

# B-K RESIDENT SUCCESS™

**District 8 NorthEast Congregate Shelters**

**Shelter System Well-Being Assessment**

**Bayaud Community Enterprises Congregate Shelters**

*Social Impact Measurement & Score on behalf of Councilwoman Shontel Lewis & Partnering Council Members of Denver*

*Property of **KONNECTED TECHNOLOGIES INC.***



# EXECUTIVE SUMMARY



## ASSESSMENT OVERVIEW

Overall Score: 68%

Classification: Developing

Response Rate: 44%

## KEY FINDINGS

- Limited case management access (48%)
- High zero-income rates (69-81%)
- Strong satisfaction when services available
- Infrastructure improvements needed

## CRITICAL OPPORTUNITIES

- Expand case management
- Launch mental health services
- Improve transportation access
- Enhance workforce development



*“I have a place to stay which offers much more stability and they feed us which has been good for me to be able to get healthy and gain weight, and I am way less stressed out.”*



How do we determine

## RESIDENT SUCCESS™



MANAGEMENT



MAINTENANCE



NEIGHBORHOOD



EDUCATION



WELL-BEING



Scores **between 0% and 35%** indicate ***hazard*** conditions.



Scores **between 36% and 65%** signify ***distressed*** conditions.



Scores **between 66% and 85%** denote ***developing*** conditions.



Scores **86% and above** denote ***success*** conditions.

## METHODOLOGY

- Overall B-K scores are derived from scores for Social Determinants of Health categories. (0-100)
- Questions are weighted into Social Determinate of Health categories to give a finer-grained picture of performance.
- Management, Maintenance, Neighborhood, Education, and Well-Being scores were generated for this project.

# BAYAUD ENTERPRISES OPERATIONS



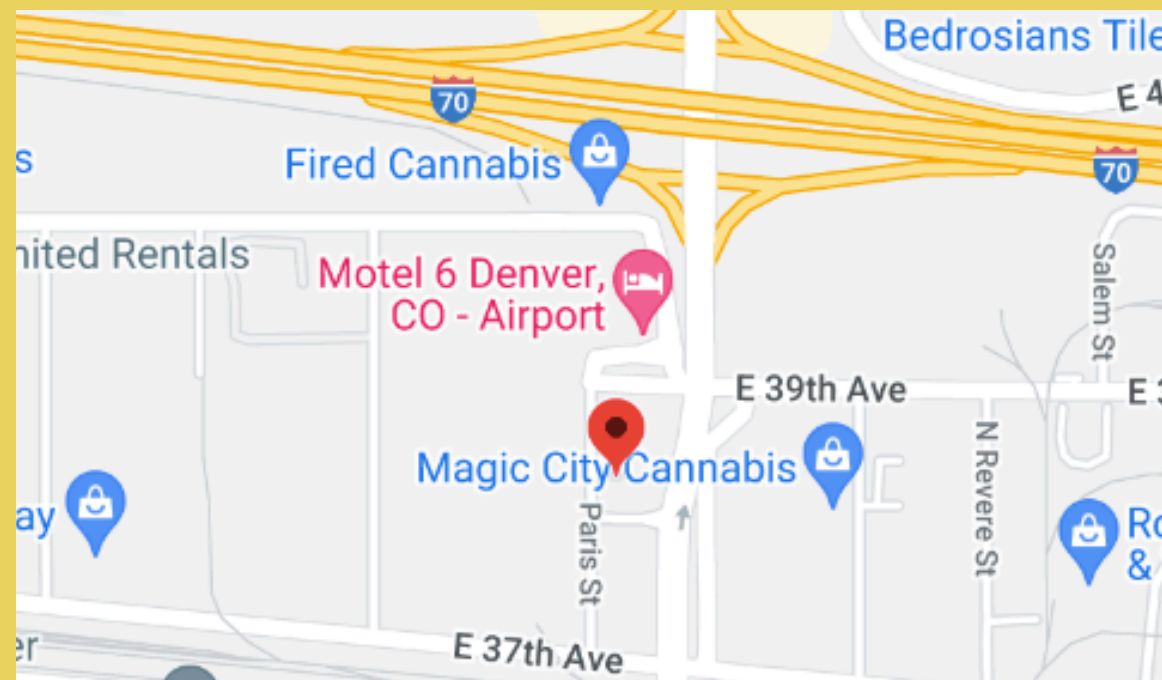
## Radisson Motel and Stay Inn Understanding Social Impact in Denver's Shelter Programs

Bayaud Enterprises operates two shelters in Denver—Radisson Motel and Stay Inn. Denver's City Council Person Shontel Lewis's District 8, has engaged B-Konnected, LLC to evaluate the social impact of its shelter program investments, focusing on Bayaud Enterprises' operations within Districts 8 & 5 through guest surveys. This collaboration includes working closely with Bayaud Enterprises to assess and improve the effectiveness of Radisson Motel and Stay Inn operations, programming on the guests they service.

