

**GOOD NEIGHBOR AGREEMENT REGARDING A  
TEMPORARY MANAGED COMMUNITY  
THE RADISSON INN  
Located at  
4849 Bannock Street**

This Good Neighbor Agreement (the “Agreement” or “GNA”) is entered into by and between the (need name) neighborhood, and its immediate neighbors and businesses, collectively referred to as “Neighbors”, and Bayaud Enterprises (Bayaud), operating “Housing Works”, located at 4849 Bannock Street. Together, the Neighbors and Bayaud are referred to as the “Parties”.

**Bayaud Enterprises Background**

Bayaud Enterprises, Inc., was founded in 1969 to alleviate barriers to self-sufficiency for adults living with mental health and other disabilities. Since April 2020, Bayaud has supported or managed shelter operations and staff supervision of shelter attendants for large and small congregant sites. Bayaud is recognized for our ability to support our community’s most vulnerable guests. Bayaud takes an innovative approach that includes strengths-based, participant-driven services and support.

Staff encourage temporary guests to connect with Bayaud’s low-barrier and supportive services that range from necessary referrals and coordination for any mental and physical, healthcare needs, provide benefit, resource navigation and employment referral to Denver Day Works, housing navigation, and case management and support services that are housing-focused, trauma-informed, person-centered, and use a harm reduction approach for all guests.

At this particular site the City of Denver is leasing the Radisson from the owner. The owner is responsible for maintenance and grounds. Bayaud is responsible for intake, programs, food, daily needs resourcing for permanent work and housing.

It is the understanding of the neighbors that the City of Denver’s intent is not to allow the hotel to be used as a shelter or temporary housing for homeless individuals after the current lease expires, which may be as soon as December 31, 2024 or at the latest December 31, 2025.

**GOALS**

The goals of this Good Neighbor Agreement (GNA) are to provide a means for both Housing Works and adjacent neighbors<sup>2</sup> to work effectively together so Bayaud, the individuals they serve, and the adjacent neighbors are able to experience the quality of life necessary to enjoy comfort and safety in their neighborhood.

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<sup>1</sup> This agreement is between the Bayaud Enterprises and a volunteer group of stakeholder neighbors, chosen by the City of Denver. The neighbors involved are not parties to any of the contracts related to the Radisson site or Bayaud Enterprises and are involved strictly in a volunteer capacity. Feedback was sought from neighbors throughout the collaborative process of GNA construction. Feedback will continue to be solicited throughout the Good Neighbor Committee process.

Therefore, the neighborhood volunteers are not liable for actions resulting from the behavior of residents of the Radisson micro-community, impacts to the neighborhood as the result of items contained within the Good Neighbor Agreement, or the dissatisfaction of neighbors regarding how well the GNA represents their interests.

<sup>2</sup> Adjacent Neighbors in this document generally refers to neighbors and businesses within a 2-3 block area surrounding Housing Works.

This document defines the intent and agreement of all parties represented, by clearly identifying the expectations and responsibilities for Bayaud and the Neighbors in achieving their shared goals.

Key to achieving this is the Parties combined commitment to:

- Maintaining a peaceful, safe, and beautiful neighborhood.
- Establishing and keeping an open line of communication among the Parties.
- Developing a process to address questions, concerns and solve challenges.
- Providing a safe and welcoming environment to Radisson Inn/Housing Works guests<sup>3</sup> and to neighbors, guests, property owners, visitors, and businesses, living in, working in, and visiting the area.
- Supporting Housing Works's effective and safe operation at 4849 Bannock Street.

WE, THE PARTIES agree to the following:

## I. Communication and Coordination

### a. Reporting Activity.

- i. Emergencies. In the event of an active crime or fire, please call 9-1-1.
- ii. Illegal activity. To report a crime that has taken place, but is no longer “active”, call 311.
- iii. Mental health issues. To report someone in mental health distress, please call 720-913-STAR (7827) or please call 9-1-1 and request a STAR team response.
- iv. Non-emergency. Housing Works has a phone at the front desk that is answered 24 x 7. Emails will be answered within 24 business hours. This phone number and email will be posted in a conspicuous location, shared with the GNC, and neighbors.

