

The Salvation Army – Non-congregate/ Congregate Shelter Activities at Double Tree (4040 Quebec)

Safety, Housing, Education, & Homelessness Committee

November 15, 2023

Angie Nelson – Deputy Director of Housing Stability and Homelessness Resolution

Department of Housing Stability (HOST)

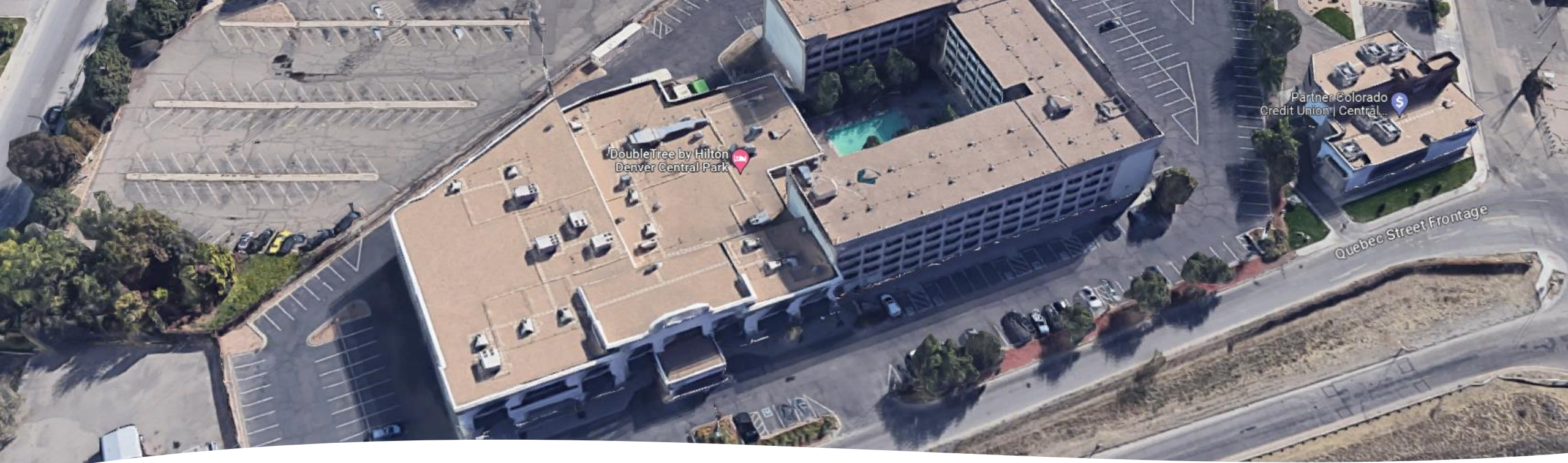


DENVER
HOUSING STABILITY

Action Requested Today

Approval of the following:

- #23-1751- Approval of a contract agreement between The Salvation Army (TSA) and the Department of Housing Stability (HOST) for \$10,090,903 from the Homelessness Resolution Fund, to be utilized for the purpose of providing all required management and oversight of emergency shelter at 4040 Quebec St, Denver CO 80216, for people experiencing unsheltered homelessness through 12/31/24.



4040 Quebec

- The hotel includes 300 rooms, multiple large conference rooms, a full kitchen, commercial laundry, and guest laundry.
- Lease Agreement and Option Agreement Passed Council on 11/6



What is Non-Congregate Shelter

Non-congregate Shelter (NCS) is:

- Non-congregate environments are locations where each individual or household has living space that offers some level of privacy such as hotels, motels, or dormitories.
- NCS sites provide residents with meals, private bathrooms, laundry access, Case Management and housing navigation resources