## Sample Information

- Population: Bayaud Shelter Guests
- Response Rate: 44% of Total Guests
- Time Period: Point-in-Time Snapshot
- Locations: Radisson & Stay Inn

### Stay-Inn Micro-Community 12033 E 38th Ave Denver, CO 80239



### The Radisson Motel- Non-Congregate 4849 Bannock St, Denver, CO 80216

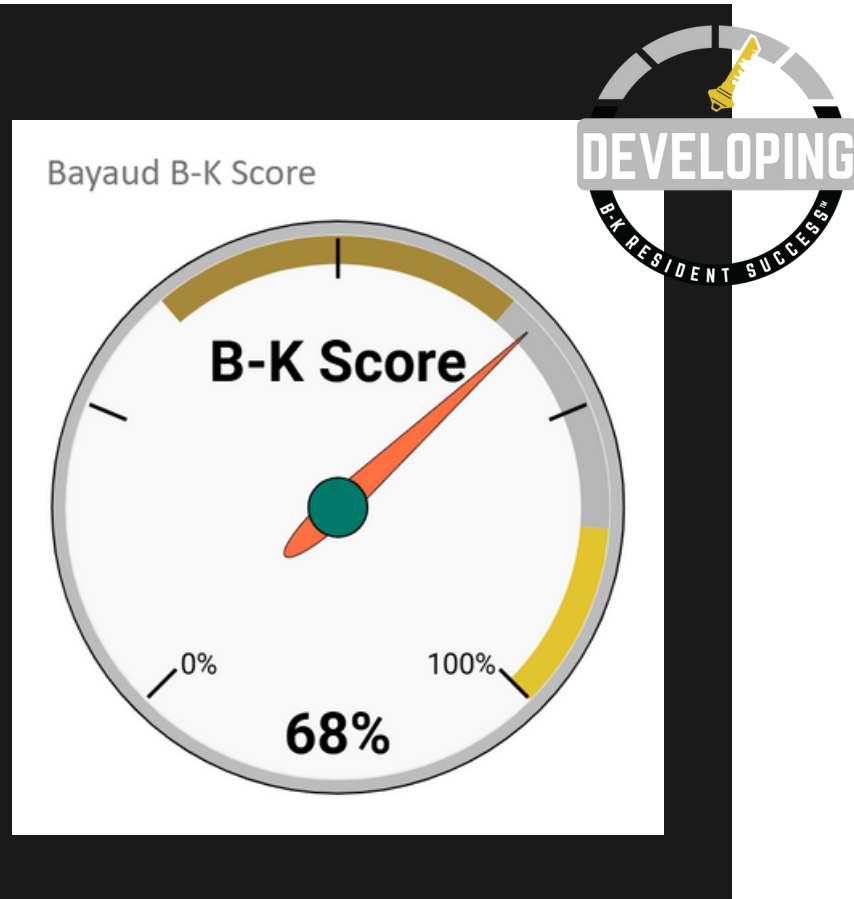


# RESIDENT SUCCESS™ SCORE

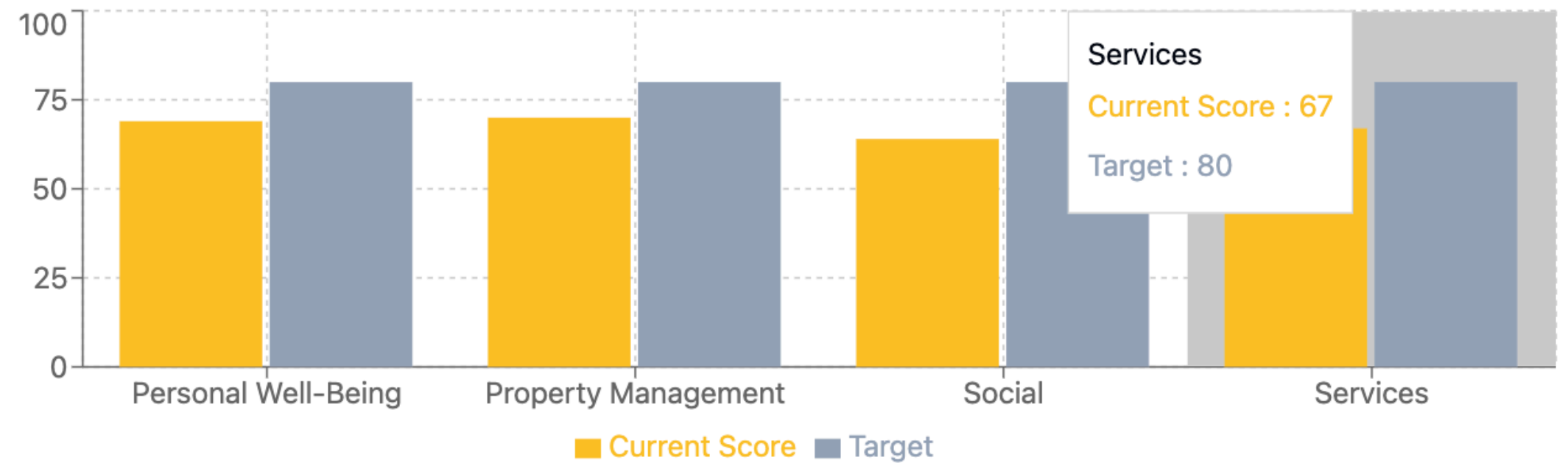


With an overall BK Certified Impact Score of 68%, Bayaud Enterprises is **Developing**.

Composed of scores for:  
 Personal Well-Being  
 Property Management  
 Social  
 Services



## Current Performance



Personal Well-Being



Property Management



Social



Services



# ECONOMIC STABILITY



## SOCIAL DETERMINANTS OF HEALTH ANALYSIS: ECONOMIC STABILITY

“It’s harder to get around. We are in the middle of nothing and nowhere...”

### CRITICAL CONCERNS

- High zero-income rates (69-81%)
- Low monthly income (\$90-456)
- Limited workforce development opportunities
- Transportation barriers to employment

### INVESTMENT NEEDS

- Job training programs
- Transportation assistance
- Employment partnerships
- Financial literacy services

#### Monthly Household Income:

- Radisson: \$456.53
- Stay Inn: \$90.74

#### Percent of guests at zero monthly income:

- Radisson: 69%
- Stay Inn: 81%



### SERVICES

Guests report **Case Management Services** and **Staff** are helpful.

- Radisson: 73% and 69%
- Stay Inn: 96% and 96%

Less than half of guests report having case management services.

Guests reported significant difficulty accessing reliable transportation.

### EXPECTED IMPACT

- Reduce zero income rate to 25% within 12 months
- Increase average monthly income to \$1,200
- Achieve 100% transportation access for job seekers
- Maintain 95%+ service satisfaction

### IMMEDIATE ACTIONS (0-30 DAYS)

- Launch emergency transportation program & Increase Eco-Passes
- Expand case management to 100%
- Begin benefits navigation support
- Establish employer partnerships

### DEVELOPMENT (30-90 DAYS)

- Implement job training programs
- Create financial literacy workshops
- Develop transportation network
- Launch employment support services

### SUSTAINABILITY (90+ DAYS)

- Career development program
- Savings program implementation
- Permanent transport solutions
- Long-term employer partnerships