Phone number – 720-443-4201

Email – [Peter.Dybing@bayaudenterprises.org](mailto:Peter.Dybing@bayaudenterprises.org)

[Tammy.Bellofatto@bayaudenterprises.org](mailto:Tammy.Bellofatto@bayaudenterprises.org)

1. To report a non-emergency issue or concern, such as trash, noise, loitering, or inappropriate behavior in the immediate area of Housing Works, please either call or email. In this instance, the immediate area is defined as, the property at 4849 Bannock Street, parking lots, adjacent sidewalks, adjacent tree lawns and right of way.
2. If appropriate, a photo documenting the concern may be taken and emailed to Bayaud.
3. Bayaud will attempt to make available translation for any other than English speaking individuals that call the Housing Works phone number.

### b. 2-3 Block Issues or Concerns.

- i. In the event of a non-emergency, unhoused or temporary managed community related issues, including developing encampments, both the Neighbors and Bayaud will call 311. Please see Exhibit D for additional information and clarity of expectations.
- ii. Lieutenant Dixon, leader of the Homeless Outreach Team (HOT) for District 1 DPD has also agreed to be a point of contact for issues and concerns within this area. ([James.Dixon@denvergov.org](mailto:James.Dixon@denvergov.org))

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<sup>3</sup> “Guest” is the term preferred by Bayaud in referring to those who are residing in the Radisson Inn as a part of their “Housing Works” program.

## II. Communication and the Good Neighbor Committee.

- a. The Parties acknowledge that ongoing and regular communication is essential to maintaining a cooperative and successful relationship. To achieve this a Good Neighbor Committee (GNC) will be formed, comprised of the representatives listed below. While this is not a meeting open to the community, the purpose of the GNC is to provide a small working group where all relevant entities are represented and can engage in open, honest, respectful, and transparent discussions regarding the challenges and opportunities for this site. The GNC serves as a place for these discussions to take place and be resolved. It is intended that the representatives on the GNC communicate issues and concerns from their neighbors and report back to their neighborhood all relevant information.
- b. The GNC will be comprised of a minimum of;
  - i. Two neighborhood representatives,
  - ii. Two representatives from Bayaud,
  - iii. One representative from the Mayor's office,
  - iv. One representative from the Council office, and
  - v. The Denver Police District's CRO or their designee.
- c. A City appointed facilitator may facilitate the organization and first few meetings of the GNC.
- d. GNC members:
  - i. Will be committed to supporting the success of Housing Works and the success of the neighborhood.
  - ii. Will keep personally identifiable information and legally protected information confidential.
  - iii. Following the execution of this agreement, the GNC will meet monthly for the first six months and then determine if they will move to quarterly meetings.
  - iv. Will review security reports, and other relevant items.
  - v. Will serve as a point of communication between the Parties for both collecting and disseminating information.
  - vi. Will review and discuss any significant changes to the operation of Housing Works by Bayaud.
  - vii. Will be provided with and discuss information regarding the Radisson and Housing Works. This information will include, but not be limited to;
    1. Number of guests,
    2. Update on exits (numbers, general outcomes such as alternative housing solutions, etc.),
    3. Successes such as data, metrics and stories;
    4. Complaints to Bayaud and resolutions,
    5. Calls for emergency response,
    6. Crime data from DPD,
    7. Challenges and opportunities, and
    8. Other information as appropriate
- e. The GNC may approve changes and updates to this Good Neighbor Agreement which will be clearly outlined, documented, and shared with the community.
- f. The GNC membership may vote to remove a member of the GNC who either fails to attend a significant number of times or behaves in a manner inconsistent with the intent of the GNC.

- g. A summary of the GNC’s meetings will be made available to the Parties and may be shared with the public.

