File #: 23-1751, **Version:** 1

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 11-13-2023

Requesting Agency: HOST
Division:

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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 Contract between the City and County of Denver and The Salvation Army to provide all required management and oversight of the emergency homelessness shelter located at 4040 Quebec Street, in Council District 8.

Approves a contract with The Salvation Army for $10,090,903 and a term ending on 12-31-2024 to provide all required management and oversight of the emergency homelessness shelter located at 4040 Quebec Street, in Council District 8. 202369627. The last regularly scheduled Council meeting within the 30-day review period is on 12-18-2023. The Committee approved filing this item at its meeting on 11-15-2023.

Affected Council District(s) or citywide?
Council District 8
Contract Control Number:
202369627
Vendor/Contractor Name (including any "DBA"):
The Salvation Army
Type and Scope of services to be performed:

- 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 congregate 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 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.
- 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
        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.

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.

Location (if applicable):

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

XO101

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

N/A

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

new

Was this contractor selected by competitive process or sole source?

Sole source

For New contracts

Total Contract Amount (A+B)
$10,090,903

Total Contract Term
12/1/2023 - 12/31/2024

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