

# ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

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

Date of Request: 11/1/2023

Please mark one:  Bill Request or  Resolution Request

## 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.)

Approves contract agreement between The Salvation Army (TSA) and the Department of Housing Stability (HOST) award for \$10,090,903 from the Homelessness Resolution Fund. These funds are 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.

3. **Requesting Agency:** Department of Housing Stability (HOST)

## 4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Evangeline Bengert	Name: Chris Lowell
Email: <a href="mailto:Evangeline.benger@denvergov.org">Evangeline.benger@denvergov.org</a>	Email: <a href="mailto:Christopher.Lowell@denvergov.org">Christopher.Lowell@denvergov.org</a>

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

The Salvation Army (TSA) in partnership with other designated services providers will provide operations and programmatic Non-Congregate and Congregate shelter activities at 4040 Quebec St, Denver CO 80216 from December 1<sup>st</sup>, 2023 through December 31<sup>st</sup>, 2024. TSA has shown success in providing shelter in both Congregate and Non-congregate shelter settings through other programs, and as at other sites, will utilize a low barrier housing first model designed to maximize exits in to permanent or stable housing for this contract. TSA has the ability to 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.

TSA will serve approximately 1,000 unique households annually for areas serving as a Non-Congregate Shelter. In accordance with non-congregate shelter settings, all rooms may serve as single occupancy unless participants self-elect to share space. Non-congregate shelter guests will have access to non-compulsory 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, access to laundry services, weekly linens change, and the option to bring their pets with them to the shelter.

Designated Congregate areas (e.g., hotel ballrooms) may be utilized as emergency/overflow congregat shelter for up to 300 individuals. The activation of congregat shelter options is determined by severe weather advisory and HOST will work with and support TSA and any necessary third parties in dividing roles and expectations between each party.

The hotel consists of 300 rooms with 450 beds.

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

7. **City Council District:** Citywide

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

**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:** The Salvation Army

**Contract control number:** HOST-202369627

**Location:** 4040 Quebec Street, Denver CO 80216

**Is this a new contract?**  Yes  No **Is this an Amendment?**  Yes  No **If yes, how many?** \_\_\_\_

**Contract Term/Duration**

HOST-202369627: 12/1/2023 – 12/31/2024

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
N/A	N/A	\$10,090,903

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
12/1/2023 – 12/31/2024	N/A	N/A

**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 TBD, 2023 through December 31, 2024
- TSA will serve approximately 1,000 unique households annually for areas serving as a Non-Congregate Shelter. In accordance with non-congregate shelter settings, all rooms may serve as single occupancy unless participants self-elect to share space.
- Designated Congregate areas (e.g., hotel ballrooms) may be utilized as emergency/overflow congregare shelter for up to 300 individuals.
- Congregate shelter capacity may be revised based to meet Denver Fire and Community Planning and Development, and/or public health requirements.
- Congregate areas may be operated by TSA and/or with other service providers.
- HOST may request TSA to activate congregare shelter and TSA will discuss the congregare shelter request with HOST. If TSA does not want to operate the congregare shelter, HOST may select a different partner to operate the congregare shelter.
- 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.

**Programming Services**

1. 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.
  - a. 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

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- 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
  - ii. Engagement with guests at least once a week to identify housing barriers and solutions and to provide financial assistance as needed.
  - iii. Housing Navigation will engage, recruit, maintain landlords, supports lease-ups, provides mediation, and coaches tenancy skills.
  - iv. 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
  - v. Staff will be trained in de-escalation and safety procedures, as well as provide safe, equitable, and trauma informed services, including:
- e. Training for all staff will include Non-Violent Crisis Prevention and Intervention (CPI) and Cardiopulmonary Resuscitation (CPR).
  - i. Use a trauma-informed and client-centered approach to engage vulnerable populations.
  - ii. Support and provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice
  - iii. Provide resources and connections in the community for guests needing assistance with Activities of Daily Living (ADL).
  - iv. Full operating capacity is subject to TSA's ability to maintain the standard level of care in maintaining a safe work and shelter environment.

### **NCS Operations**

1. 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:
  - a. Linen laundry services that shall provide laundered linens at minimum every seven (7) consecutive days of guests' stay (or as needed)
  - b. Basic maintenance support
  - c. Room amenities such as on-site parking (and parking management), internet, television, and telephone
  - d. Meals
  - e. Security
  - f. Custodial support including sanitization of common areas
  - g. Pest control
  - h. Storage
  - i. Vaccinated and non-aggressive pets will be allowed at the facility
  - j. Transportation/transfers of guests
2. TSA will provide meals for guests that align with public health guidelines and nutritional quality. Meal preparations 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.
3. 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.
4. 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.
5. 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.

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**Congregate Shelter Operations:**

1. HOST will work with TSA and any third-party operator to delineate shared expectations, roles and responsibilities for congregate sheltering upon activations of congregate shelter operations.
2. The shelter will participate in severe weather advisory emergency shelter in accordance with historical occupancy and activation standards. Project budget may be subject to modification to accommodate severe weather needs.

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

The City and County of Denver is currently under an Emergency Declaration for the state of homelessness. The City has prioritized funding and services for people experiencing homelessness (PEH) to quickly resolve episodes of homelessness. An important part of service provision is Non-Congregate Shelter (NCS). This sole source is to quickly stand up a NCS that will provide shelter and supportive services as an exit from encampments for Denver’s unsheltered population of PEH. This model requires the use of city outreach teams to quickly engage PEH to get them to a sheltered setting, all referrals to this NCS will come from HOST. 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.

**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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