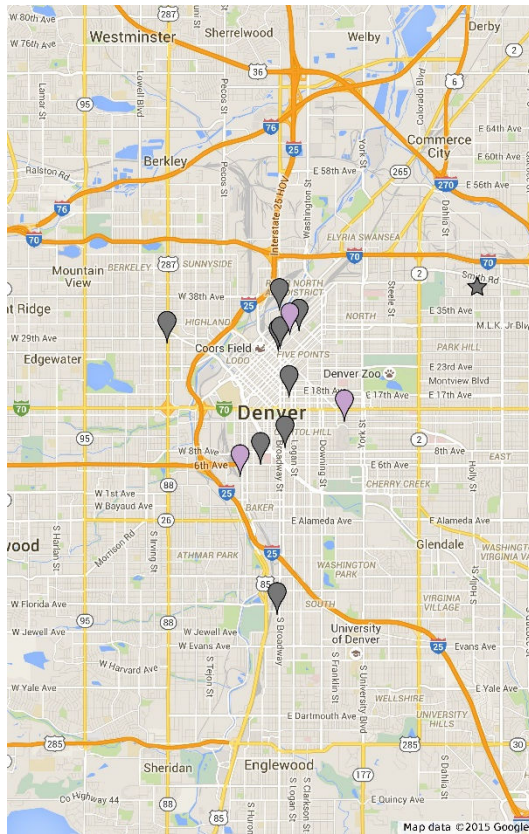
- Denver's Road Home supports a broad banner of community-based organizations and volunteer efforts to provide shelter, street outreach, day services, and transportation
  - The City of Denver does not own, manage, or staff permanently sited shelters or day centers for the homeless but rather relies on deep partnerships built within and without contracts for services.



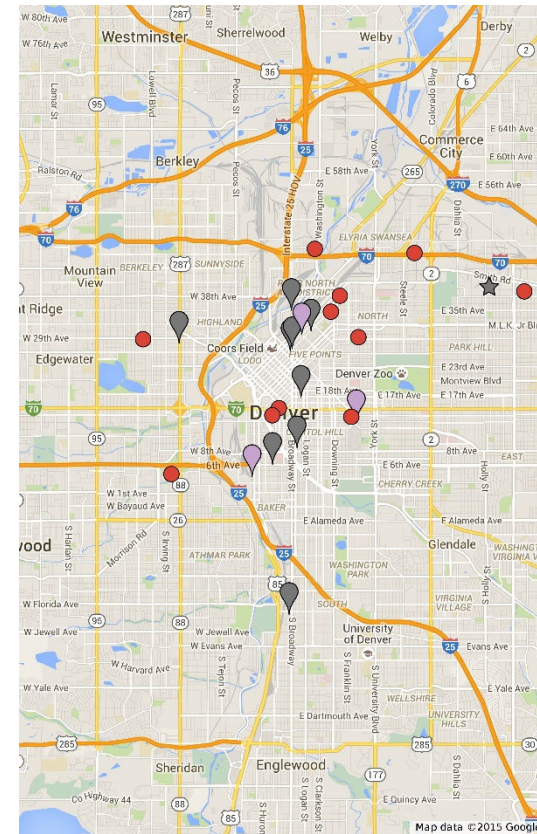
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# Map—Overnight Shelter

## Overnight Shelters



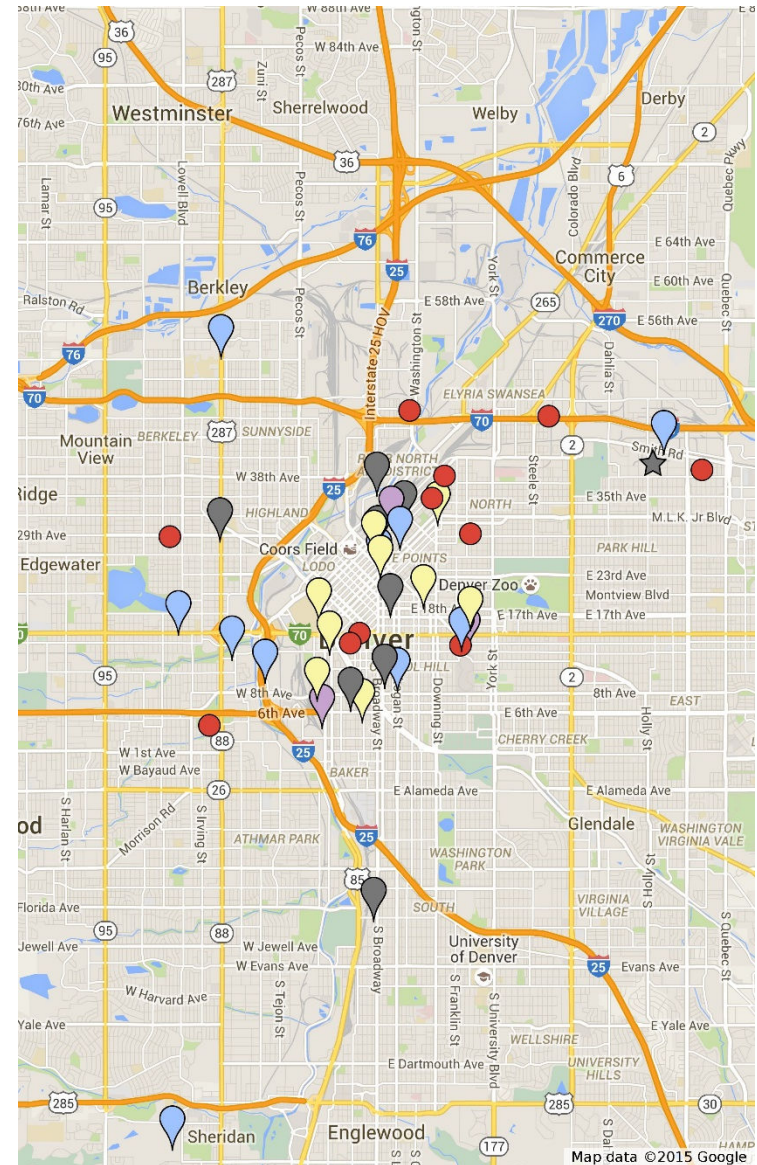
## Overnight plus **Former Temporary**







- This map does exclude some locations:
  - Some shelter sites are confidential (DV, Sensitive populations)
  - Clinic locations—i.e. Stout St. Clinic
  - Many sites offer services correlative to homelessness but are not “homeless service providers”
- Link:  
<https://www.google.com/maps/d/edit?mid=znHsD7gYqlig.kDQpHTWoOfGg&usp=sharing>



- The City of Denver has sustained a very flexible shelter capacity through 2015 for single adults.
  - During this time “capacity” has been an elastic number, but we are nearing the end of that elasticity due to facility limitations on peak nights.
- Currently there is no shelter option for couples
- Currently there is not consistent capacity for youth, people with pets, people in need of attendant care, or families.

<b>Pre-UCO</b>		<b>Current Standard</b>		<b>Winter Overflow</b>	
Men	514	Men	814	Men	964
Women	206	Women	256	Women	333
Youth	40	Youth	50	Youth	50
Family	107	Family	107	Family	107
<b>Total</b>	<b>867</b>	<b>Total</b>	<b>1227</b>	<b>Total</b>	<b>1454</b>

The following slides account for shelter occupancy from July 2012 to November 16, 2015.