# HEALTH & WELL-BEING



## SOCIAL DETERMINANTS OF HEALTH ANALYSIS: HEALTH & WELL-BEING

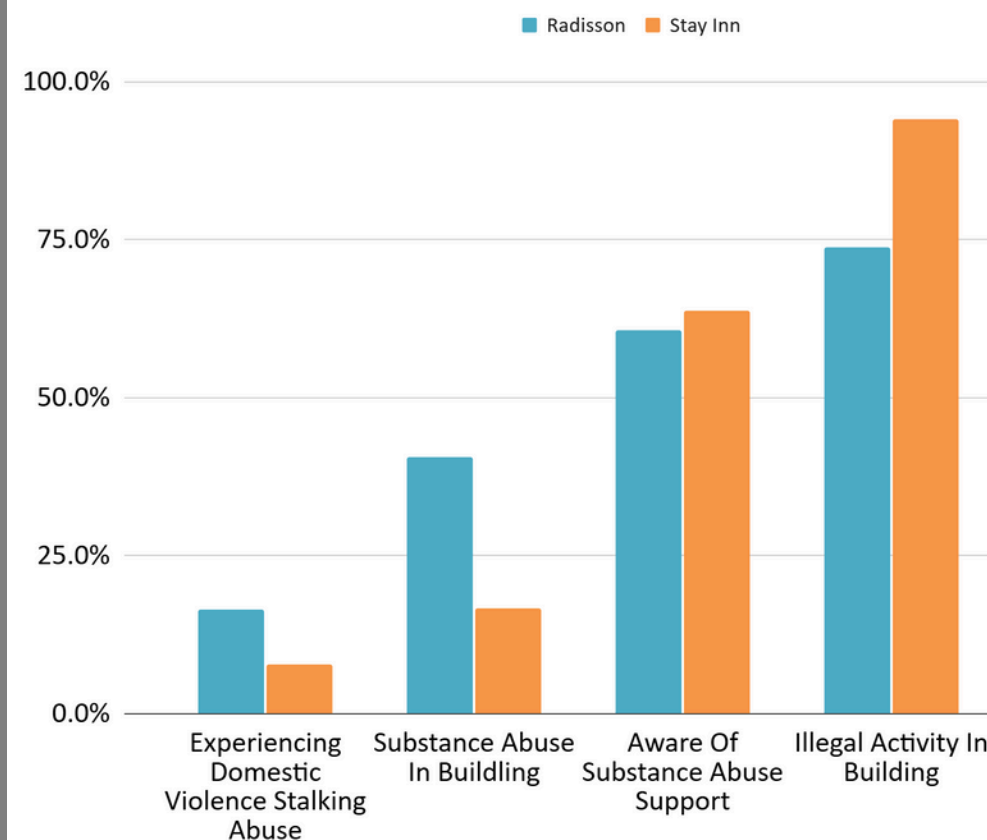
*“My stress level has significantly gone down. I am no longer afraid to sleep at night. I feel safer. I get to eat 3 meals a day vs. not knowing if I will eat at all. Just in every way. I'm no longer embarrassed to bathe every day.”*

Guests report being able to maintain good hygiene:

- Radisson: 73%
- Stay Inn: 89%

Guests mostly report getting adequate nutrition:

- Radisson: 75%
- Stay Inn: 92%



Guests experiencing domestic violence stalking abuse:

- Radisson: 16%
- Stay Inn: 8%

Guests reporting substance abuse in building:

- Radisson: 41%
- Stay Inn: 17%

Guests reporting illegal activity in building:

- Radisson: 74%
- Stay Inn: 94%

### INTEGRATION (90+ DAYS)

- On-site mental health services
- Comprehensive wellness program
- Community safety partnerships
- Long-term health coordination

### TARGET OUTCOMES

- 95% hygiene & nutrition access
- 50% reduction in safety incidents
- 100% mental health service access
- 80% decrease in substance use reports

### INVESTMENT NEEDS

- Mental health partnerships
- Healthcare coordination
- Security improvements
- Nutrition programs
- Increase In Transportation Assistance

### CRITICAL CONCERNS

- Limited mental health access
- Substance use concerns (17-41%)
- DV Stalking/Abuse (8-16%)
- Nutrition access challenges