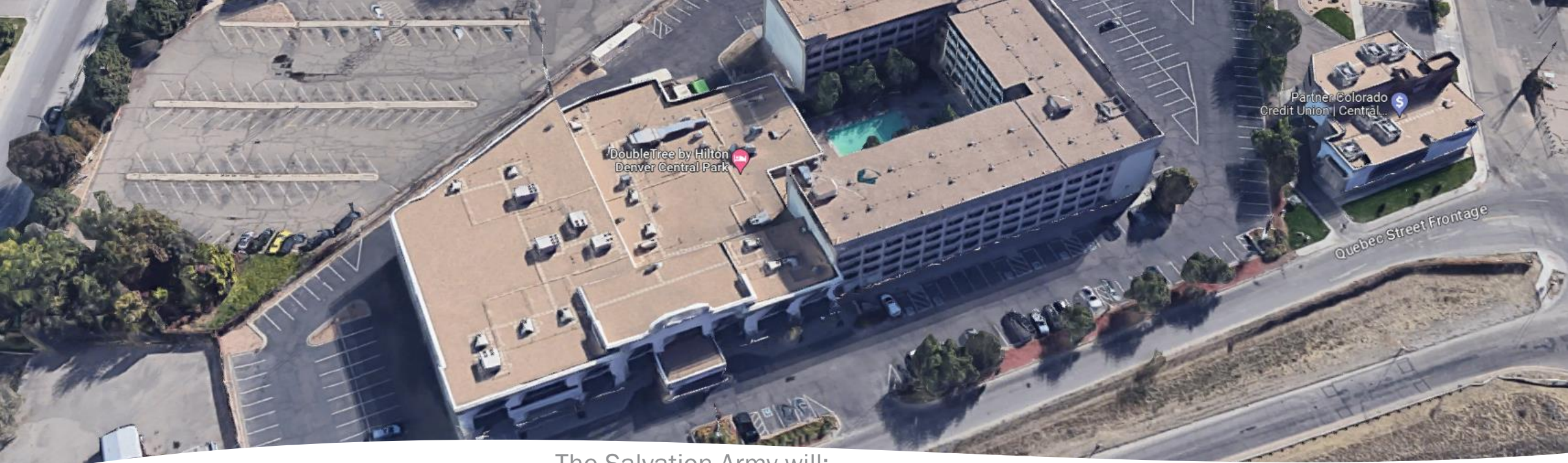


What is Emergency Congregate Shelter?

During cold weather events, there's an increased need for emergency congregate shelter to ensure that people experiencing unsheltered homelessness have access to a location that provides a safe, warm and comfortable space to spend the night. These typically look like rows of cots/mats for people to spend the night in.

Contract Overview

- \$10,090,903 in Homelessness Resolution Fund for a term of 12/1/23 -12/31/24
- TSA will serve approximately **1,000 unique households annually with Non-Congregate Shelter (NCS)**.
- Designated Congregate areas such as the hotel ballrooms may be utilized as **emergency and/or overflow congregate shelter for up to 300 individuals**. Congregate areas may be operated by TSA and/or with other service providers.
- Serve all **diverse populations** including but not limited to men, women, young adults (aged 18-24), and individuals who identify, express, and present as transgender, non-binary, and/or gender nonconforming.
- Supports **HOST's Five-Year Strategic Plan** goal to reduce unsheltered homelessness by 50% by 2026.
- Ensures that People Experiencing Homelessness have a safe space to reside during **cold weather events**.
- Supports the Mayor's goal to bring **1000 people experiencing unsheltered homelessness indoors** by the end of 2023.



Contractor Role

The Salvation Army will:

- Ensure that the shelter (both congregate/non-congregate) is safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests.
- Provide meals for guests that align with public health guidelines and nutritional quality, in alignment with ServeSafe guidelines and all public health requirements for food safety.
- 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.



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Client Services

Client services include but are not limited to:

Non-compulsory case management meetings. Inclusive of direct, on-site provision of and/or partnerships and referral pathways to wraparound, housing-focused supportive services such as:

- 24/7 Guest Services available
- Mental health support
- Substance misuse treatment
- Workforce training
- Assistance securing and/or submitting the necessary documents, replacing vital identification documents
- Assistance obtaining benefits and income acquisition,
- Applying for subsidized housing
- Connection to physical health services
- Facilitating a smooth transition to long-term housing programs, including enrolling the client in rent assistance and case management services, meeting with individuals as they prepare for move-in, setting up utilities, assisting with transportation and support during lease signing.
- Transportation to necessary appointments

Site Operations

Site Operations include but are not limited to:

- 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.
- **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 a safe environment)
- Parking, internet, television, telephone, storage will also be provided to guests
- All clients will be provided with **3 meals per day**
- Access to **laundry services**, a weekly linens change (minimum)
- Option to bring their vaccinated and **non-aggressive pets** with them to the shelter.

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The Salvation Army (TSA) Operating Agreement at 4040 Quebec

Contract Term	12/01/2023 – 12/31/2024
Funding Source	Homelessness Resolution Fund
Contract Amount	\$10,090,903.00

Scope of Work

- TSA in partnership with other designated services providers will provide operations and programmatic Non-Congregate and Congregate shelter activities at this site from 12/1/23 – 12/31/24
- TSA will serve approximately 1,000 unique households annually for areas serving as a Non-Congregate Shelter.
- Supports HOST's Five-Year Strategic Plan and Mayor's goal to bring 1000 unsheltered PEH inside by end of year.

Questions?