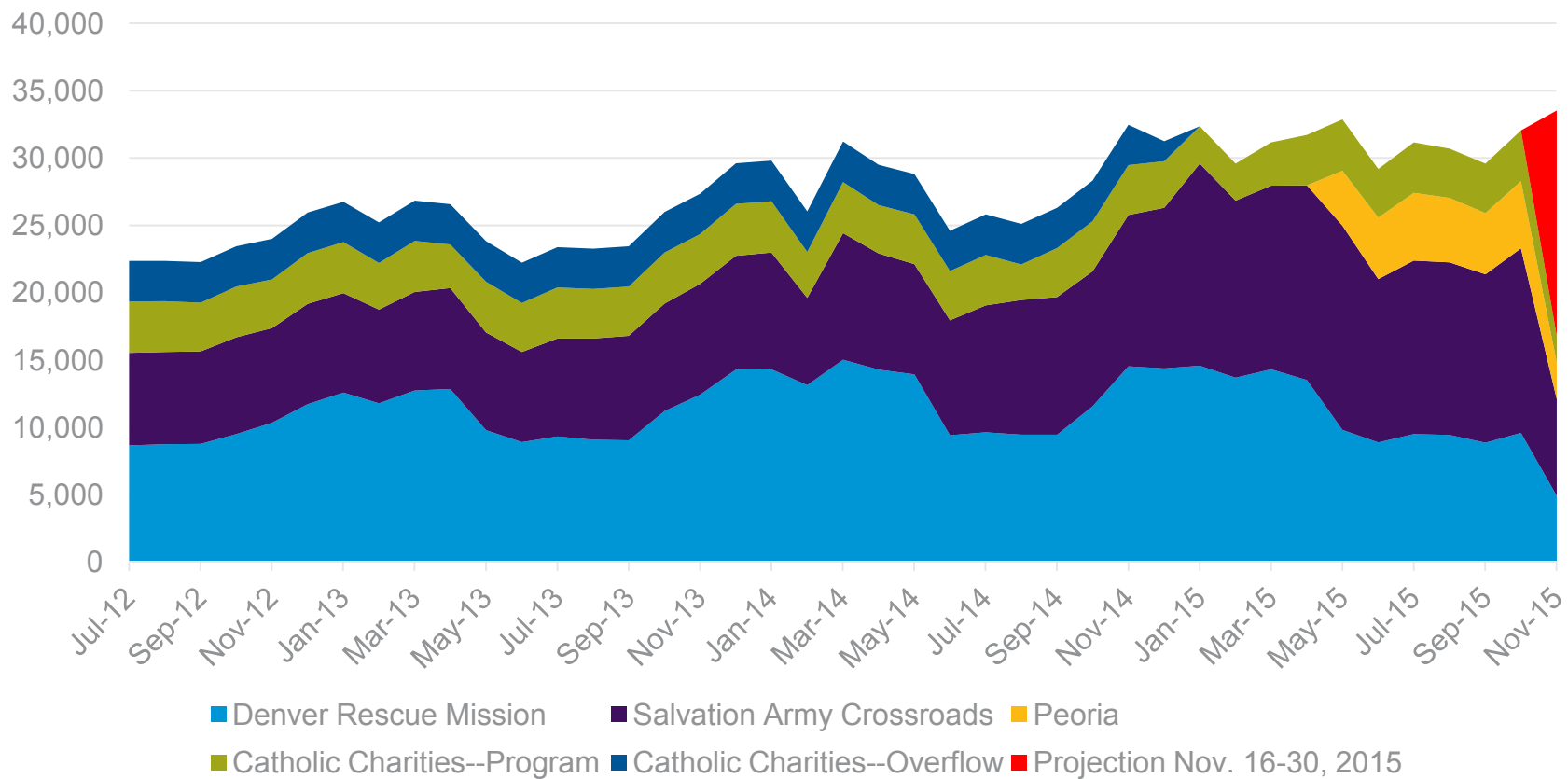
- Unit of measure is total number of overnight shelter accommodations provided per month. i.e. person in bed/mat
- Projections were added for the second half of November 2015.
- This does NOT reflect the total capacity of the shelter network, but rather its usage.





# Shelter Usage—Single Men

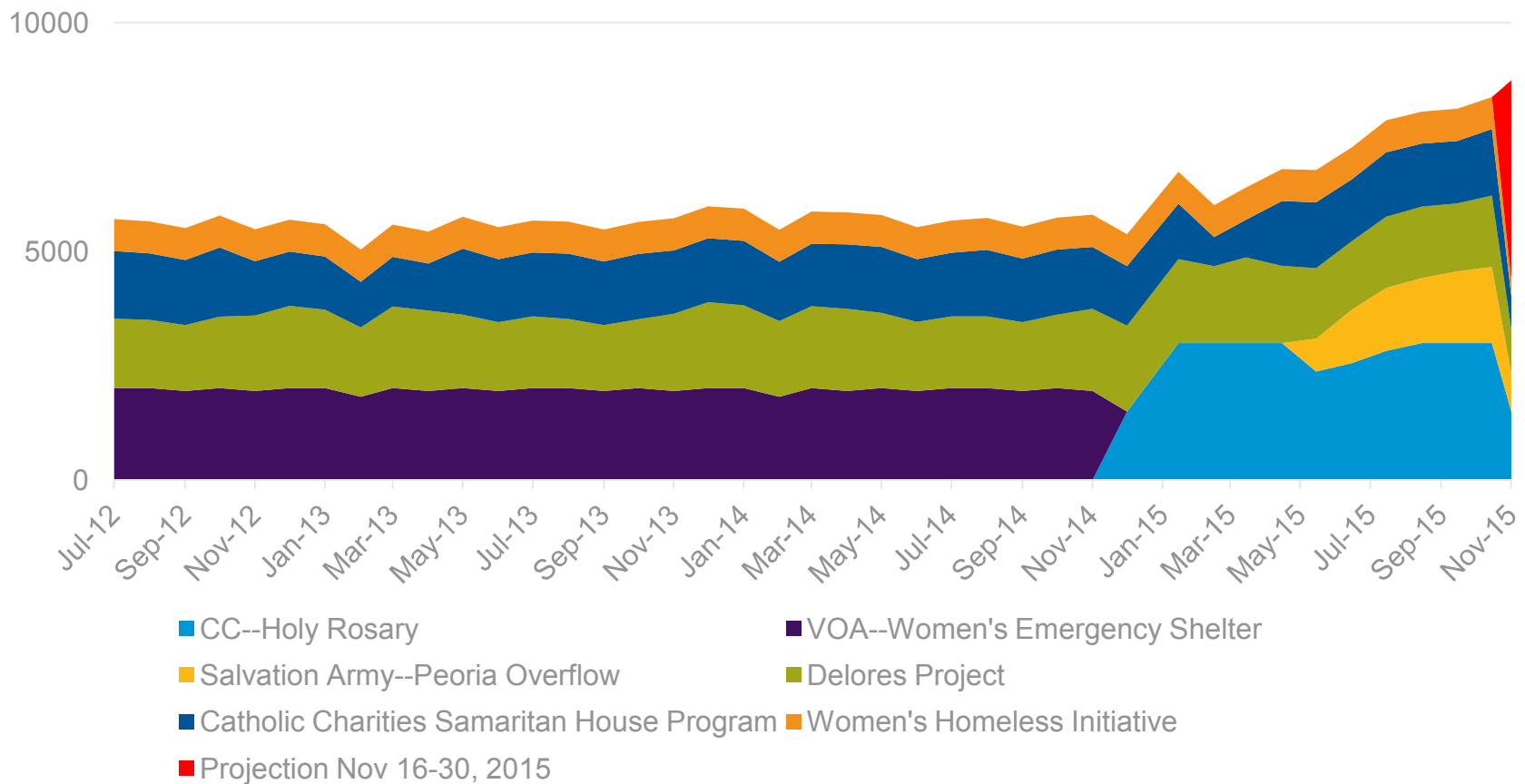
Men's Overnight Shelter Usage  
Jul. 2012-Nov. 16, 2015 (with projected usage to Nov. 30, 2015)





