

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: 10/3/24

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 contract between the City and County's Department of Housing Stability (HOST) and The Salvation Army (TSA) to reduce the contract by -\$808,000.00 for a total contract amount of \$9,282,903.00, and extend the term of the contract through March 31st 2025. This contract and the Homelessness Resolution Funds associated are to be utilized to continue to provide the required management and oversight of the emergency shelter located at 4040 Quebec St, Denver CO 80216, for adults experiencing unsheltered homelessness (HOST-202476261-01).

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 Bengert	Name: Chris Lowell
Email: Evangeline.Bengert@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) in partnership with other designated service providers will continue to provide operations and programmatic Non-Congregate Shelter (NCS) and Navigation Campus activities at 4040 Quebec St, Denver CO 80216, known as The Aspen.

TSA will continue to utilize a low barrier housing first model designed to maximize exits in to permanent or stable housing for this contract. TSA serves 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. Non-congregate shelter guests will continue to have access to case management meetings, with a focus on housing outcomes, and referrals to supportive services such as substance misuse treatment, mental health support, workforce training and income and benefit acquisition. All interactions with clients will be guided by trauma informed best practices and a client-centered lens. In addition to supportive services, all clients will be provided with 3 meals per day, community spaces, weekly linens change, and the option to bring their pets with them to the shelter.

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The Aspen hosts various external providers to provide supportive services to its guests: The Colorado Coalition for the Homeless (CCH) provides medical care to guests on a weekly basis, via an onsite clinic and their HOP Van. The Community Economic Defense Plan (CEDP) offices out of The Aspen to provide a voucher administration program for eligible guests to support their transition into permanent housing.

Since opening its doors in December 2023, the program has served 497 unique individuals in it's NCS capacity and has seen 110 permanent or stable housing outcomes.

In addition to operating as an NCS site it served an average of 252 per night over 20 nights of Cold Weather Activation during the 2024 Winter season.

The proposed amendment would ensure shelter operations through March 31st 2025. In addition to extending the term, HOST is taking the following steps to ensure the continuation of successful shelter exits:

- Introduction of the Housing Command Center (HCC) which will coordinate housing exits and housing focused case management
- In conjunction with the HCC model, HOST will provide training on a Modified Critical Time Intervention Model to ensure referrals to appropriate services.
- Collecting guest feedback to ensure guests continue to feel they are safe and the services are meeting their needs.
- Ensuring a secure point of entry and exit, including a security screening.

The impact of the continuation of this contract will result in a reduction in unsheltered homelessness and improve the shelter system towards rehousing.

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

7. **City Council District: 8**

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

Key Contract Terms

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

Vendor/Contractor Name (including any dba's):
The Salvation Army

Contract control number: HOST-202476261-01

Location: 4040 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):

Parent Contract Number: HOST-202369627 12/01/2023 – 12/31/2024

New Contract Number: HOST-202476261-01 12/01/2023 – 3/31/2025

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

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<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$10,090,903.00	-\$808,000.00	\$9,282,903.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
12/1/2023-12/31/2024	3 months	03/31/2025

Scope of work:

SERVICES DESCRIPTION

- A. TSA in partnership with other designated services providers will provide operations and programmatic Non-Congregate and Congregate shelter activities at this site from December 1, 2023, through March 31, 20254.
- B. TSA will serve approximately 1,000 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.
- C. Designated Congregate areas such as the hotel ballrooms may be utilized as emergency and/or overflow congregate shelter for up to 300 individuals.
 - a) Congregate shelter capacity may be revised based to meet Denver Fire and Community Planning and Development, and/or public health requirements.
 - b) Congregate areas may be operated by TSA and/or with other service providers.
 - c) HOST may request TSA to activate congregate shelter and TSA will discuss the congregate shelter request with HOST. If TSA does not want to operate the congregate shelter, HOST may select a different partner to operate the congregate shelter.
- D. 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.
- E. Programming Services
 - a. All shelter areas will utilize a 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 a safe environment
 - b. Referrals to Non-Congregate shelter will be provided by city outreach to those experiencing unsheltered homelessness including:
 - i. Guests that may already have an identified housing exit for supportive housing, vouchers, or other housing assistance,
 - ii. Additional referral sources for the NCS program will be considered together with, and require the approval of, the City of Denver
 - c. Orientation and intake, including HMIS intake assessments, will be completed for each new guest including provision of a Guest handbook/expectations document.
 - d. Non-compulsory case management meetings will be offered, at a minimum weekly, for guests including at a minimum:
 - i. Direct, on-site provision of and/or partnerships and referral pathways to wraparound, housing-focused supportive services, inclusive of:
 1. Mental health support,
 2. Substance misuse treatment,
 3. Workforce training,
 4. Income acquisition
 5. Engagement with guests at least once a week to identify housing barriers and solutions and to provide financial assistance as needed.
 6. Housing Navigation will engage, recruit, maintain landlords, supports lease-ups, provides mediation, and coaches tenancy skills.

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7. Partner with organizations providing housing options leveraged through regional navigation campus, including supportive housing pipeline, vouchers through the Denver Housing Authority, the State Division of Housing, and other rehousing assistance as determined
 8. Shelter services staff will follow a Modified Critical Time Intervention Model and all services staff will be trained in this model of care.
 9. All housing exits and housing focused case management efforts will be coordinated by HOST's Housing Command Center.
- e. Staff will be trained in de-escalation and safety procedures, as well as provide safe, equitable, and trauma informed services, including:
 - i. Training for all staff will include Non-Violent Crisis Prevention and Intervention (CPI) and Cardiopulmonary Resuscitation (CPR).
 - ii. Use a trauma-informed and client-centered approach to engage vulnerable populations.
 - iii. Support and provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice
 - iv. Provide resources and connections in the community for guests needing assistance with Activities of Daily Living (ADL).
 - f. Guest feedback stations will be required on site and feedback will be reviewed regularly between HOST and the provider.
 - g. Full operating capacity is subject to TSA's ability to maintain the standard level of care in maintaining a safe work and shelter environment.
- F. NCS Operations
- a. Shelter Operations investments facilitate environments that are safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests. Funding for shelter operations at this site include support of the day-to-day hospitable functions of NCS shelter areas, including the following.
 - i. Linen laundry services that shall provide laundered linens at minimum every seven (7) consecutive days of guests' stay (or as needed)
 - ii. Basic maintenance support
 - iii. Room amenities such as on-site parking (and parking management), internet, television, and telephone
 - iv. Meals
 - v. Coordinating with security provider to ensure a secure point of entry and exit and screening to ensure registered guests only are accessing the Non-Congregate Shelter facilities.
 - vi. Custodial support including sanitization of common areas
 - vii. Pest control
 - viii. Storage
 - ix. Vaccinated and non-aggressive pets will be allowed at the facility
 - x. Transportation/transfers of guests
 - b. TSA and HOST will adhere to the Responsibility Matrix of Facility Related Services in Appendix A (see attached excel document).
 - c. TSA will provide meals for guests that align with public health guidelines and nutritional quality. Meal preparations services include:
 - i. 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.
 - ii. Provide all utensils and serving supplies.
 - d. 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.
 - e. 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.
 - f. 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? ☒ No If not, why not?

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The City and County of Denver executed this contract under an Emergency Declaration for the state of homelessness. The City prioritized funding and services for people experiencing homelessness (PEH) to quickly resolve episodes of homelessness. An important part of the service provision was and remains Non-Congregate Shelter (NCS). The decision was made to sole source TSA to quickly stand up a NCS that will provided shelter and supportive services as an exit from encampments for Denver’s unsheltered population of PEH. The Salvation Army (TSA) has demonstrated their expertise in NCS programming and has partnered successfully with HOST on multiple NCS Programs. There were no other partners interested or willing to take on this contract and therefore it was decided to utilize sole source for this program.

Has this contractor provided these services to the City before? ☒ Yes ☐

Source of funds: Homelessness Resolution 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

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