



## Legislation Details (With Text)

**File #:** 23-1319      **Version:** 1

**Type:** Resolution      **Status:** Adopted

**File created:** 9/18/2023      **In control:** City Council

**On agenda:** 10/16/2023      **Final action:** 10/16/2023

**Title:** A resolution approving a proposed Second Amendatory Agreement between the City and County of Denver and The Salvation Army to support operational and programmatic activities of non-congregate shelter at New Directions, formerly known as Best Western, citywide. Amends a contract with The Salvation Army by adding \$3,666,000 for a new total of \$9,166,000 and one year for a new ending date of 12-31-2024 to support operational and programmatic activities of non-congregate shelter at New Directions, formerly known as Best Western, citywide (HOST-202369411-02 / HOST202261825). The last regularly scheduled Council meeting within the 30-day review period is on 10-30-2023. The Committee approved filing this item at its meeting on 9-27-2023. Council member Lewis called this item out at the 10-9-2023 meeting for a one-week postponement to 10-16-2023.

**Sponsors:**

**Indexes:** Anne Wallace

**Code sections:**

**Attachments:** 1. RR23-1319\_HOST\_TSA Best Western NCS Operations, 2. 23-1319 Filed Resolution\_The Salvation Army 202369411-02, 3. 23-1319 Second Amendatory Agreement\_Best Western 202369411-02, 4. 23-1319 Filed Resolution\_The Salvation Army, 5. 23-1319\_signed

Date	Ver.	Action By	Action	Result
10/16/2023	1	Council President	signed	
10/16/2023	1	City Council	adopted	Pass
10/9/2023	1	City Council	adopted	
10/9/2023	1	City Council	postponed	
9/27/2023	1	Safety, Housing, Education & Homelessness Committee	approved by consent	Pass

### Contract Request Template (Contracts; IGAs; Leases)

**Date Submitted: 9-25-2023**

**Requesting Agency: Housing Stability**  
**Division:**

**Subject Matter Expert Name: Israel Cruz**

**Email Address: [Israel.cruz@denvergov.org](mailto:Israel.cruz@denvergov.org) <mailto:Israel.cruz@denvergov.org>**

**Phone Number:**

**Item Title & Description:**

*(Do not delete the following instructions)*

*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.

**A resolution approving a proposed Second Amendatory Agreement between the City and County of Denver and The Salvation Army to support operational and programmatic activities of non-congregate shelter at New Directions, formerly known as Best Western, citywide.**

Amends a contract with The Salvation Army by adding \$3,666,000 for a new total of \$9,166,000 and one year for a new ending date of 12-31-2024 to support operational and programmatic activities of non-congregate shelter at New Directions, formerly known as Best Western, citywide (HOST-202369411-02 / HOST202261825). The last regularly scheduled Council meeting within the 30-day review period is on 10-30-2023. The Committee approved filing this item at its meeting on 9-27-2023. Council member Lewis called this item out at the 10-9-2023 meeting for a one-week postponement to 10-16-2023.

**Affected Council District(s) or citywide?**  
Citywide

**Contract Control Number:**  
HOST-202369411-02 / HOST202261825)

**Vendor/Contractor Name (including any "DBA"):**  
The Salvation Army

**Type and Scope of services to be performed:**  
**Professional Services**

SERVICES DESCRIPTION

- A. TSA will provide full operations and programming of Rodeway Inn through September 31, 2023. TSA will transition shelter operations from Rodeway Inn to Best Western beginning in September 2023. TSA will provide full operations and programming of Best Western from September 11, 2023, to December 31, 2024.
- B. Approximately 644 unique households will be served through the end of the contract term at Best Western of which, approximately 194 will be served through the end 2023 and 450 during 2024.
- C. Programming Services
  - 1. Sites will utilize 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 safe environment.
    - b. Orientation and intake will be completed for each new guest including provision of a Guest handbook/expectations document.
      - 1. Non-compulsory case management meetings will be scheduled at least weekly to identify housing barriers and solutions and to provide financial assistance, as needed.
    - c. Case Management includes assessing needs of guests, client-centered provision of supportive service through effective and efficient use of resources to reduce the risk of homelessness and help guests achieve housing stability.
    - d. Housing Navigation will engage, recruit, maintain landlords, supports lease-ups, provides mediation, and coaches tenancy skills.
    - e. Training for all staff will include Non-Violent Crisis Prevention and Intervention (CPI) and Cardiopulmonary Resuscitation (CPR).
    - f. In accordance with non-congregate shelter settings, all rooms are single occupancy unless participants self-

elect to share space.

- g. 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.
  - h. The shelter may utilize available congregate spaces (i.e., ballroom) to provide time-limited, navigation center shelter for up to 50 guests at a time between December 15, 2023 and February 15, 2024. Budget impacts on navigation shelter operations impacting food, staffing and supplies needed may result in budget modification.
  - i. Full operating capacity is subject The Salvation Army's ability to maintain the standard level of care in maintaining a safe work and shelter environment.
2. TSA will use a trauma-informed and client-centered approach to engage vulnerable populations. TSA will participate in the coordination of referrals from the community including other shelters and/or outreach teams. This will include prioritization criteria, approved by HOST, to fill vacant NCS units.
  3. TSA will support and provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.
  4. TSA will provide linkage to resources and connections in the community for guests needing assistance with Activities of Daily Living (ADL).

D. NCS Operations

1. 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.
2. Shelter Operations investments facilitate environments that are safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests. Funding for shelter operations at Best Western and Rodeway Inn include support of the day-to-day hospitable functions of NCSs including the following.
  - a. Linen laundry services that shall provide laundered linens at minimum every seven (7) consecutive days of guests' stay
  - 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
3. TSA and HOST will adhere to the Responsibility Matrix of Facility Related Services in Appendix A.
4. TSA will provide three meals a day for guests. 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.
5. 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.
6. 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.

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.

**Location (if applicable):**

**WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):**

**N/A**

**Are WBE/MBE/DBE goals met (if applicable)?**

N/A

**Is the contract new/a renewal/extension or amendment?**

Amendment

**Was this contractor selected by competitive process or sole source?**

Competitive process

**For New contracts**

**Term of initial contract:**

**Options for Renewal:**

**How many renewals (i.e. up to 2 renewals)?**

**Term of any renewals (i.e. 1 year each):**

**Cost of initial contract term:**

**Cost of any renewals:**

**Total contract value council is approving if all renewals exercised:**

**For Amendments/Renewals Extensions:**

**Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?**

Cost & length of term

***If length changing***

**What was the length of the term of the original contract?**

02/01/2022- 01/01/2023

**What is the length of the extension/renewal?**

One year

**What is the revised total term of the contract?**

02/01/2022- 12/31/2024

***If cost changing***

**What was the original value of the entire contract prior to this proposed change?**

\$5,500,000

**What is the value of the proposed change?**

\$3,666,000

**What is the new/revised total value including change?**

\$9,166,000

***If terms changing***

**Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)**