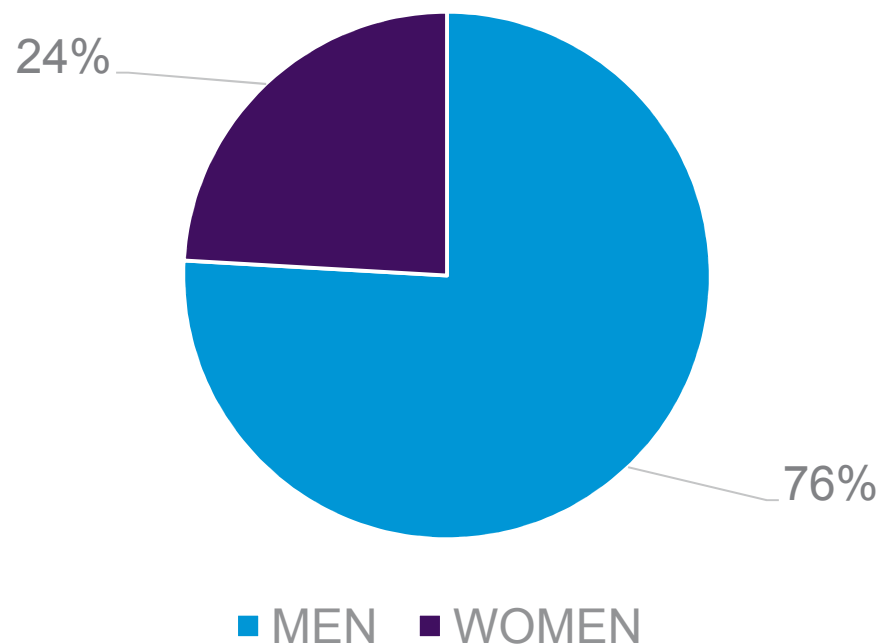
# Shelter Usage—Single Women

Women's Overnight Shelter Usage  
Jul 2012-Nov 16, 2015 (with Projection Nov 16-30, 2015)



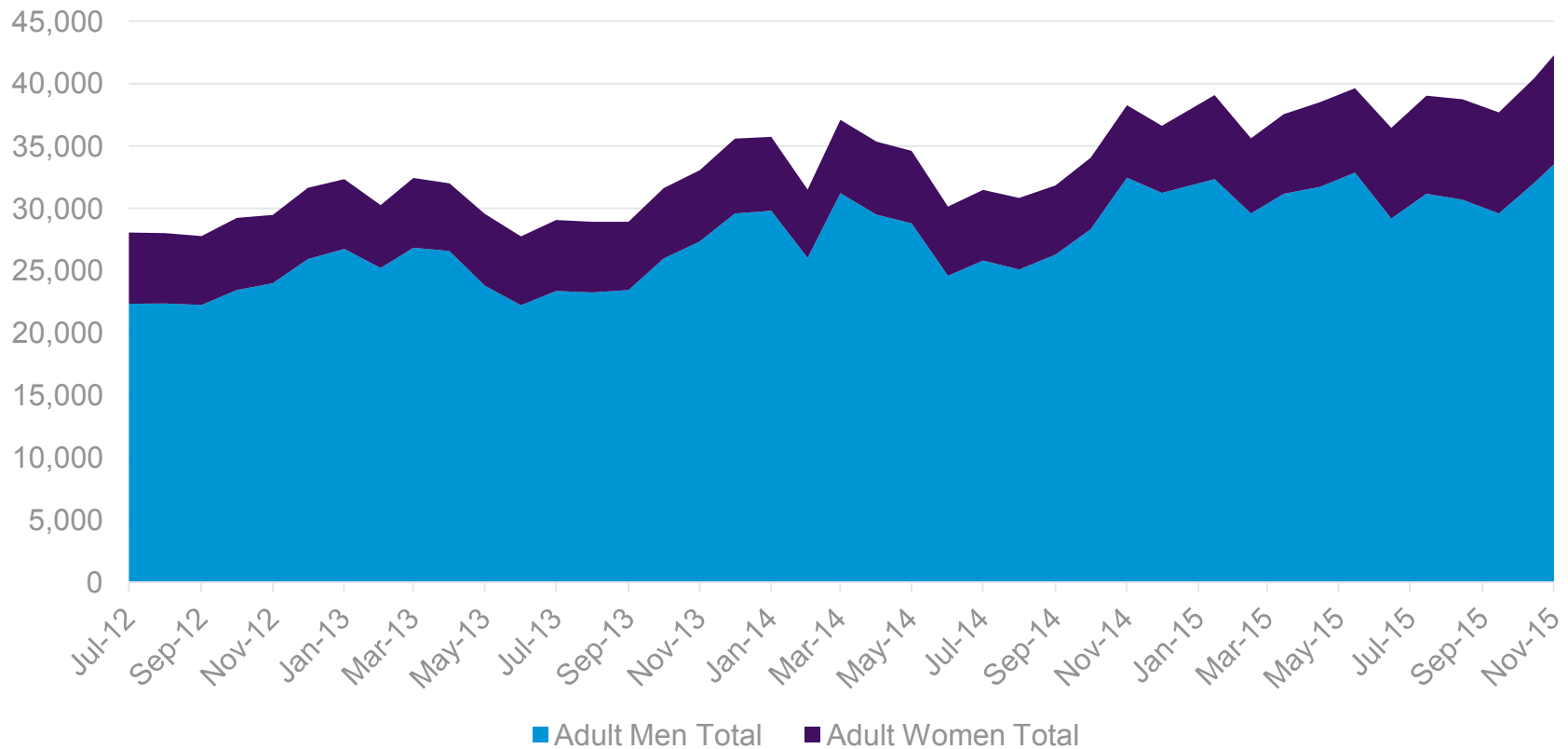
# Overnight Shelter Program Usage by Gender

## TOTAL SINGLE ADULT ACCOMMODATIONS—JAN-OCT 2015



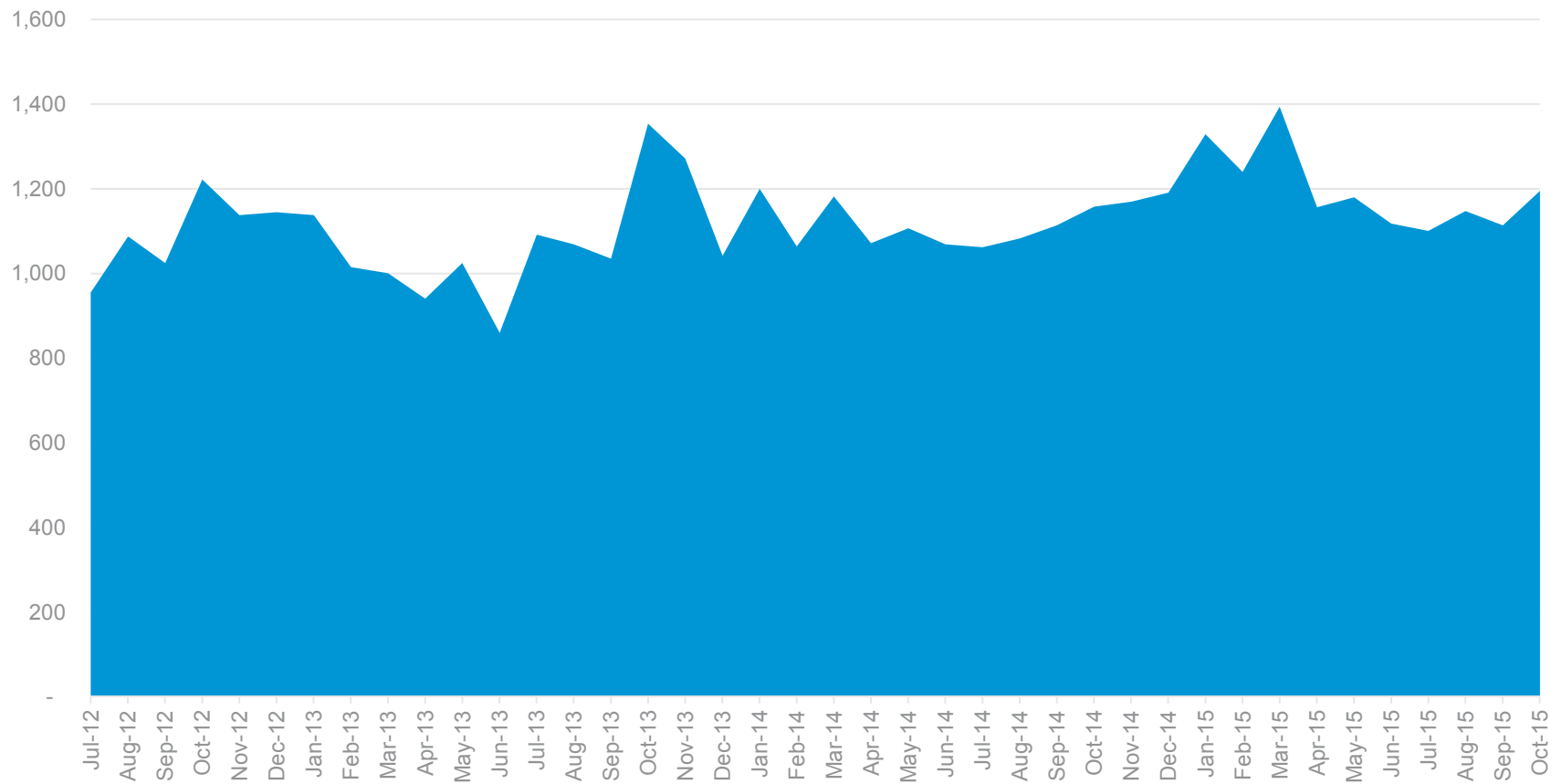


Adult Monthly Shelter Usage  
Jul 2012-Nov 16, 2015 (projection Nov. 17-30, 2015)