**III. Program Participant Expectations**

- a. Bayaud will work with partner organizations and City agencies to establish transition plans to guide site Guests towards long-term stability in regard to income, job opportunities, stable housing, accessing healthcare, substance abuse, mental health counseling and other services that help graduate Guests to a more permanent place of stability and independence. These supportive include, but are not limited to those listed in Exhibit B.
- b. Visitors are not allowed at the Radisson. Family members and friends can wait in the foyer until their resident arrives and then leave the facility. Only staff, volunteers, and public health and safety emergency personnel, or other authorized visitors are permitted within Housing Works.
- c. Housing Works guests will be required to sign and uphold a basic site-specific “Community House Expectations” which will include, but not be limited to the items below. A copy of this agreement is attached as Exhibit A.
- d. If an individual does not follow the “Community House Expectations”, they can be exited from the program and the site. Reasons a Guest may be exited are listed below, and in Exhibit A, but may not be limited to either list and is carried out at the discretion of Bayaud.
  - i. The use of illegal drugs inside Housing Works is not allowed. The open use of alcohol or marijuana is not allowed.
  - ii. Failure to treat other Guests, staff, neighborhood guests, neighborhood, employees and contractors, volunteers, and businesses and their patrons with respect.
  - iii. Trespassing on private property and or treating other people’s property with disrespect.
  - iv. Failure to abstain from violence, weapon possession, illegal drugs, theft, and oppressive or discriminatory behavior.
  - v. Being deemed a threat to either other Guests or those in the neighborhood.
  - vi. Consistent littering around the site and surrounding properties.
  - vii. Changes in composition or occupancy other than as permitted in the “Community House Expectations”.
  - viii. Use of the premises for any unapproved profit-making or criminal activities, including drug-related activities.
- e. Bayaud follows a specific restorative justice model for addressing inappropriate behavior or behavior that violates the “Community House Expectations”. This process generally includes a verbal warning and discussion, then may escalate to a written warning and discussion, and if the behavior does not change the Guest is exited from the site.
  - i. If a Guest is exited from the site, Bayaud will offer to arrange a discharge to a congregate facility downtown, and free transportation to the facility will also be offered.
  - ii. When appropriate and possible, Bayaud will work with the city to ensure exited Guests may be transferred to a service location that may better meet their needs.
  - iii. If, in the very rare case where a Guest may be a threat to the neighborhood, Bayaud will inform the neighborhood and the police.

#### **IV. Staffing and Site Operations**

- a. For the purposes of this GNA, Housing Works is located in the Radisson Hotel at 4849 Bannock Street, Denver, Colorado 80216. This is a 220 room hotel.
- b. Housing Works is staffed twenty-four (24) hours per day with at least one unarmed security guard and one hotel staff, 7 days per week there is at least one project manager or director on site during regular business hours. The purpose of which will be to monitor both the internal activity at Housing Works, and any activity that can adversely affect the broader community and Housing Works itself.
- c. Bayaud will meet the “Service Description” expectations as outlined in their contract with the city (see Exhibit B)
- d. Housing Works will be secured so only Guests, staff and other permitted persons are allowed inside Housing Works at all times, or on the premises. If a Guest has a visitor, they may visit with them in the lobby in front of the security and hotel desk. Guests are not allowed past the lobby for any reason. Unauthorized guests are considered trespassers and authorities may be called to have them removed from the property.
- e. The hotel has designated a specific area for Guests to smoke in a specific location that has been located as far as reasonably possible from any adjacent businesses so as to have minimal impact.
- f. Bayaud and Neighbors will work in cooperation with the City to prevent any encampments within the 1,000 foot geo-tagged area surrounding Housing Works, and parked cars or RV’s for used for housing purposes within the same area.
- g. Bayaud will ensure the premises and “immediately adjacent” areas<sup>4</sup> to their property free of trash, weeds, dog waste, drug paraphernalia, and debris. The hotel will shovel snow off the sidewalks and other spaces as required by the City.
- h. Bayaud Works has been contracted 2 days per week to clean up trash and debris in the immediate area around the hotel.
- i. Bayaud will be responsible for working with the hotel in maintaining the site including landscaping and providing adequate lighting. Lighting will be according to City code and should keep all areas lit from sundown to sunup and be contained on the immediate property and not intruding on neighbor’s property.
- j. No loitering or soliciting will be permitted by Guests immediately adjacent to Housing Works. If loitering occurs, guests and site staff will be responsible for addressing the activity immediately and asking the individuals to move on. If this approach fails, 311 or the Denver Police Department may be contacted.

