



## **INFORMATION ITEM MEMORANDUM**

**To:** Mayor and Members of Council

**From:** Nuria Rivera-Vandermyde, City Manager  
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Vicki Ebner, HHS Operating and Homelessness Strategy Senior Manager  
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**Date:** February 16, 2023

**Subject:** Update Day Service Center for Individuals Experiencing Homelessness

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### **EXECUTIVE SUMMARY**

In January 2022, Council identified the creation of a Day Service Center for people experiencing homelessness as a priority. This information packet serves to update Council on the progress and planning for the Day Service Center, what steps have been taken and a discussion of future implementation steps.

### **FISCAL IMPACT**

A day service center will provide a more effective means of connecting people, primarily those living unsheltered, to critical services that can end their homelessness. A finalized operating budget for such a center cannot be created until a service provider can be identified. Operating costs are estimated to be between \$750,000 and \$1,500,000 annually. In addition to operating costs, the center will require funding for either acquisition or leasing, renovations, and furnishings. Staff is anticipating that some of the one-time start-up costs may be offset through award of a competitive grant through State American Rescue Plan Act (ARPA) funding.

### **COMMUNITY SUSTAINABILITY ASSESSMENTS AND IMPACTS**

**Economic:** The goal of the Day Service Center is to end homelessness for program participants, which will, in turn, reduce some community economic impacts. These include costs associated with ambulance calls, law enforcement, campsite mitigation, and trips to emergency rooms. While the Day Service Center will not likely have a significant impact on the use of public spaces or calls for service, it will have an economic impact relative to the people who are ultimately housed through the services provided through the center.

**Environmental:** The Day Service Center should have minimal environmental impact and may help improve overall environmental impacts by encouraging sheltering and housing as opposed to unsheltered camping.

**Social:** The Day Service Center will provide services in a trauma informed manner and aims to improve social interactions between members of the unhoused community and service providers. In addition, by having a location available during daytime hours, the Day Service Center may improve social interactions between members of the unhoused and housed communities, including the business community.

## BACKGROUND

During the 2022 City Council Retreat, Council authorized the development of a day shelter/navigation center to provide services and access to resources for adults experiencing homelessness, with a priority for services tailored to the needs of adults experiencing unsheltered homelessness. Council directed Housing and Human Services (HHS) staff to conduct community and stakeholder consultation to determine programing needs and location considerations for the Day Service Center.

The City of Boulder contracted with Trestle Strategy Group to conduct community and stakeholder consultation to determine program priorities and location requirements for the Day Service Center. To view Trestle Strategy Group Outreach Report and community feedback, follow this link: [Day Center Outreach Report \(boulder.colorado.gov\)](https://boulder.colorado.gov/day-center-outreach-report)

Using feedback gathered from the community, stakeholder consultation, outreach interviews with individuals currently experiencing homelessness, as well as in-person visits to [The Murphy Center](#) in Fort Collins and [Saint Francis Center](#) in Denver, staff developed a Request for Proposals (RFP) to identify an organization with sufficient experience and organizational capacity to operate the Day Service Center.

## ANALYSIS

The RFP was released on Dec. 6, 2022, with responses due back Jan. 31, 2023. Through the RFP, HHS was seeking an organization that would be required to maintain full time employees (FTE) to staff the Day Service Center, managing all operational aspects of the facility to meet the

needs of adults experiencing homelessness. The organization would ensure that collaborative and coordinated service provision at the center would occur with and between service providers and would work with city staff to track program outcomes and identify an appropriate site for the center.

The RFP allowed for the submittal of questions regarding the RFP. These questions/requests for information were due Jan. 16<sup>th</sup>, and no questions were received. The solicitation for proposals closed on Jan. 31<sup>st</sup>. No full or responsive proposals were submitted, but a letter was received from Feet Forward, expressing the organization's interest in providing some select services and planning within the Day Service Center.

## **NEXT STEPS**

Although no responses to the RFP were received, HHS staff has been in preliminary discussions with a provider who may have some interest in this initiative and in providing these services to the community. HHS intends to continue these conversations and will provide Council with an update as to future progress.