# SOCIAL & COMMUNITY SUPPORT



## SOCIAL DETERMINANTS OF HEALTH ANALYSIS: SOCIAL & COMMUNITY SUPPORT

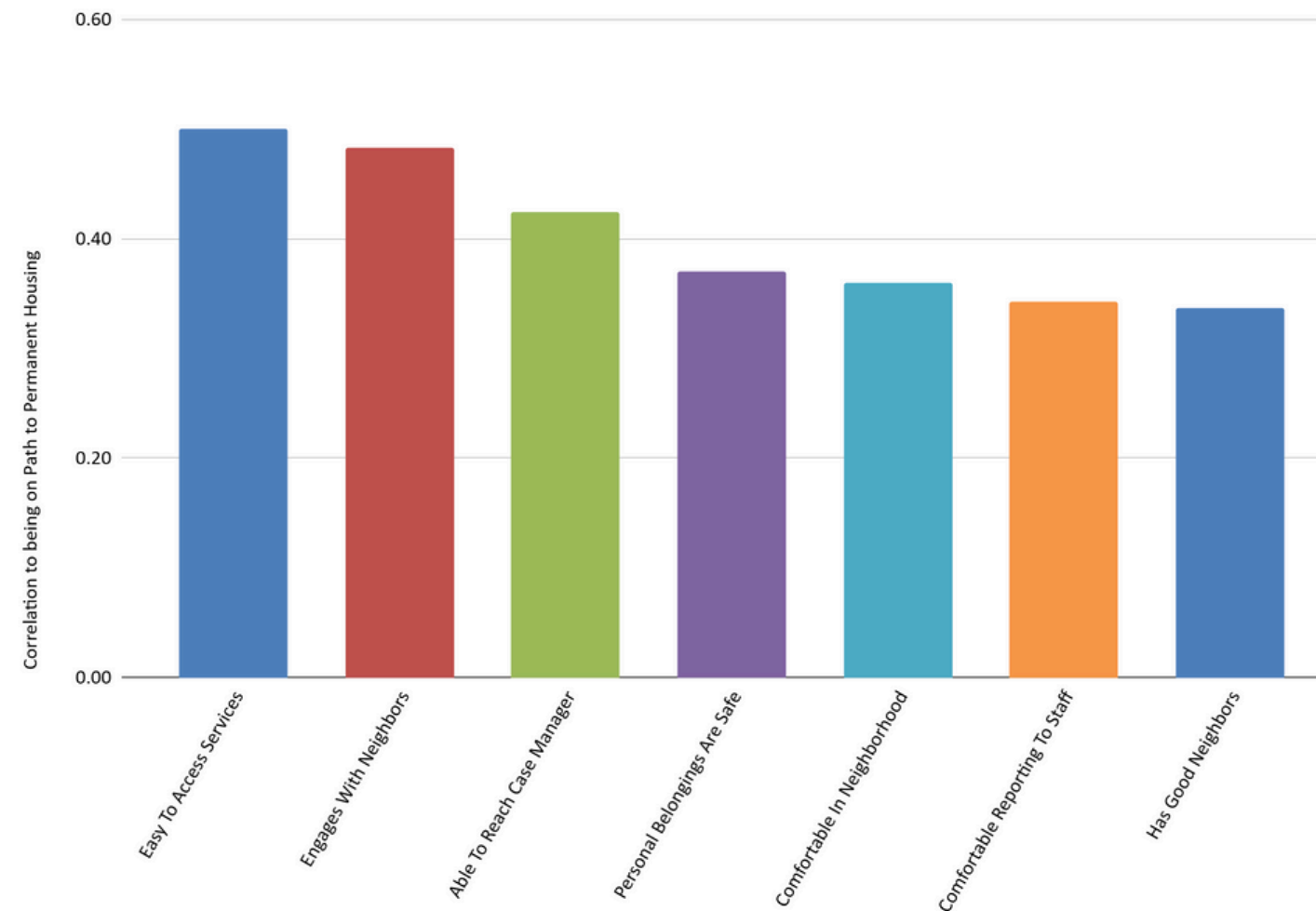
*“I feel my life has improved in many different ways. I could talk to anyone that works here and they are all very helpful.”*

### KEY SUCCESS FACTORS

- Easy to Access Services
- Engaging with Neighbors
- Able to Reach Case Manager
- Safe Personal Belongings
- Comfortable in Neighborhood
- Comfortable Reporting to Staff

*Primarily interpersonal factors:*

- **Easy to Access Services**
- **Engaging with Neighbors**
- **Able to Reach Case Manager**
- **Safe personal belongings**
- **Comfortable in neighborhood**
- **Comfortable reporting to staff**



### IMMEDIATE (0-30 DAYS)

- Expand case management capacity
- Implement daily check-ins
- Launch community meetings
- Create service directory

### DEVELOPMENT (30-90 DAYS)

- Start peer support program
- Develop community activities
- Create service coordination hub
- Train community leaders

### INTEGRATION (90+ DAYS)

- Build community partnerships
- Establish mentorship program
- Create leadership opportunities
- Develop success networks

### STRENGTHS

- Strong case management satisfaction when available
- Consistent communication access
- Community engagement opportunities

### ENHANCEMENT NEEDS

- Case management capacity
- Community programming
- Support service coordination

### TARGET OUTCOMES

- 100% Case Management Access
- 80% Community Program Participation
- 90% Service Coordination Rate
- 85% Neighbor Engagement Score



# MANAGEMENT & MAINTENANCE INFRASTRUCTURE



## TARGET OUTCOMES & SUCCESS METRICS

- Service Efficiency**
  - Response Time: 24hr
  - Completion Rate: 95%
  - Prevention Rate: 90%
- Facility Standards**
  - ADA Compliance: 100%
  - Systems Modern: 95%
  - Safety Features: 100%
- Staff Performance**
  - Training: 100%
  - SOP Adherence: 95%
  - Coordination: 90%
- Guest Wellbeing: 90%**
  - Comfort: 4.5/5
  - Safety: 4.7/5