#### **V. Security**

- a. Onsite unarmed security is provided by Bayaud’s licensed security team.
- b. Crimes or emergencies taking place at Housing Works will be reported to the appropriate agencies.
- c. Bayaud will work with Denver Police Department to facilitate a Crime Prevention Through Environmental Design (CPTED) evaluation, and then work with DPD and the City to implement the recommendations.
- d. CPTED recommendations will be followed with respect to security cameras and lighting and maintained in a functional manner.
- e. According to the contract, the hotel owns and manages the security cameras. In the event of suspected criminal or illegal activity, Bayaud and the hotel will cooperate

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<sup>4</sup> “Immediately adjacent” in this instance refers to the sidewalks and tree lawns that border the property.

fully with DPD and the City in providing relevant security camera footage, as requested.

- f. If requested by DPD or Bayaud, adjacent businesses may choose to provide security cameras footage which might be helpful in an investigation of possible criminal or illegal activity outside Bayaud's property.
- g. Denver Fire and DDPHE will be performing scheduled and surprise inspections to ensure compliance and identify any areas for remediation.
- h. Security concerns will be discussed at the GNC meetings.
- i. Bayaud will make a good faith effort<sup>5</sup> to resolve complaints from the Neighbors and Businesses regarding noise, odors, litter, loitering, excessive late-night activity, profanity, parking issues, rodent issues, smoking and other disturbances in a timely manner, providing an explanation of "timely" to the complaining party within 24 hours.

#### VI. **Expectations of Neighbors**

- a. It is hoped that Neighbors will make a reasonable and good faith effort to ensure their neighborhood is a welcoming, supportive and an inclusive community that continues to embrace diversity and cultivates creative problem-solving related to those issues surrounding the Radisson.
- b. Neighbors will follow the complaint and dispute resolution process outlined below.

#### VII. **Complaint and Dispute Resolution Process**

- a. Should any Party to this Agreement believe that another Party is in violation of this Agreement, that Party shall notify the other Party and the GNC point of contact in writing via email, describing the situation they believe constitutes the violation.
- b. Upon receiving such notice, the Party alleged to be in violation will have twenty-four (24) hours to resolve the situation, or longer time as may be reasonably required in the circumstances, but not to exceed ten (10) calendar days, provided that the Party having received notice of an alleged violation has made reasonable, continuous efforts to resolve the violation.
- c. If there is disagreement regarding the violation, the GNC will be convened to discuss the situation and make a determination.
- d. If the situation is not resolved, such situations must be submitted to informal dispute resolution, such as mediation through the City of Denver, as an option for Parties to address any unresolved disputes prior to any Party seeking remedy through the legal system.

#### VIII. **This Agreement.**

- a. Along with any exhibits, appendices, and specific document references, is the entire agreement between the Parties with respect to Radisson Community located at 4849 Bannock Street and may not be amended or modified except by an instrument executed in writing by all Parties.
- b. May be executed in separate counterparts (or upon separate signature pages bound together into one or more counterparts), each of which, when so executed and delivered, shall be an original, but all such counterparts shall together, constitute one and the same instrument.

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<sup>5</sup> "Good faith effort" in this case is defined as "what a reasonable person would determine is a diligent and honest effort under the same set of facts or circumstances."

- c. The rights and obligations pursuant to this Agreement shall run to the successors and assigns of the Parties and shall constitute a covenant running with The Radisson/Housing First as long as Bayaud or any other organization manages the property for this purpose. The Parties acknowledge and agree that this Agreement will be recorded in the official records for the City and County of Denver.
- d. Each person signing on behalf of an entity below represents that she/he/they have the authority to execute and deliver this Agreement on behalf of such entity and to bind such entity to the terms hereof.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the latest date set forth below.

SIGNED:

\_\_\_\_\_  
Bilbo Baggins

\_\_\_\_\_  
Date

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EXHIBIT A  
House Rules



# BAYAUD ENTERPRISES

## Employment Matters

### Participant Safety Expectations

Welcome to transitional housing managed by Bayaud Enterprises. We are excited to provide this housing opportunity in support of your efforts to move forward and live in a safe and nurturing environment. To ensure the safety of all participants and staff at this facility there are several things you should know. First **safety** is our top priority and there several behaviors that would lead to **immediate discharge** from housing should they occur during your stay. These behaviors include but are not limited to:

- Any act of violence, regardless of who “started it”.
- Any usage of discriminatory language involving race, gender, sexual orientation, disability, religion, or national origin.
- Physical or verbal sexual harassment.
- Deliberate damages to facility property.
- Open usage of illegal drugs in the public spaces of the property.
- Distribution of illegal drugs on property or allowing someone to distribute drugs from your unit.
- Displaying a firearm while on property.
- Multiple guest policy violations.
- Threats of violence towards staff or other participants.
- Smoking methamphetamine in the building or resident unit.

