

2025 Citywide Goals: All In Mile High Quarterly Update



Safety, Housing, Education, and Homelessness Committee
May 14, 2025

Agenda and Content Summary

- 1st Quarter Updates and Highlights
- 2nd Quarter Upcoming: Contracts and Procurements
- Street Engagement Updates
- AIMH Site Services Updates
- Dashboard Improvements

Key Evolutions for Addressing Street Homelessness in 2025

- Initial focus on Large Encampments evolving to a focus on real time coordination of street engagement services to meet the needs of individuals on the streets;
- Focus on evaluating individuals arriving at AIM sites and charting pathways for their successful exit;
- Enhanced housing, behavioral health, and workforce service delivery through our shelter sites;
- Moving investments from short term shelters towards permanent housing resources

First Quarter Highlights

- Aligned housing, behavioral health and workforce services across AIMH sites citywide
- **1,069*** people moved into shelter
- **482*** people moved into housing

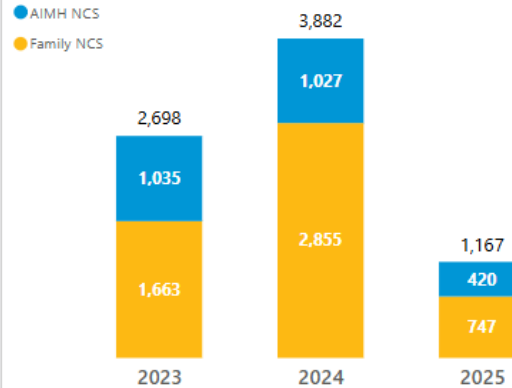
*Data as of 3/31/2025

People Moved to Shelter (through Q1-25)
(AIMH NCS + Family NCS)
Distinct persons since July 2023

5,775

Moves to Shelter (through Q1-25)
(AIMH NCS + Family NCS)

Since July 2023

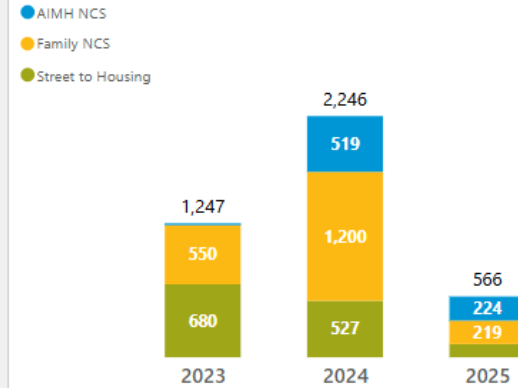


People Moved to Housing (through Q1-25)
(AIMH NCS + Family NCS + Street)
Distinct persons since July 2023

3,700

Moves to Housing (through Q1-25)
(AIMH NCS + Family NCS + Street)

Since July 2023



AIMH Goal 2025 Efforts and Updates

Item	Status
2000 moves to shelter in 2025	1069 as of 3/31
2000 exits to housing in 2025	482 as of 3/31
Complete the Closure of the Radisson Non-Congregate Shelter	Complete on 3/31
Maintain service connection for high acuity clients through Roads 2 Recovery Program	In Process, 76% maintaining connection to date
Procure long-term services for the Roads to Recovery Program through a new RFP	In Process, Applications under review
Launch an integrated software solution to manage Street Engagement Team Deployments to 911 and 311 calls related to homelessness	In Process, June Launch date

AIMH Goal 2025 Efforts and Updates, Cont.

Item	Status
Release a new RFP through HOST for AIMH Shelter, Housing and Street Outreach Services	In Process, June RFP
Solidify the HCC process, memorialize HCC in contracts, complete trainings for HCC staff, and appropriately resource housing exits	In Process
Support and Stabilize households in Rapid Rehousing in Partnership with Housing Connector	213 HH served in under 12 months of programming
Enhance Behavioral Health and substance Use services at sites and in street engagement	In Process, forthcoming CCH contract in Safety Committee again on 5/14
Enhance Workforce Service Offerings	In Process
Convene Quebec Corridor Task Force	In Process, Launched on 4/1
Deploy RV Resolution Program	In Process, Summer Launch

Q2 AIMH Procurements and Contracts

Q2 AIMH Procurements and Contracts

Agency	Services	Timeline
GS	Towing Amendment	Committee on 4/22
HOST	Denver Dream Center Contract	Safety Committee on 4/23
HOST	AIMH Non-Congregate Shelters	Release RFP by 6/1
HOST	AIMH Housing Central Command	Release RFP by 6/1
HOST	Street Outreach Services	Release RFP by 6/1
HOST	TSA Contract Amendments	Crossroads 5/21, Others TBD
DDPHE	AIMH Physical, Dental, and Behavioral Health Services	Committee on 4/23, 5/14
DDPHE	R2R Behavioral Health Services	Submissions under review