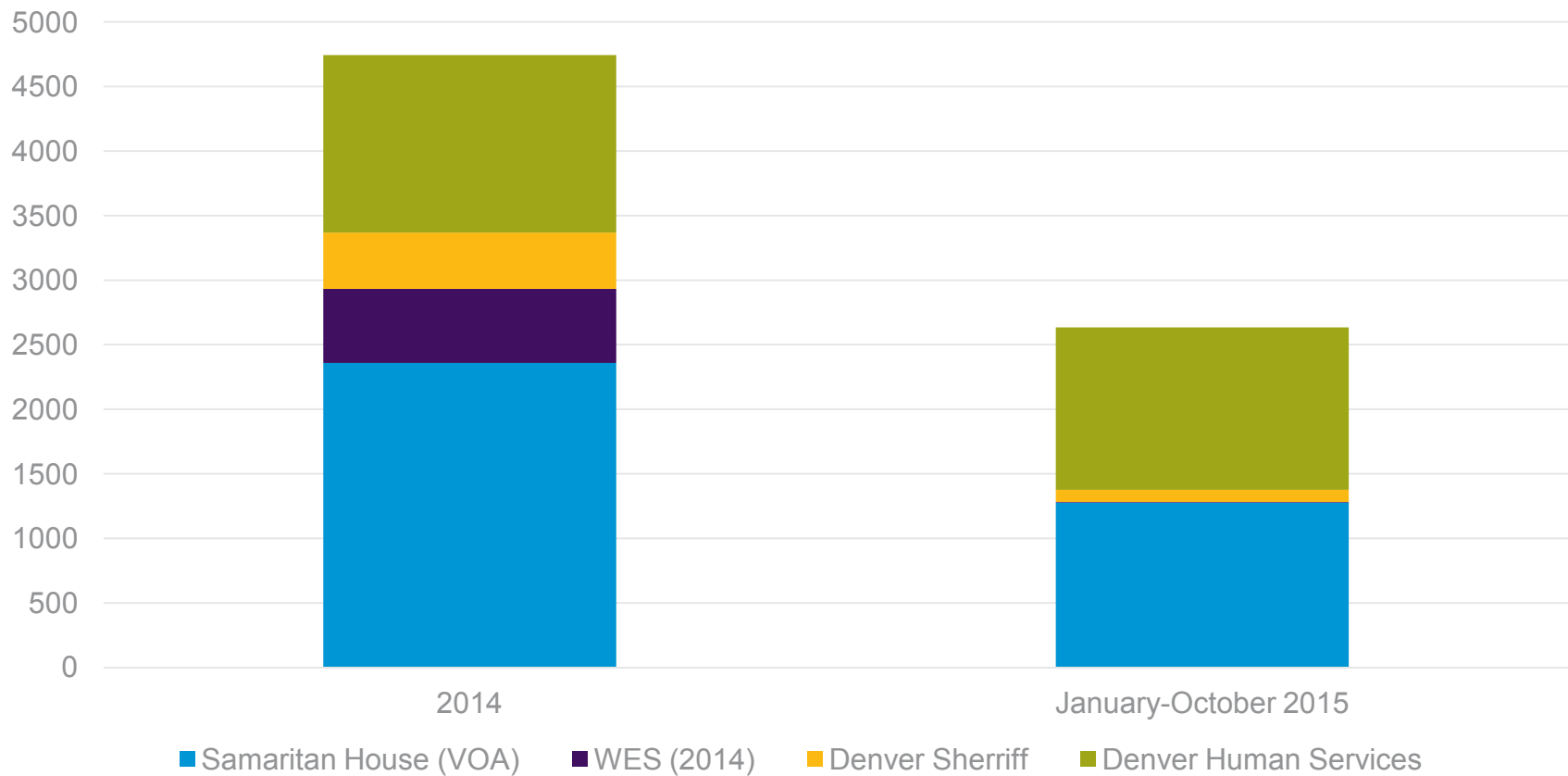




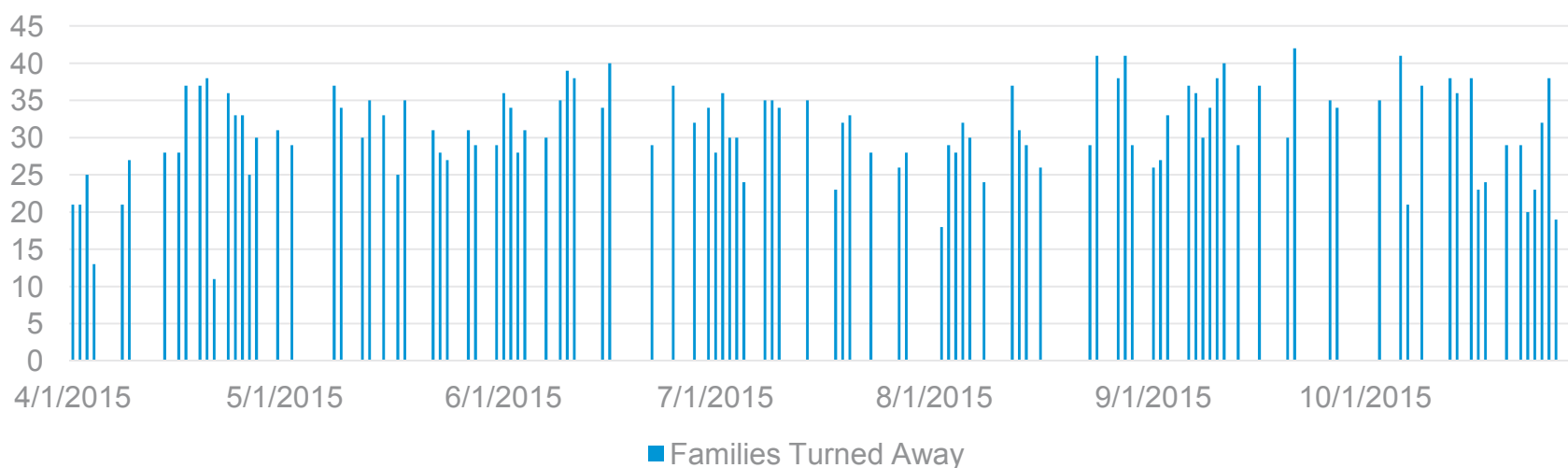
Urban Peak Monthly Overnight Shelter Usage--July '12-Oct '15