While there are many other possible behaviors that can result in discharge after a meeting of facility staff, where you will be afforded an opportunity to address the situation, the above actions will result in immediate discharge. Such discharges are only appealable, after the discharge and must be written and addressed to the Bayaud Facility Director.

Please be assured that we are looking forward to working with you to resolve any issues that may arise in a manner that is beneficial to both you and the safety of the entire facility.

I \_\_\_\_\_, understand the above information and agree to the above process should I experience any safety related events while housed in this facility.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



## **Discharge Process for Participants**

### **Internal Document**

Participants can be discharged from the hotel for multiple reasons which include but are not limited to the agreed “Immediate Discharge” protocol. These other reasons include.

- Guest policy violations
- Aggressive behavior
- Abandonment of a unit
- Open flames in a unit
- Inadvertent damage to facility
- Being medically inappropriate for independent living,
- Protection orders from a court
- Other behaviors that may affect the sense of safety of participant or staff

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### House Rules

Please observe these house rules while at this property.

- All residents will check in each time they enter the property and provide their first name and unit number.
- All residents agree to checking in at meal time at least once a day ( check in will be accomplished when you are served a meal.)
- Residents agree that Bayaud may conduct a welfare check on their unit if a resident does not check in for 24 hours and the resident does not respond to a knock on the door.
- No outside visitors are allowed in residential rooms.
- Residents must meet any visitors in the lobby and remain with the visitor during their visitation in the lobby.
- No smoking in the rooms.
- No open flames in the rooms.
- All residents are required to identify themselves to security if requested to do so.
- Residents agree to keep their rooms relatively clean and free from excessive property.
- Residents and staff will conduct themselves in a manner that fosters an environment of mutual respect. Above all, treat this facility as a neighborhood and be a good neighbor.
- Residents absent from their room for more than 72 hours will be discharged unless they have provided advance notice to the front desk.
- Residents are not allowed to leave or store items in hallways.
- No vehicles, including scooters or electric bikes may be stored in resident units, bicycles are allowed.
- No flammable liquids may be stored in the rooms.
- With reasonable notice, residents shall meet with building management staff as requested.
- Do not consume alcohol in the public spaces of the property.

### Resident Demographics Required Information

_____	_____	_____
First Name	Middle	Last
Date of Birth	___ / ___ / _____	Phone number _____
E-mail address	_____	Room Assignment _____
Date Assigned	_____	Date of Discharge _____

Dietary Restrictions Yes ( ) No ( )

If yes please, explain: \_\_\_\_\_

Emergency Contact Information

_____	_____	_____	_____
First Name	Last Name	Relationship	Phone Number

### Voluntary Information ( For EMS communications in an emergency)

Medical Conditions \_\_\_\_\_

Medications \_\_\_\_\_



# BAYAUD ENTERPRISES

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## Employment Matters

**Welcome to Bayaud's Housing Works Program.** Bayaud Enterprises is incredibly excited to offer transitional housing as the first step towards stabilization and permanent housing. While you are here, please consider engaging with our staff to explore resources and or referrals to address health care, mental health support, permanent housing and services exploring employment opportunities and skill building.

As an organization we are honored to be partnering with you for this part of your journey. We are committed to providing services that honor the dignity of every participant and empower people to move forward with their dreams and goals. Should you experience issues while housed here, please approach our staff and explain the situation, we are here to help.

Bayaud Enterprises is committed to the values of diversity, equity, inclusion. Our mission is to create Hope, Opportunity and Choice with work as the means through which people with disabilities and other hurdles to employment can more fully participate in the mainstream of life.