Outcomes Based Contracts in HOST RFP

HOST Outcomes Based Contracts Pilot

Current State

Public dollars reimburse costs

HOST staff focus on compliance
and use of funds

Little visibility into results

City spends regardless of impact

Providers spending admin funds on
preparing complex invoices

Spending is equated with success

Future State

Public dollars pay for outcomes

HOST staff focus on data-informed
performance management

Full transparency around results

City spends in line with impact

Providers spending admin funds on data
collection and performance
improvement

Paying for outcomes drives success

AIMH Physical, Dental & Behavioral Health Services

Title	Approves a contract with the Colorado Coalition for the Homeless (CCH) for a total award amount of \$1,176,265 with an end date of 12-31-25 for providing physical, mental, and behavioral health services to clients at the non-congregate hotel shelter locations in Denver, citywide (ENVHL-202578619).
Description	The contract covers primary care, mental and behavioral health services, and some specialty services to all clients residing at All in Mile High non-congregate hotel shelters and micro-communities in the City in 2025. The services will be provided by the CCH medical team. DDPHE will work with CCH to assess the service needs for clients and will plan to augment this contract or bring additional contracts to fill any identified service gaps later in 2025.
Scope of Work	<ul style="list-style-type: none">• One full-time nurse care coordinator at non-congregate sites to provide intake, assessment, and triage to the appropriate services for clients. Leveraging both the Health Outreach Program (HOP) and its Street Medicine Team, CCH will visit at least one micro-community or hotel per business day as dictated by level of client need.• Services will generally be provided at micro-community sites between the hours of 8am-4pm, as determined by level of client need. Schedules may vary based on the size and unique needs of each micro-community.• Provide onsite Medication-Assisted Treatment (MAT), in compliance with all Federal, state, and local regulations and laws, in combination with counseling and behavioral health therapies specifically supporting people with opioid use disorders (OUDs).• Provide psychiatric support for people living with psychiatric diagnoses including but not limited to depression, post-traumatic stress disorder, anxiety disorders, and other psychiatric conditions.

AIMH Street Engagement Updates

Street Engagement Updates

2025 focus shifted from encampments a focus on real time coordination of street engagement services to meet the needs of individuals on the streets in real time each day.

377 AIMH NCS intakes in Q1 2025 – the largest single quarter total since December 2023

March Street Engagement Data from Downtown:

- 1,700 contacts made by HOST, DDPHE, P&R, and external partners
- ~ 600 Narcan kits, ~1400 bus passes distributed
- 9 sober living connections
- At least 11 placed in NCS/MC

Quotes from Staff Reports

"Success was being able collaborate with other outreach teams and get another unhoused individual indoors and seeing hope in that individual's eyes."

"Was able to get two client into temporary housing that have been living in the BID district for 3yrs and one of the clients was pregnant."

"It's always lovely to have nurses out with us. They are such an incredible/needed addition"

"Areas clean, appropriate behaviors observed in appropriate spaces "

