



Supportive Housing Neighborhood Engagement Guide

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Denver City Council, At-Large





Supportive Housing Neighborhood Engagement Guide

This guide is a resource for neighbors and housing teams to constructively engage with each other and address homelessness by growing the supply of affordable supportive housing in Denver, Colorado, and beyond.



SH Neighborhood Engagement Guide

Produced after 7 months of facilitated discussion and consideration among:



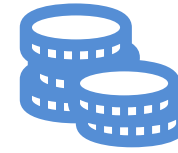
Neighborhood
Representatives



Housing Developers/
Service Providers



Individuals who've been
homelessness



Funders

AND



Messaging and
Best Practice Research

Audience:



Housing Development Teams



Neighbors of
future supportive housing



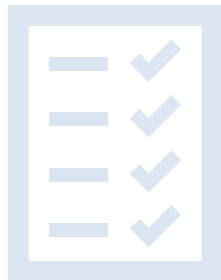
Content For Housing Teams

- Work in advance of community outreach
- Tips on community outreach



Plus

- Lifecycle of housing projects
- Good Neighbor Agreements
- FAQs



Content For Neighbors

- Education on supportive housing model
- Overview of the teams who build it and the process
- Site selection
- The role they can (and can't) play



How Supportive Housing Providers Can Partner with Denver Police Department

Denver Police Department (DPD) personnel are often on the front line of responding to street homelessness, and they have a strong interest in Denver's strategy to move more individuals from homelessness to housing. This document outlines their recommendations on how police and Supportive Housing projects can work together as partners.

When You're Considering a Site for a New or Renovated Building

As your first contact, reach out to the DPD District Commander who oversees policing in the district where your potential building is located. They may involve others such as sector lieutenants or Community Resource Officers (CROs). Reach out as early as possible, definitely before beginning site or building design work or before community outreach begins. Neighbors will be reassured knowing DPD has been consulted, and early consultation makes it more likely DPD will be prepared and comfortable helping to answer questions or reassure neighbors later in the process.



ASK

- About crime trends in the area, any particular risks to be aware of
- For a consultation on Crime Prevention and Safety through Environmental Design (including entrances/exits and landscaping features)
- Who your point of contact should be going forward

SHARE

- Size of building being contemplated
- Anything you know about resident selection/who will be served (or when you will know that information if not until later in the process)
- Types of services that will be offered
- Whether spaces or services will only be used by residents or by external community members as well

DISCUSS

- Supportive housing/housing first model you'll be using
- Approach to community outreach/engagement
- How to stay in communication



The Engagement Guide and Messaging

Guide will not
TELL you WHAT
to say, but...

...it MODELS the most
effective messages -
gleaned from stakeholder
process & opinion/best
practice research.

Following slides
share tips on
HOW to talk
about supportive
housing:

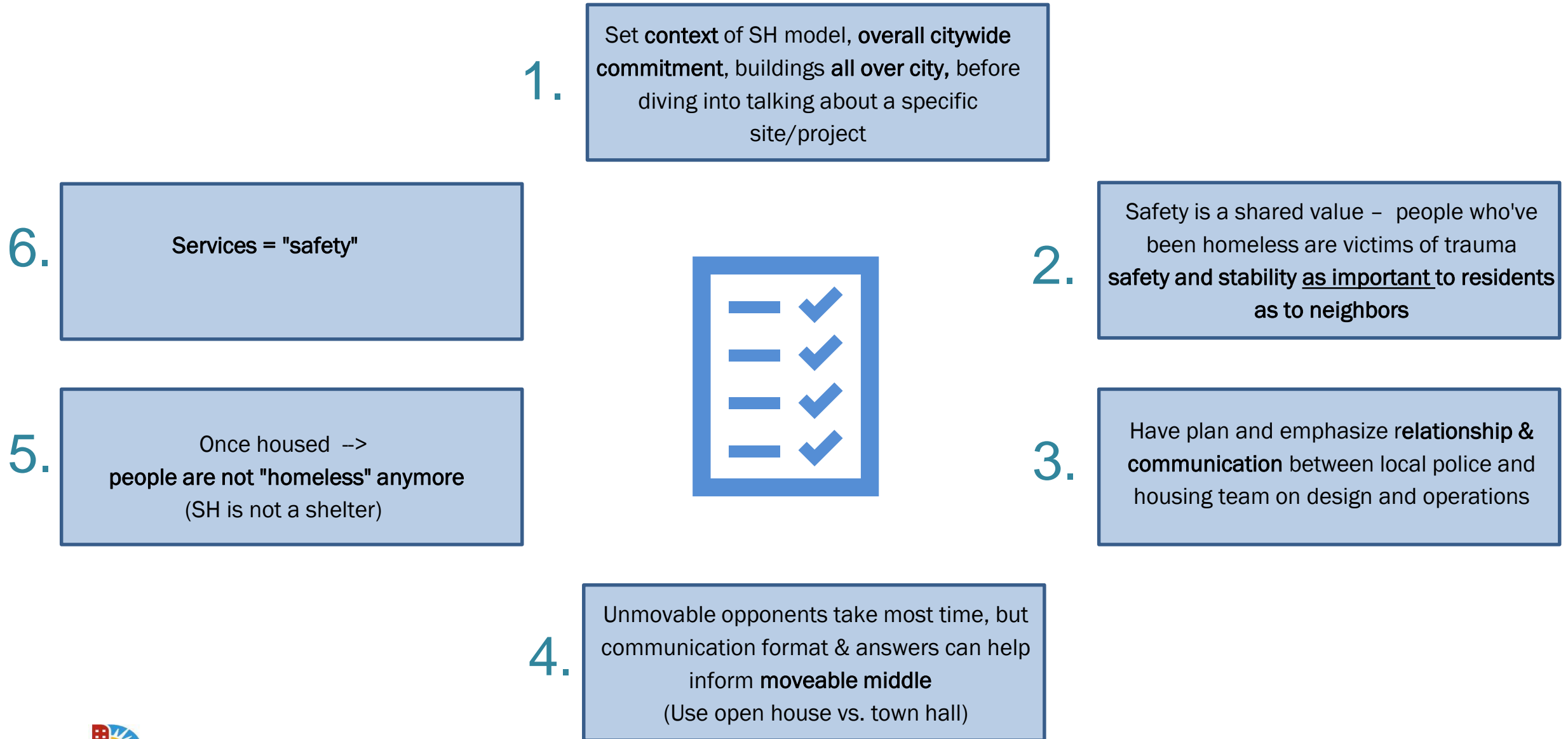




Research from LA on “What Works”

- 1) Humanize Homelessness
- 2) Emphasize Community Safety
- 3) Explain Supportive Services
- 4) Clarify Tenant Selection

Communication Frames & Insights from Our Process





Language & Emphasis

Apartments: residents have a lease and pay rent (no time limit)

Leases and building rules: set expectations (i.e. no violence, drug dealing), prop managers and service providers work together to hold residents accountable

If applicable, emphasize any design/operational features that also promote **safety**:

- 24 hour desk staff “keeping an eye”, cameras etc.

Communication: neighbors should help shape systems to stay in touch with building staff after new building opens

Services, services, services:

- Available to every resident
- Frequent engagement – staff knows if issues emerging
- Track record of nearly every resident engaging with services at 1 year/beyond
- Highlight employment and job training as included

Resources

Full Supportive Housing Neighborhood Engagement Guide: https://citycountydenver-prod.adobecqms.net/content/dam/denvergov/Portals/695/2020/misc-2020/kniech-supportive-housing/SupportiveHousing_NeighborhoodEngagementGuide.pdf

Supportive Housing Neighborhood Engagement Guide Executive Summary: https://citycountydenver-prod.adobecqms.net/content/dam/denvergov/Portals/695/2020/misc-2020/kniech-supportive-housing/SupportiveHousing_GuideOverviewOnePager.pdf

How Supportive Housing Providers Can Partner with DPD: https://citycountydenver-prod.adobecqms.net/content/dam/denvergov/Portals/695/2020/misc-2020/kniech-supportive-housing/SupportiveHousing_OnePagerDPD.pdf