Again, welcome and please don't hesitate to reach out to our staff for assistance at any time.  
Housing Works Management Team

## Community Service Requirements of Participants

Below are applicable to all Community locations operating under the jurisdiction of Bayaud Enterprises, Inc. These Community Programs are not designed to serve as permanent housing structures for any of the accepted participants. These are Transitional Programs that provide participants with the resources needed to lead an independent life after their most pressing needs have been appropriately addressed. It is because of this that our Program requires participants to take part in:

1. If a participant is not employed, they must be actively seeking employment. Job applications will be tracked and monitored at least once weekly.
2. If a participant is not able to gain employment due to circumstances outside of their control, then they must be actively seeking Public Benefits as a substitute for income (i.e., Supplemental Security Income [SSI], Social Security Disability Insurance [SSDI]).
  - a. Benefits Applications must be submitted and statuses 'pending', 'under review ', or 'active'.
  - b. These Benefits will be monitored and tracked via the participants Colorado PEAK Account.
3. Participants are required to seek more permanent housing.
  - a. If there are barriers that prevent acceptance into permanent housing, then efforts to remediate this must be made.
4. Participants are required to contribute to the weekly upkeep of the Community Site.
  - a. Site Maintenance will be conducted twice weekly.
  - b. Participants must assist with this service once weekly.
5. Participants attend an 'Open Dialogue' Discussion mediated by the Shelter Staff to address Community Needs, resolve conflicts and grievances, available resources, amongst other things that contribute to the betterment of the Program.
6. Upon graduation from the Program, participants are responsible for cleaning their unit prior to vacating.
  - a. Items that belong to Bayaud Enterprises, Inc. are to be returned.
  - b. Bayaud Enterprises, Inc. is not responsible for transitioning a participant's belonging.
  - c. Items left behind and not collected after seventy-two (72) hours will be discarded.
7. Upon Forced-Discharge from the Program, participants will clean their unit prior to vacating.
  - a. Bayaud Enterprises, Inc. is not responsible for transitioning a participant's belonging.
  - b. Items left behind and not collected after twenty-four (24) hours will be discarded.
8. Repeatedly failing to adhere to these Requirements may result in discharge from the Program.

### Guest Acknowledgement Agreement

- I have read the "Community House Expectations " and "Community Service Requirements of Participants ". I understand the information provided here and agree to follow them while utilizing the Shelter. I understand that not abiding by these or engaging in behavior or activity that is putting the community or an individual at risk may result in the discontinuation of access to the Shelter itself. I also understand that by not abiding to the Program Requirements outlined, I may no longer be granted access to the Services offered by the Shelter. Shelter Staff reserves the right to refer discharged participants to similar Programs.
- Shelter Staff has explained in detail the "Community House Expectations " and "Community Service Requirements of Participants ". I understand the information provided here and agree to follow them while utilizing the Shelter. I understand that not abiding by these or engaging in behavior or activity that is putting the community or an individual at risk may result in the discontinuation of access to the Shelter itself. I also understand that by not abiding to the Program Requirements outlined, I may no longer be granted access to the Services offered by the Shelter. Shelter Staff reserves the right to refer discharged participants to similar Programs.
- After reviewing the "Community House Expectations " and "Community Service Requirements of Participants ". I have refused to agree these terms for the following reasons:

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I have read and agree to the Guest Acknowledge Agreement outlined above:

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Client Name (First, Middle, Last)

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Client Signature Date

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Witness Signature Date

Refusing to agree with the material outlined in the "Community House Expectations" and "Community Service Requirements of Participants" prevents my inclusion into this Shelter Program.

**EXHIBIT B**  
**SERVICES DESCRIPTION**

BAYAUD will oversee and maintain a community for people experiencing unsheltered homelessness. This specifically includes the following:

**A. Site Operations**

1. Keep sites operating 24 hours a day, seven days a week, 365 days a year
2. Provide facility management to oversee the day-to-day operations and maintenance of communities to ensure compliance with all building codes, health regulations, and safety issues
3. Maintain the infrastructure and amenities, and utilities, providing regularly scheduled and general repairs and maintenance services such as trash, exterior litter removal, pest control, snow removal both inside the fenced area and from entries, changing light bulbs, minor repairs to clogged toilets and leaky faucets and any other basic repairs; provide necessary emergency maintenance service. Please see Appendix A for the matrix of responsibilities.
4. Collaborate with City representative(s) to notify and address any critical incidents on site
5. Maintain a minimum one staff member on site per 40 clients 24/7 with proper credentials including knowledge and experience in, conflict de-escalation and mediation, and trauma informed care
6. Communal spaces should be cleaned at least twice per week, or more frequently as needed and cleaning supplies should be available for clients as needed
7. Manage site safety and security to establish and enforce security protocols to ensure the safety of guests and staff
8. Training for all staff will include de-escalation training and Cardiopulmonary Resuscitation (CPR)
9. Vaccinated or working toward full vaccination and non-aggressive pets will be allowed at the facility
10. Site Operator will intake clients via HOST's encampment resolution and outreach team process