### STRENGTHS

- Utilities: Consistency Rating
- Exterior Lighting: Safety Rating
- Cleanliness: Maintenance Rating

### ENHANCEMENT NEEDS

- Pest Control: Current Rating
- Response Time: Current Rating
- Accessibility: Current Rating

### IMMEDIATE ACTIONS (0-30 DAYS)

- Enhanced pest control program
- Maintenance response system
- Basic accessibility upgrades

### SHORT-TERM ACTIONS (30-90 DAYS)

- Facility assessment
- Service coordination hub
- Staff training program

### LONG-TERM ACTIONS (90+ DAYS)

- Major accessibility renovations
- System modernization
- Preventative maintenance plan

# COMPREHENSIVE LOCATION ANALYSIS



## STAY INN PERFORMANCE METRICS

### ECONOMIC INDICATORS

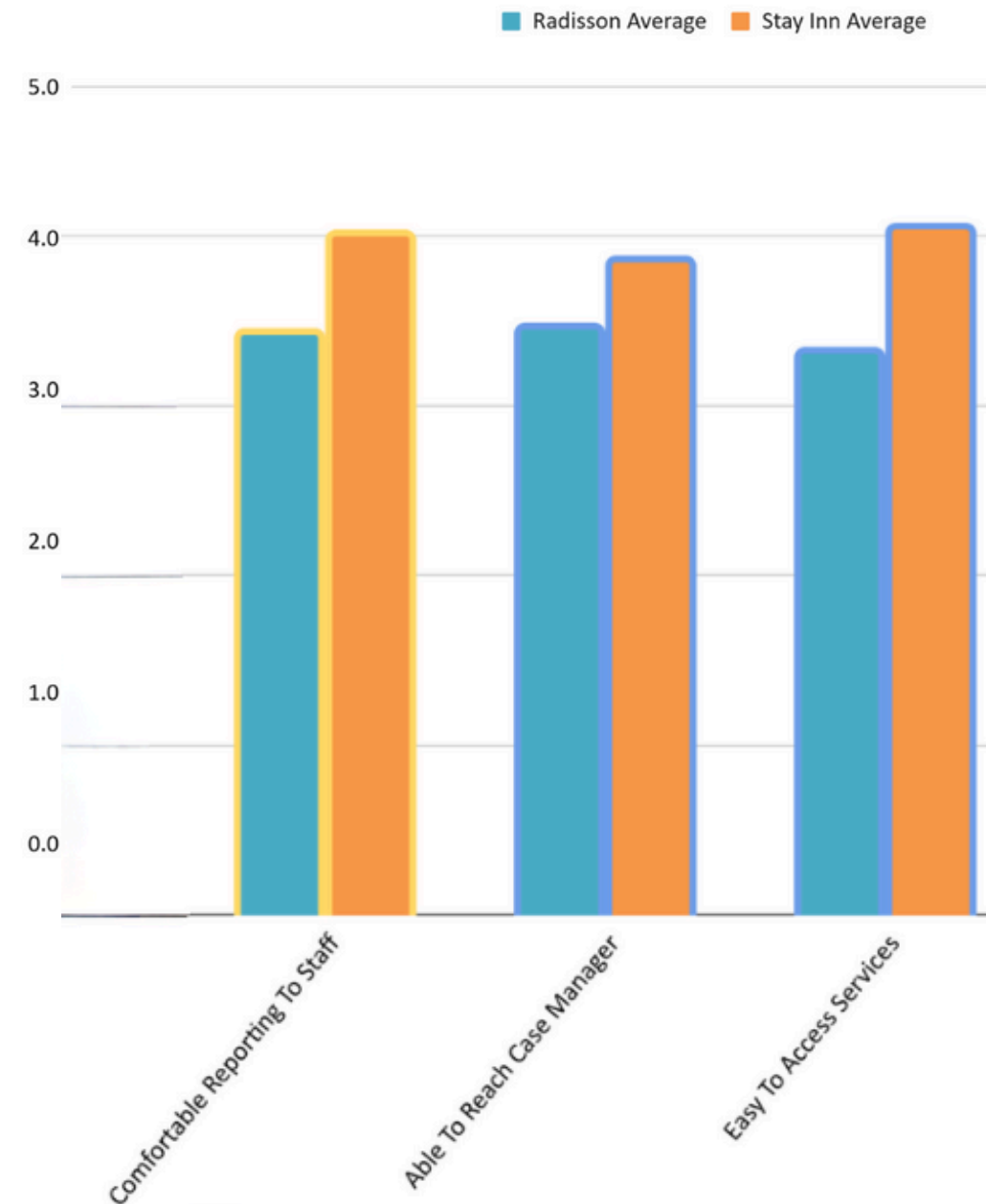
- Average Monthly Income: \$90.74
- Zero Income Rate: 81%
- Has Savings Account: 27%
- Finances Stable & Sufficient: 50%