DHS Motel Voucher Allocation—2014, Jan-Oct 2015



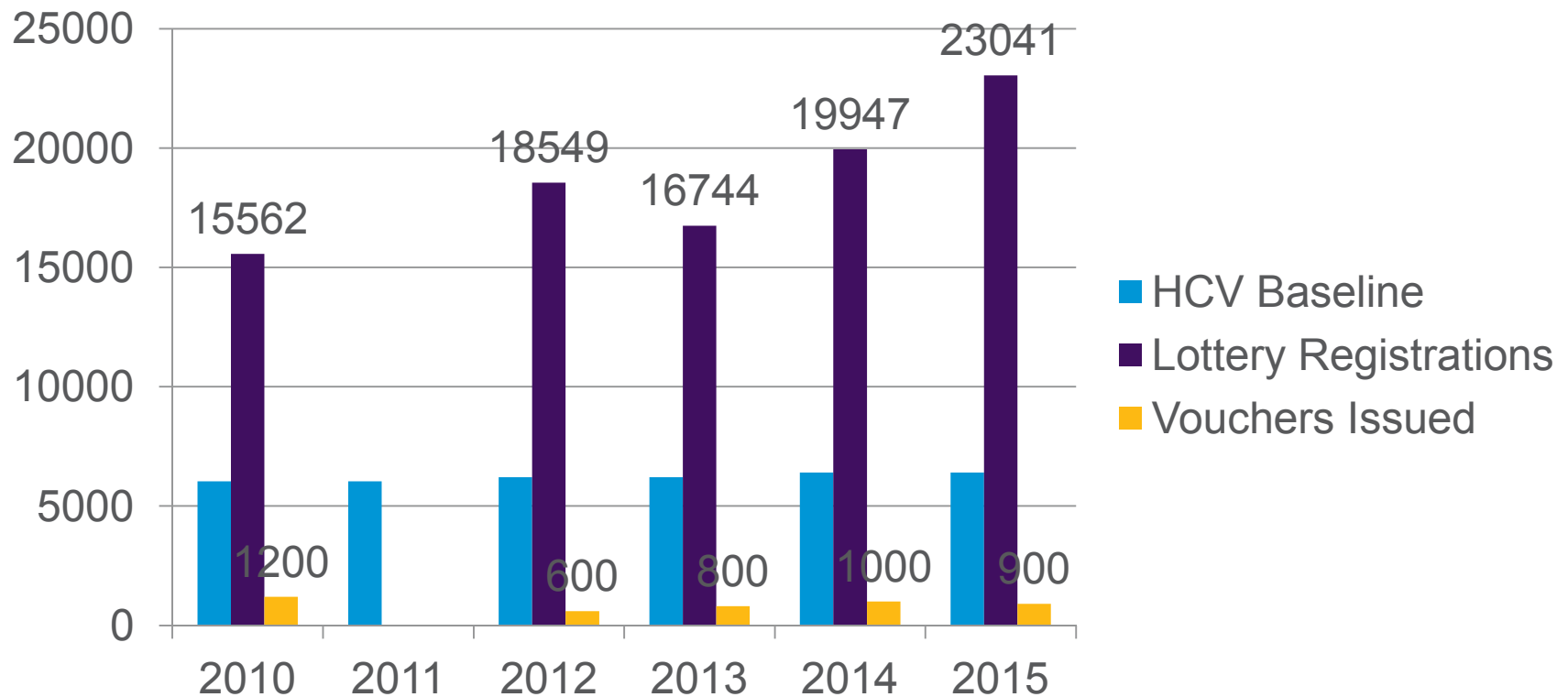
May-Oct 2015, Samaritan House 120 day Shelter Program:  
Families Turned Away



120 Day shelter opportunities are available by drawing when a room becomes available.

- Between May 1 and Oct 31 of 2015 drawings were held only 50% the time.
- When a drawing was held, an average of 31 families competed for the single opportunity to be placed in the room.
- For this program, the odds of obtaining a room for your family on days a drawing is held (50% of all days) is 1:31

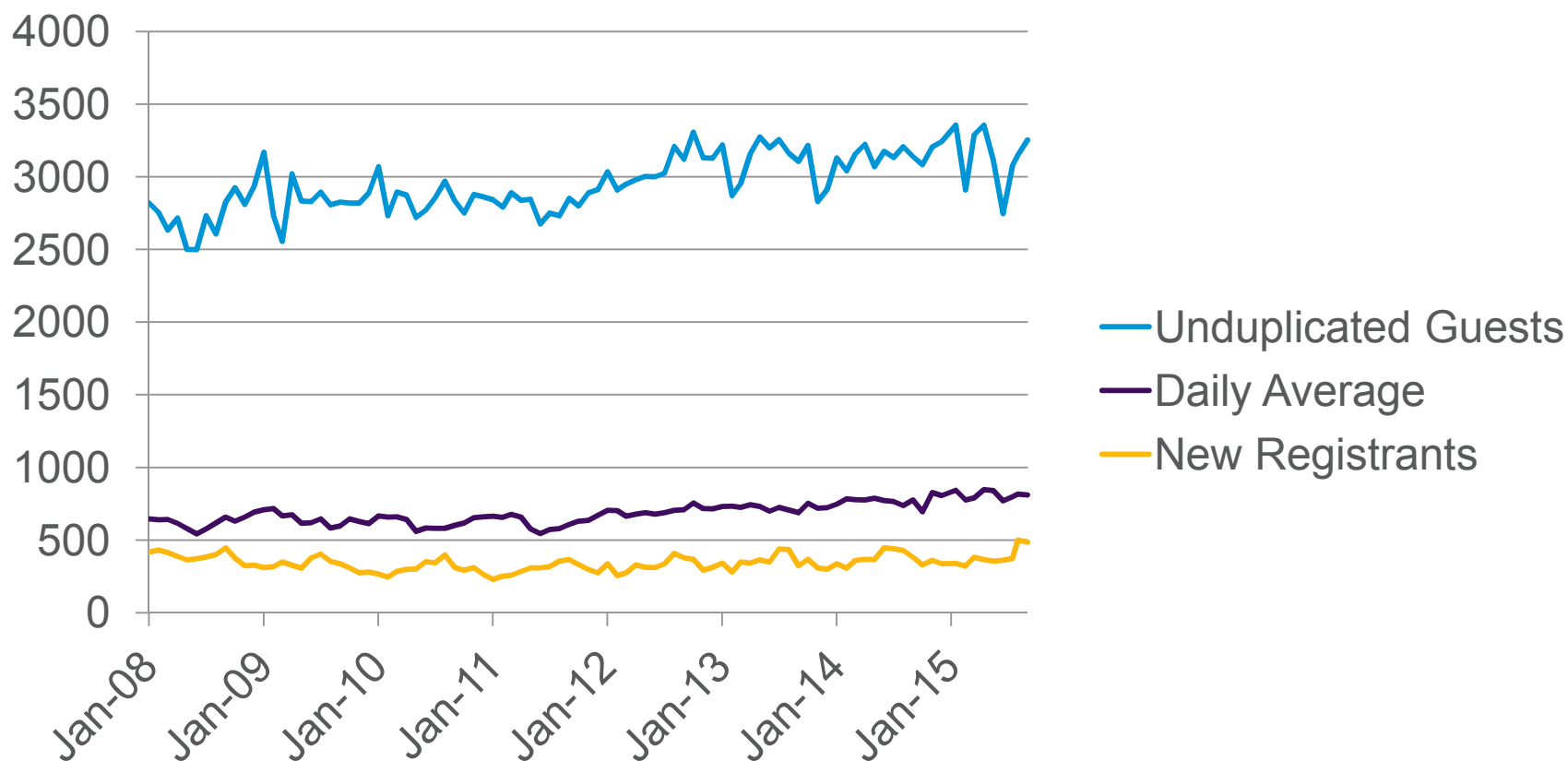
## Denver HCV Voucher Program Clients Served/Unmet Needs





- St. Francis Center is the largest day program site in Denver and serves as a bell-weather of day program use trends. Other day programs include:
  - The Gathering Place
  - Urban Peak at the Spot
  - Senior Support Services
  - Father Woody's Haven of Hope
  - DPL
  - Lawrence St. Community Center

**SFC Day Shelter Usage—Jan 2008-Sept 2015**



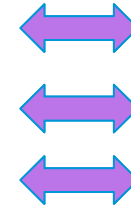
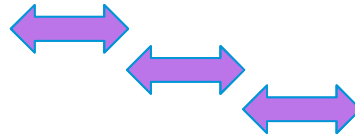
Charter bus transportation is a critical element to overflow shelter programming.