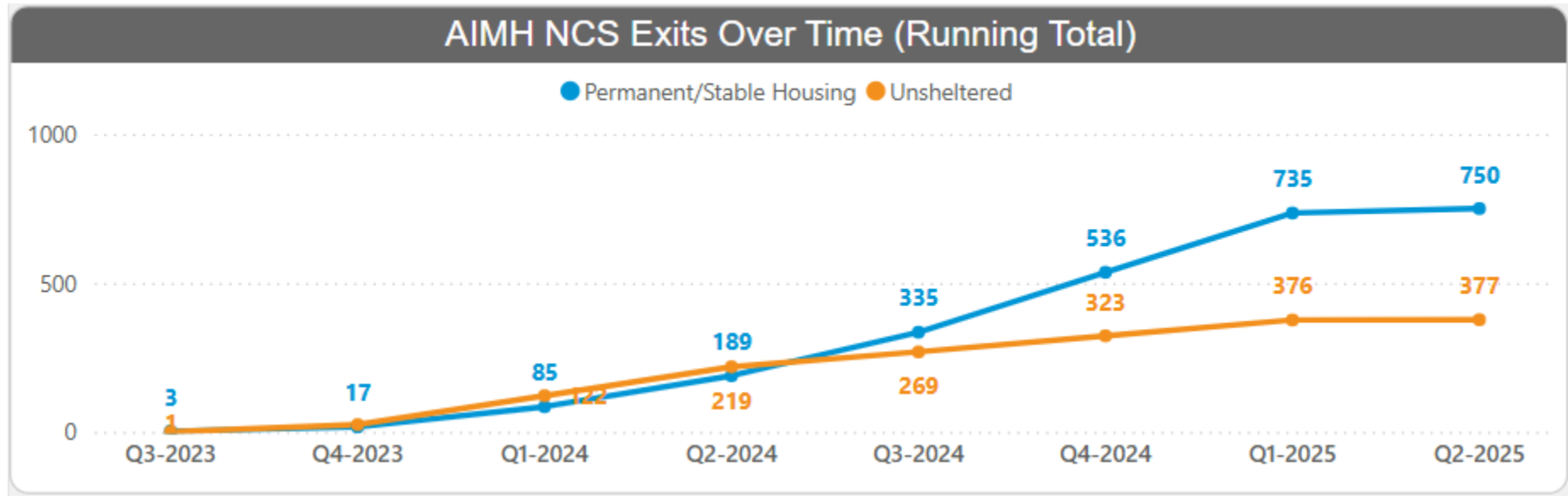
RV Resolution Planning Efforts

- 2025 HOST budget includes \$250,000 for RV Resolution
- RV Resolution is based on the Encampment Resolution Model which brings together existing code enforcement teams with street outreach teams, and focuses on getting people indoors AND removing the RV from the streets
- Planning is currently underway and beginning in summer 2025, we will aim to serve up to 150 people living in vehicles/ RVs through this effort

AIMH Site Service Delivery Updates

AIMH Sites Housing Exits by Quarter

Exits to Housing continue to outpace exits to the streets.



DDPHE: Behavioral Health Service Updates

- Contract with CCH in Safety committee on 4/23 and 5/14
- Developed virtual “intake” form, can be used by anyone to get people into services with CCH
- Consultation and waiting room for CCH at The Aspen flooded, working to get back online
- Working on staffing plan with CCH to address client needs at other AIMH locations
- Updated numbers for service delivery will be available monthly starting in June 2025

DEDO: Workforce by the Numbers

Action	Q1	Total (as of end of April)
Number of referrals through RRH	45	80
RRH Initial Assessments	27	39
RRH Customers actively applying for jobs	20	24
RRH Customers working	5	9

Work, Training, Challenges and Ongoing Events

Work

- Car dealership
- Delivery driver
- Day labor
- Retail

Training

- Construction pre-apprenticeship
- Certified Nursing Assistant
- High School Diploma
- Tree care pre-apprenticeship
- Forklift Certification

Challenges

- Communication and technology
- Mental health/substance misuse
- Drivers license

Events

- Monthly NextStep Employment Job and Resource Fairs
- Weekly classes at the Central Library

Dashboard Improvements

Summary of Dashboard Improvements

- New dashboard allows for reliable automation and long-term integrity
- New dashboard measures systemwide progress (including families) towards our ultimate-goal of ending street homelessness in Denver
- New dashboard shows year over year progress in addition to total progress since July 18, 2023
- New dashboard has a longer-term shelf-life and is less directly connected to a point in time when our city was full of encampments
- New dashboard more directly reflects the breadth of Denver's investments and programs working to reduce street homelessness



PROGRESS DASHBOARD

Citywide progress toward our goal to end street homelessness in Denver. Data displayed includes shelter system and street engagement efforts since July 18, 2023.

People Moved to Shelter

Distinct persons since July 2023

6,716

People Moved to Housing

Distinct persons since July 2023

5,371

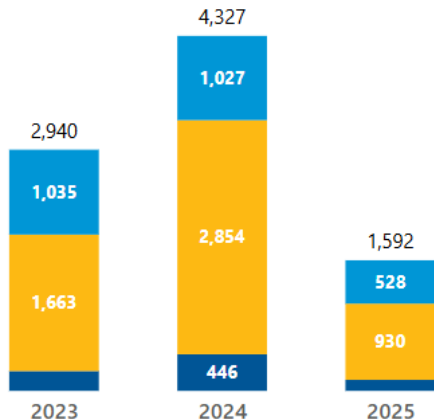
Moves to Shelter

Since July 2023



Sheltered to:

- AIMH NCS
- Family NCS
- Other NCS



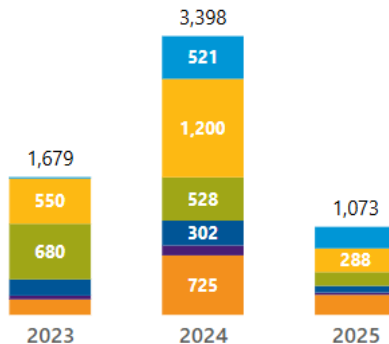
Moves to Housing

Since July 2023



Housed from:

- AIMH NCS
- Family NCS
- Street to Housing
- Other NCS
- Family CS
- Other CS



Moves to Shelter and Moves to Housing bar charts reflect the total number of moves and do not count distinct persons; there may be multiple moves per person.