**B. Client Case Management and Navigations Services**

1. Guest Intake and orientation including Homeless Management Information System (HMIS) intake and subsequent services and exits documented in HMIS
2. Provide necessary referrals and coordination for any mental and physical healthcare needs
3. Provide benefit, employment, and resource navigation and enrollment assistance within 30 days of clients enrolling into site
4. Provide housing navigation
5. Provide peer navigation
6. Provide case management and supportive services that are housing-focused, trauma-informed, person-centered, and utilize a harm reduction approach for all clients
7. Provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.

EXHIBIT C  
Requested Community Investments

1. Coordinate with the neighborhood to create a shared community garden for both guests of the neighborhood and Radisson.
2. -

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EXHIBIT D  
Expectations for a 311 Call



MIKE JOHNSTON  
MAYOR

CITY AND COUNTY OF DENVER  
OFFICE OF THE MAYOR

City and County Building  
Denver, CO 80202-5390

p: 720.865.9090  
[denvergov.org/mayor](http://denvergov.org/mayor)

February 23, 2024

Steve Charbonneau  
Find Solutions  
6981 Iris Court  
Arvada, CO 80004

Dear Steve:

My administration is fully committed to ensuring the safety and success of our House1000 sites for both program participants and the surrounding community. This commitment to responding to and addressing the challenges of neighborhoods has been abundantly clear in the 60 neighborhood meetings that I attended about the House1000 plan during the first 6 months of my administration. In order to ensure the safety and success of neighborhoods adjacent to House1000 sites, we have taken proactive steps to establish systems that will alert our city agencies to any incidents that may occur in the surrounding communities. Additionally, we are taking proactive steps to increase police patrol and response in these neighborhoods. Please find an outline of these efforts below.

**We have established electronic geofencing through 311.** This geofencing provides real-time alerts of any 311 complaints within 1000 feet of a House1000 site directly to the Director of Encampment Response. Complaints within these geofenced locations are prioritized for immediate response. My staff meets daily with the Denver Police Department and other city agencies to track and ensure complaints within these geofenced areas have received response on a daily basis.

**We are committed to responding to incidents immediately.** Given the immediate alerts to the Director of Encampment Response, and the daily coordination calls mentioned above, any encampment related activities within 1000 feet of any House1000 site will receive response within 24 hours.

**We are committed to evaluating data and assessing response times as observed by adjacent communities.** As the Good Neighbor Committees meet on a regular basis, we expect these committees to compile their own record of 311 complaints and track their understanding of response times. My team is eager to receive the Good Neighbor Committees' feedback in order to understand the success of this process and the ways in which the process can continue to be improved.

**Denver Police will increase patrols in adjacent neighborhoods.** The Denver Police Department is fully behind this effort and poised to ensure the health and safety of neighborhoods welcoming people previously experiencing homelessness. Every Denver resident deserves to live in a safe and healthy neighborhood and DPD will stand ready to address any challenges that may arise as the Department works to advance our broader city-wide goals around crime-reduction.



Addressing homelessness comprehensively and maintaining neighborhood safety is a difficult but solvable problem. Collectively, we can solve that problem. The solutions outlined above will enable our city agencies to respond to any issues that might arise in a timely and effective manner. These steps affirm the reality that my administration is completely committed to the success of these sites for both the program participants and their neighbors. We are committed to ensuring that the House1000 sites are safe, fully staffed, and secure for the program participants and staff, and that surrounding neighborhoods remain beautiful and welcoming places to live, work, and play.

We look forward to ongoing conversations with the community and ensuring appropriate response times that promote safety and success for people in every corner of our great city.

Sincerely,

A handwritten signature in black ink that reads "Mike Johnston". The signature is written in a cursive, flowing style.

Mike Johnston  
Mayor

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