- Charter bus transportation is provided to single adults who are going to overflow shelter (currently, Peoria Shelter).
- Taxi or RTD vouchers are provided to families to arrive to motel accommodations. Urban Peak provides RTD bus transportation to shelter.
- Other shelters operate via pedestrian access.

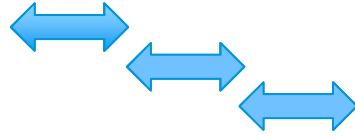
Denver's Road Home currently contracts with BusCo for three busses; each completes three transports. Total # of A to B transports is 9



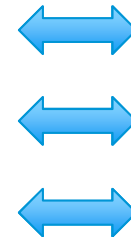
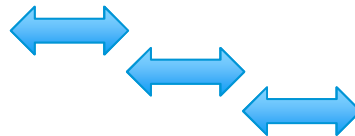
\$830/day, ~\$25k/month



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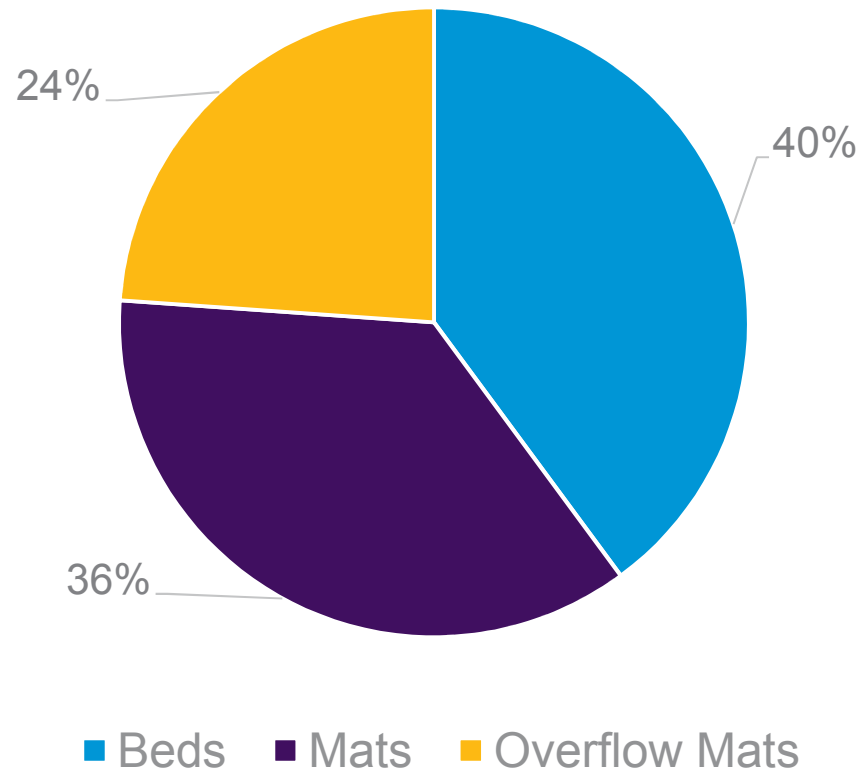
## Single Women

- Single Women stage at Catholic Charities-- Samaritan House
  - Evening meals are provided at Samaritan House
  - 3 bus trips transport up to 150 women
  - Women are returned to St. Francis Center in the morning
  - Women must store belongings at Samaritan House

## Single Men

- Single Men stage at Lawrence St. Community Center
  - Evening and Morning meals are provided at Lawrence St. Community Center
  - Six bus trips transport up to 300 men