### WELL-BEING METRICS

- Hygiene Access: 89%
- Nutrition Access: 92%
- Case Management Satisfaction: 96%
- Staff Helpfulness: 96%

### SAFETY & ENVIRONMENT

- Domestic Violence Reports: 8%
- Substance Abuse Reports: 17%
- Illegal Activity Reports: 94%
- Maintenance Response Score: 3.7/5



## RADISSON PERFORMANCE METRICS

### ECONOMIC INDICATORS

- Average Monthly Income: \$456.53
- Zero Income Rate: 69%
- Has Savings Account: 29%
- Finances Stable & Sufficient: 39%

### WELL-BEING METRICS

- Hygiene Access: 73%
- Nutrition Access: 75%
- Case Management Satisfaction: 73%
- Staff Helpfulness: 69%

### SAFETY & ENVIRONMENT

- Domestic Violence Reports: 16%
- Substance Abuse Reports: 41%
- Illegal Activity Reports: 74%
- Maintenance Response Score: 3.4/5

*"I don't have to worry about constant police harassment and them taking all my belongings. I also don't have to worry about someone walking by stealing my belongings. I can take a shower everyday and take care of the frostbite on my feet. I also have access to do laundry when ever I need to. The only problem I face here is that it is so far from my regular community and all the places I volunteer at and am familiar with."*

# PATH TO SUCCESS: STRATEGIC INVESTMENTS & IMPACT



## EMERGENCY RESPONSE (FIRST 90 DAYS)

### KEY INVESTMENTS

- Enhanced Case Management
- Mental Health Partnerships
- Transportation Program

### SCORE IMPROVEMENTS

- Personal Well-being: +4%
- Service Delivery: +5%
- Social Integration: +3%

**PROJECTED SCORE**  
**72-75%**

## STABILIZATION (90-180 DAYS)

### KEY INVESTMENTS

- Workforce Development Program
- Service Integration System
- Healthcare Coordination

### SCORE IMPROVEMENTS

- Social Integration: +6%
- Service Delivery: +4%
- Personal Well-being: +5%

**PROJECTED SCORE**  
**76-80%**

## SUCCESS ACHIEVEMENT (6-24 MONTHS)

### KEY INVESTMENTS

- Housing Transition Program
- Career Development Center
- Community Integration Initiative

### SCORE IMPROVEMENTS

- Property Management: +14%
- Social Integration: +20%
- Service Delivery: +17%

**PROJECTED SCORE**  
**84%+**

## SUCCESS CERTIFICATION IMPACT (2-YEAR OUTCOMES)

### RESIDENT OUTCOMES

- Housing Stability: 65% → 85%
- Employment: 25% → 75%
- Well-being: 69% → 88%

### SERVICE IMPACT

- Case Management: 48% → 100%
- Mental Health Access: 0% → 80%
- Service Integration: 67% → 90%