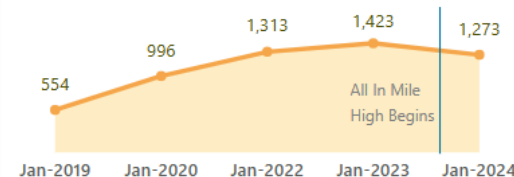
Decrease in Unsheltered Homelessness

From January 2023 to January 2024



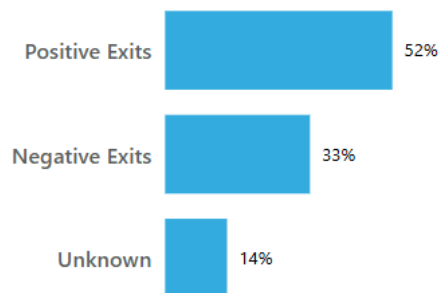
11%

Point-in-Time (PIT) Count for Unsheltered Homelessness
*2025 data coming soon



Exits from Shelter

Exits from AIMH NCS since July 2023



[Click for Definitions](#)



Last Data Update
5/5/2025 1:37:53 PM

Appendix

Inter-agency coordination

The following agencies are working within a coordinated Homelessness Response System focused on connecting people from the streets to shelter, housing, and long-term services to end the cycle of street homelessness in Denver.

Service Type	Housing	Health	Employment / Income	Real Estate	Site Support	Safety
Lead City Agency	HOST	DDPHE	DEDO	DOF	GS	Department of Safety
Core Services	Outreach Shelter Ops Intake/ Referrals Navigation Stabilization	Case Management (R2R); Behavioral Health; MAT /MOUD; Physical Health; Dental Health	Employment Coaching and Workforce Training targeted to those placed in RRH through CTI	Leases (leased and owned)	Repair, maintenance, security	Priority response

Lessons learned and key evolution: Evaluating Individuals Arriving at AIM Sites, and Charting Pathways for Their Successful Exit

- All new guests are evaluated in terms of physical and behavioral health acuity, in addition to evaluations related to housing assessments and income/benefit acquisition outlook.
- These data allows the Housing Command Center to accurately route folks to successful exits based on their individual needs