## Beds v. Mats for DRH banner shelters



## DRM Mats at Downtown Shelter.



## DRM Mats at Downtown Shelter.





## Catholic Charities Women's Emergency Shelter



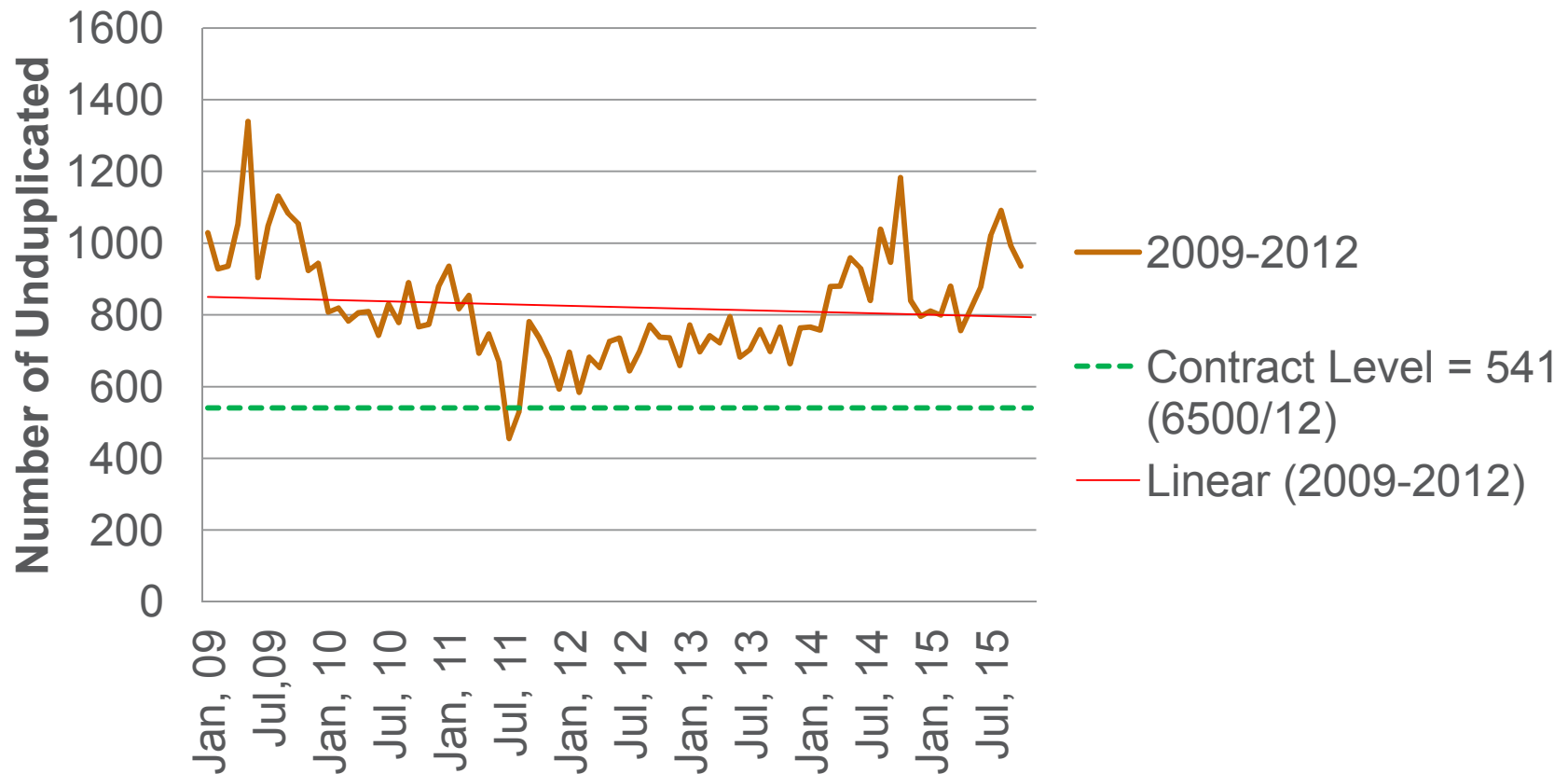
## Emergency Overflow at Peoria



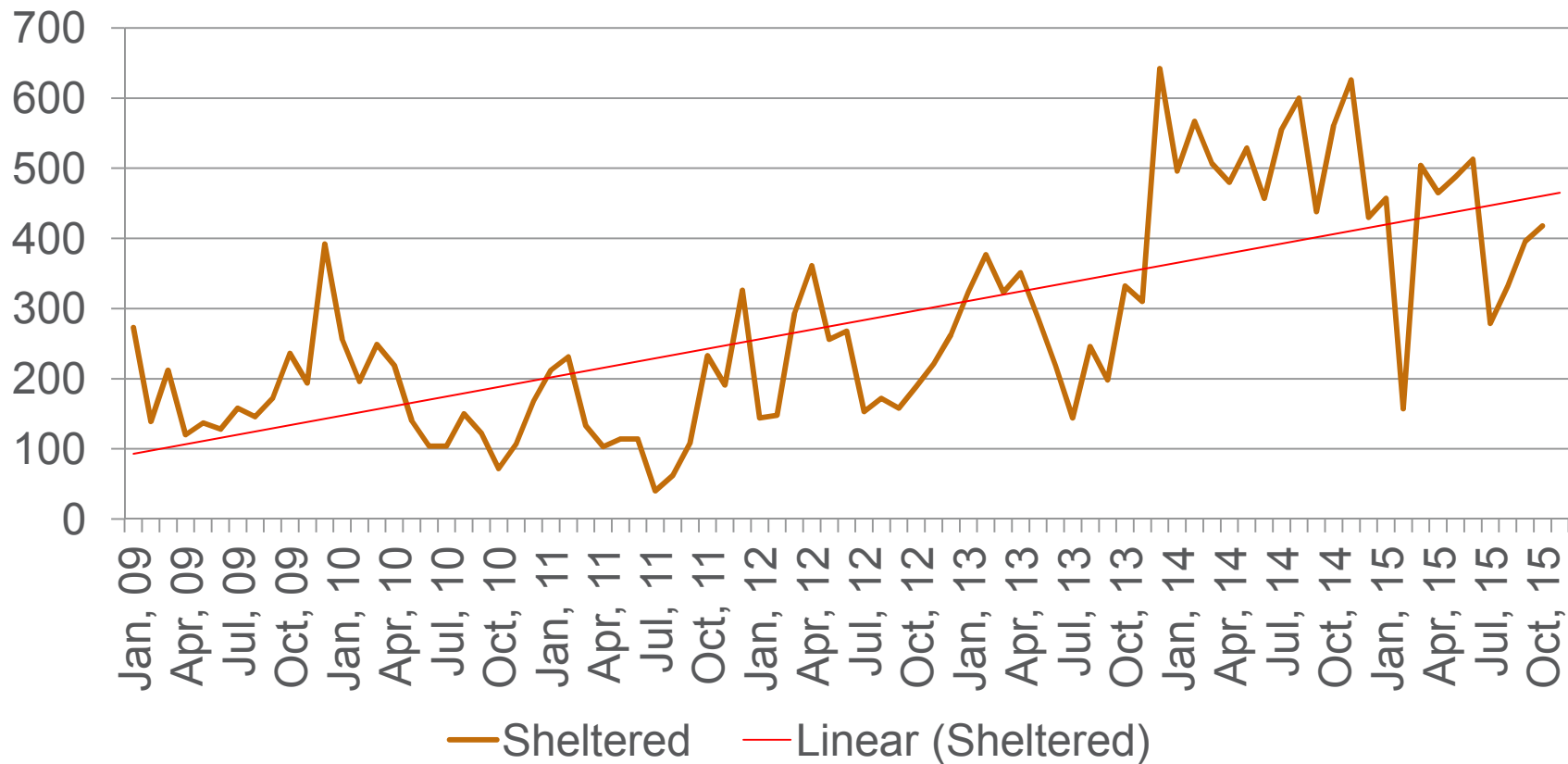
## Street Outreach Staffing

Agency	What is Provided	Funding
Colorado Coalition for the Homeless	6 Outreach Workers 1 Resource Navigator 1 Team Supervisor 1 Outreach Director	Denver's Road Home
Urban Peak (Youth)	5 Outreach workers 1 Team Supervisor	50% Denver's Road Home <b>50% Leveraged funds</b>
St. Francis Center	6 Outreach Workers ➤ 3 Mall, 3 Street 1 Team Supervisor	50% Denver's Road Home <b>50% Leveraged funds (Business Improvement District)</b>
Denver Police	4 Officers	Denver Police
16 <sup>th</sup> Street Mall Ambassadors	General Support	Denver's Road Home @ \$75k each year
Colorado Coalition for the Homeless	2 Behavioral Health Navigators	Denver's Road Home