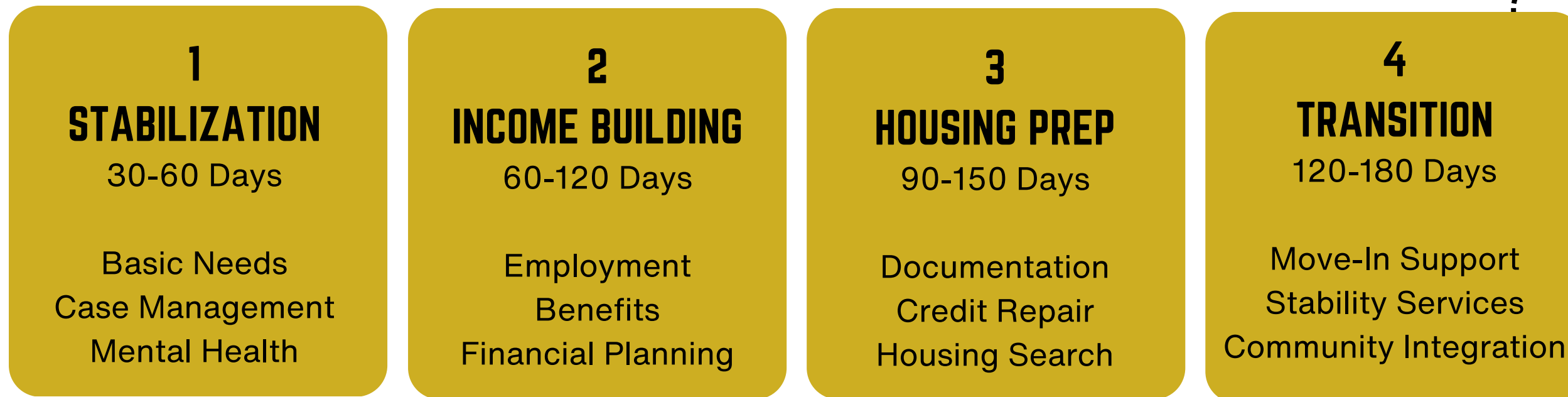
### SYSTEM EFFICIENCY

- Response Time: +85%
- Service Coordination: +90%
- Resource Utilization: +75%

# PATHWAY TO PERMANENT HOUSING: B-K SUCCESS MODEL



*"I improved by getting along with people better as well as not drinking no more, and I got my housing voucher."*



## THREE CRITICAL SUCCESS FACTORS

### SERVICE ACCESS

Current Access: 48%

Target Access: 100%

- Case Management
- Mental Health Support
- Transportation Access

### ECONOMIC STABILITY

Current Access: 75%

Target Access: 25%

- Employment Support
- Benefits Navigation
- Financial Planning

### HOUSING SUPPORT

Current Access: 35%

Target Access: 90%

- Document Assistance
- Housing Navigation
- Landlord Engagement

## CURRENT METRICS

Housing Placement: **35%**

Time to Housing: **240 Days**

12-Month Retention: **60%**



## TARGET OUTCOMES

Housing Placement: **75%**

Time to Housing: **120 Days**

12-Month Retention: **85%**

# DENVER SHELTER SYSTEM IMPROVEMENT ACCELERATOR



**Continued Partnership Benefits: Measuring Success Through Data Value of Ongoing B-K Assessment**

**B-K's proprietary Resident Success™**

**Framework provides unique advantages for continuous improvement:**

## **1. Real-Time Guest Experience Tracking**

- Continuous monitoring of guest satisfaction and needs
- Early identification of emerging challenges
- Ability to make rapid program adjustments
- Direct feedback loops from guests to operators

## **2. Operational Excellence Measurement**

- Clear metrics for service delivery effectiveness
- Staff performance and capacity tracking
- Resource utilization optimization
- Maintenance and facility response monitoring

## **3. Data-Driven Decision Making**

- Evidence-based program improvements
- Resource allocation guidance
- Impact validation
- Success pattern identification

## **4. Targeted Investment Impact**

- Track ROI on program investments
- Measure intervention effectiveness
- Guide funding allocations
- Demonstrate program value

## **Benefits to Stakeholders**

### **For Guests:**

- Better-tailored services
- Faster response to needs
- More effective support
- Clearer pathways to housing

### **For Operators:**

- Clear performance metrics
- Operational insights
- Staff capacity optimization
- Resource maximization

### **For City Council:**

- Transparent accountability
- Impact verification
- Data-backed decisions
- Progress tracking

### **Looking Forward**

- Continuing partnership with B-K enables:
- Progression from Developing (68%) to Success (84%+)
- Sustained improvement in guest outcomes
- Optimized operational efficiency
- Evidence-based program evolution
- Live Data dashboards for real-time monitoring & intervention

**THROUGH ONGOING ASSESSMENT AND MONITORING, B-K PROVIDES THE TOOLS AND INSIGHTS THROUGH KONNECTED IMPACT™. THAT WILL CREATE LASTING POSITIVE CHANGE IN DENVER'S SHELTER SYSTEM WHILE ENSURING INVESTMENTS DELIVER MAXIMUM IMPACT FOR GUESTS AND OPERATORS ALIKE.**

**THANK YOU, COUNCIL MEMBER LEWIS, BAYAUD ENTERPRISES  
AND GREATER COMMUNITY!**

For information about getting started with Konnected Impact™ and this report, contact:

*[bkonnectedteam@b-konnected.org](mailto:bkonnectedteam@b-konnected.org) OR visit our website.*

*[www.bkonnected.org](http://www.bkonnected.org)*