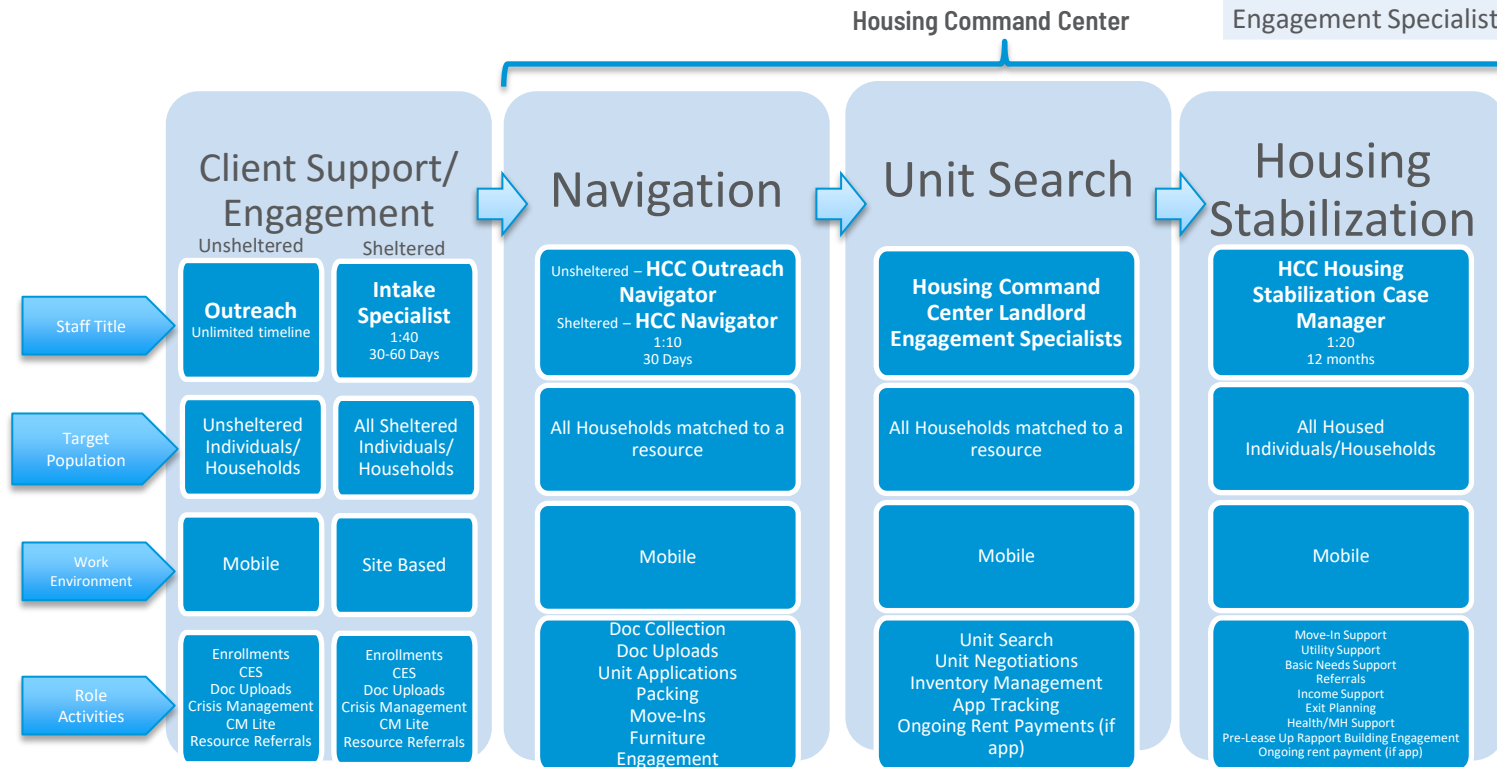


Aligning contracts to achieve Housing Outcomes

- Targeting 2000 exits to housing through All In Mile High in 2025
- Three key housing service functions will appear in 2025 contracts:
 - 1) Intake Specialist – orientation to AIMH site, vital doc Aq, and housing assessments
 - 2) Housing Navigators – support PEH with getting connected to housing resource and unit
 - 3) Housing Stabilizers – support former PEH once they enter unit to stabilize and maintain unit
- Realigning contracts to ensure uniformity in service delivery and outcomes to be coordinated through Housing Command Center efforts

Lessons learned and evolution: System coordination for housing outcomes

Staff Role	2025 FTEs
Intake Specialist	23
Navigators	12
Housing Stabilization CMs	28
Landlord Engagement Specialists	5



"HCC" = Housing Command Center

Physical and Behavioral Health Service Delivery via DDPHE

- DDPHE staff and contracted partners to begin service delivery at AIMH sites beginning October 1, 2024 – refined in Q1 2025
- Clients will be assessed to determine acuity levels and appropriate service intervention (primarily via CCH intake to identify behavioral health needs)
- Services will include:
 - Care-coordination via CCH to primary care, behavioral health, MAT/SUD treatment, psychiatry, and dental services for lower acuity clients
 - Intensive case management and treatment provision for those with high acuity Mental Health/ Substance Use Disorder as capacity allows

AIMH DDPHE CONTRACTS

CCH Extension of current service contract – Q1 2025

CCH amendment to include enhanced behavioral health and SUD services – Q2 2025

New contracts and amendments to address gaps and other service needs Q2 – Q4 2025



AIMH Services Available from Denver Workforce Development

- Three self-serve workforce centers in Downtown Denver, Montbello and DEN
- Career Coaching
- Priority Populations Team
- Contracts Team provides grants to 22 local nonprofits including:
 - Servicios de la Raza
 - Second Chance Center
 - GRID Alternatives
 - Cross Purpose
 - Activate Work

AIMH Rapid Rehousing Referral to Denver Workforce

Created a referral form for AIMH participants placed into rapid rehousing to be connected to a Priority Population Program Administrator

Participants will be triaged based on their desire for training and employment or solely employment

- Participants who are interested in training will either receive a Workforce Innovation and Opportunity Act (WIOA) referral, a referral to a contracted partner or a nonprofit providing the type of training they are interested in
- Participants who would like to go straight to employment will join the **NextStep Employment Initiative**

AIMH Referral to Denver Workforce Continued

NextStep Employment Initiative Includes:

- Workshops covering:
 - Resume writing, addressing employment gaps, and identifying transferable skills
 - Interview skills, communication, and professional etiquette
 - Job search strategies, networking, and long-term job retention tips
- Monthly NextStep Employment and Resource fairs including:
 - Career coaching
 - Employer booths
 - Resource hub
- Follow up services: Participants will have access to up to three one-on-one career coaching sessions and support from the Denver Workforce Centers after training to help them transition smoothly into employment