## Unduplicated Contacts: Jan. 2009-Oct. 2015

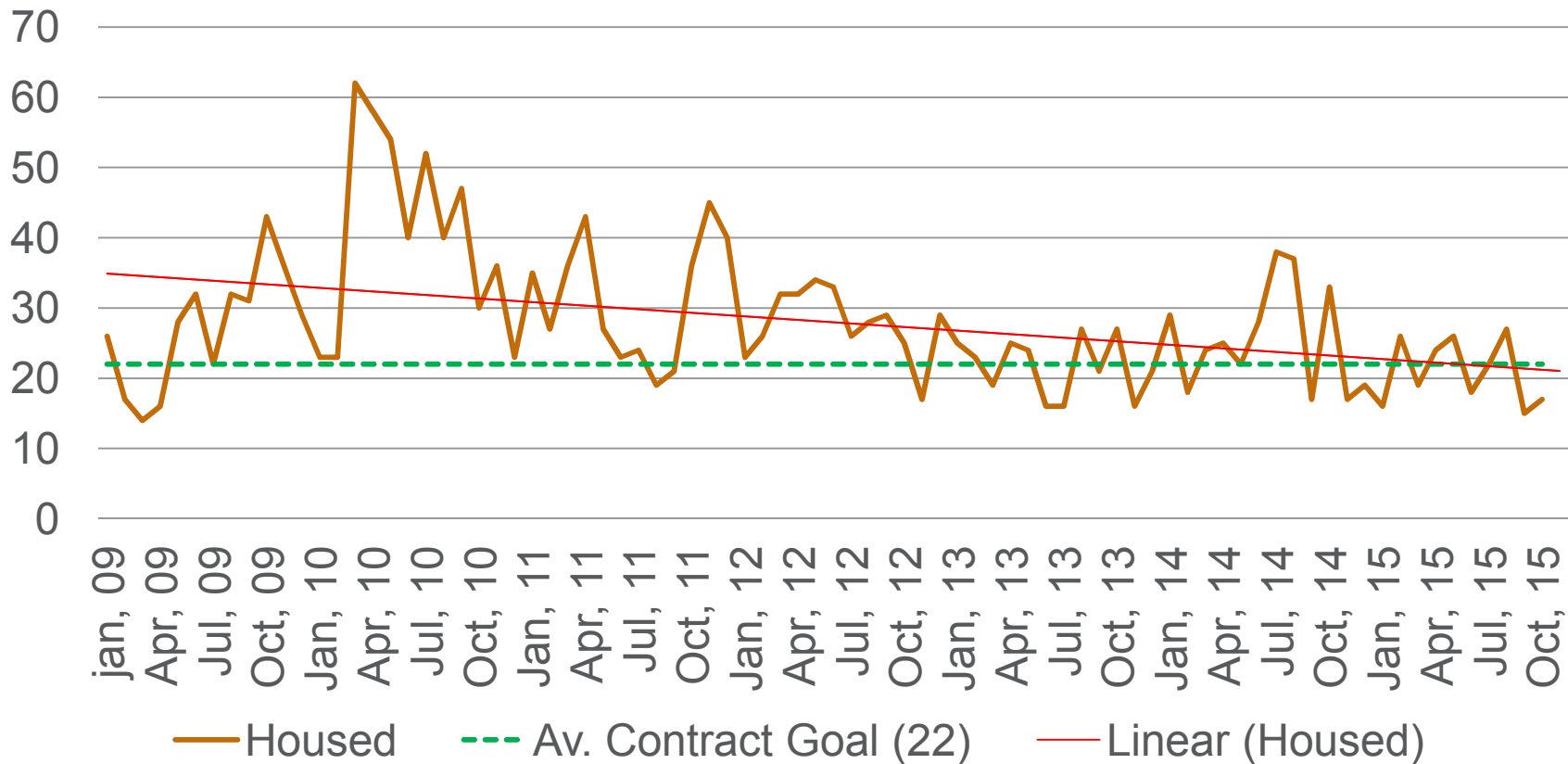


## Sheltered: Jan. 2009-Oct. 2015





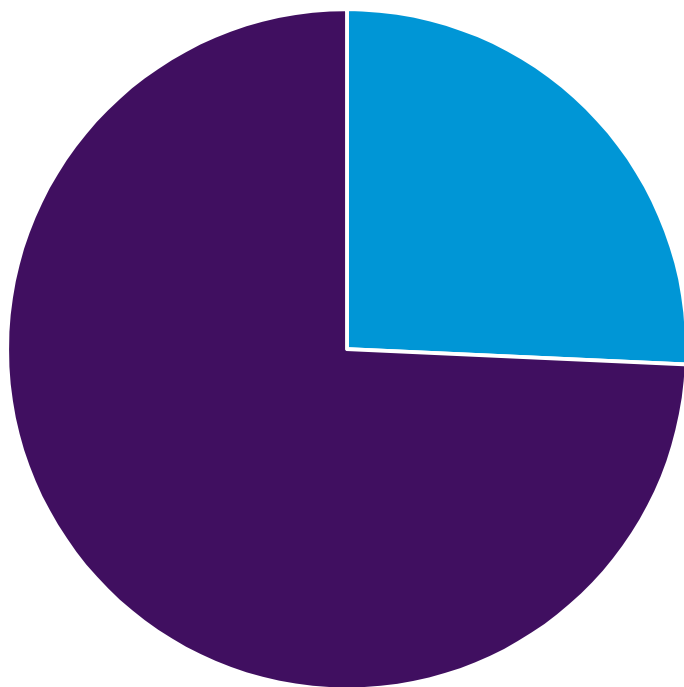
## Housed or Reunified: Jan. 2009-Oct. 2015



# Outreach: Housed or Reunified?

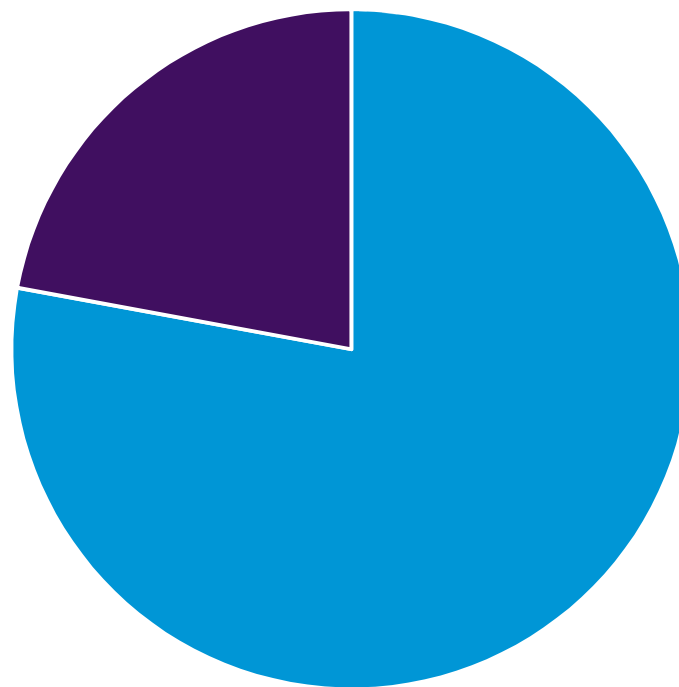
Since May 2015 Outreach has extrapolated housed v. reunified outputs within their total housing outcomes. Not surprisingly, youth are more often reunified.

## YOUTH/Urban Peak



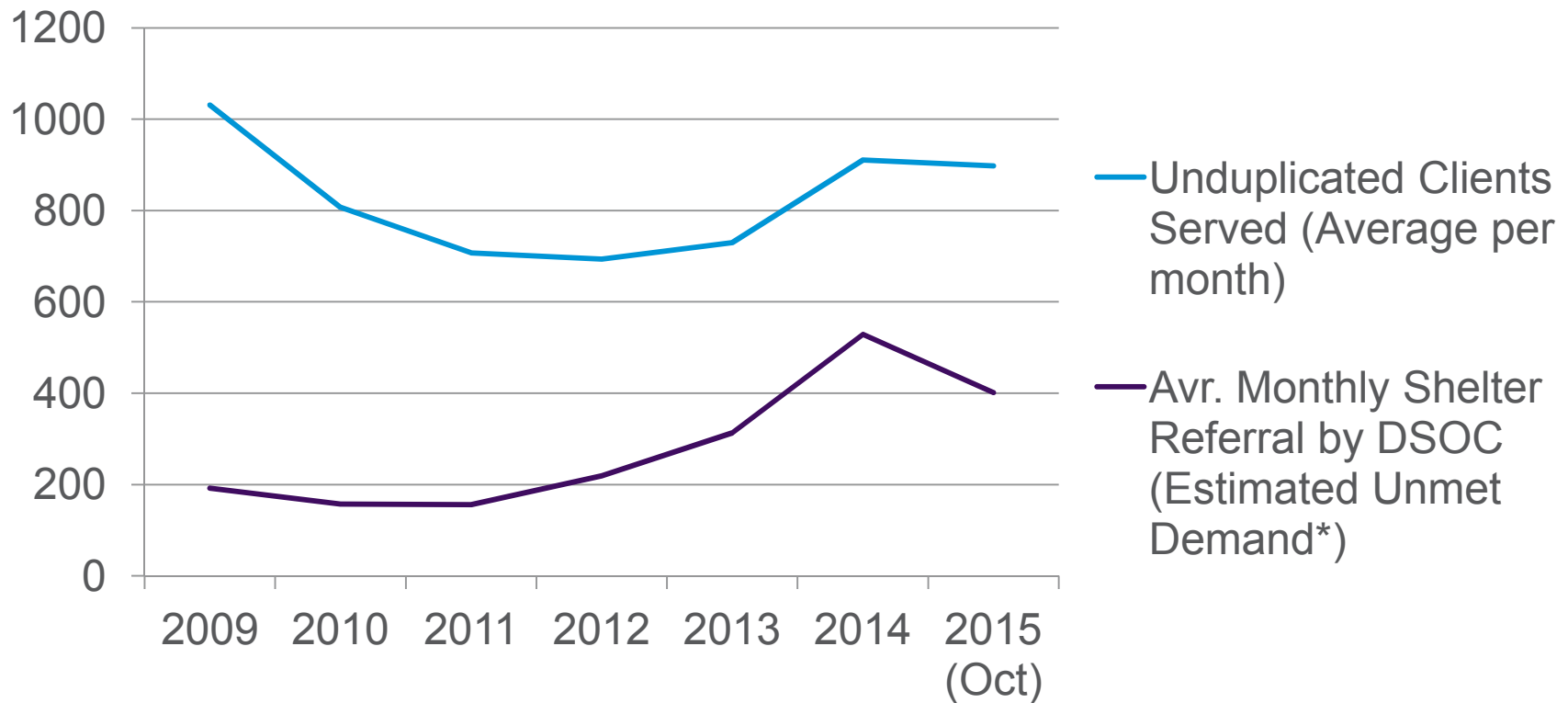
■ Housed ■ Reunified

## ADULT/St Francis, CCH



■ Housed ■ Reunified

## Unduplicated monthly encounters/Denver Street Outreach Collaborative





Two Behavioral Health Navigators were added to the Denver Street Outreach Collaborative in 2015.

- These professionals provide clinical intervention at the street level, bridging treatment opportunity to the Stout Street Health Center and other providers.
- Currently one is licensed, and the other working toward licensure.
- It was very challenging to find candidates for these positions within the Denver labor pool. *One position remained unfilled for three of four quarters of the pilot year.*
  - The pilot has exceeded the goal of engaging 150 individuals in 2015 but struggles to meet its second objective to provide BH health services to 75% of those contacts. Currently, at the end of the 3<sup>rd</sup> Q, the program has achieved only 25% of this contract goal.



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Questions?