Those present at the Good Neighbor Committee were:

- David Kugler, LaMone Noles, Sarah Meredith, Jeff Ackermann, Sarah Christian, Stephanie Syner and Shane Sutherland – neighbors
- Kristen Baluyot – The Salvation Army
- Tiffany Caudill and Brie – from City Council District 8
- Mike Borquez - DPD
- Cole Chandler – Mayor’s Office
- Steve Charbonneau and Alexandra Katz – facilitator

I. Welcome, thanks for coming and check-in
   a. Steve will provide a brief summary and everyone present is encouraged to share this with those they represent. It will be posted on FindSolutions.org, and a link on the Council Office’s website.

II. Security data
   a. 911 call data was shared from the previous two weeks and year to date. There were thirty-two 911 calls from all three hotels in the Quebec corridor in the past two weeks.
   b. However, this data is only from the specific site. Steve will try and get 911 data from the immediately surrounding area.
   c. There was discussion around the different types of calls, what they meant and what subsequent police action may have been taken. Mike did a great job of walking us through the types of calls and potential police action.
   d. We discussed the use of trespass notices in managing unwanted individuals around shelters and maintaining the effectiveness of security systems. The frequency of using trespass notices was deemed less important than their effectiveness and the police’s responsiveness to calls for assistance.
   e. Cole explained 311 and the Mayors Office response, and clarified that 311 is not only for encampment issues, but for any non-emergency issue where a response is needed. He shared a map which indicated calls from the geo-tagged area.
   f. We discussed the importance of utilizing 311 to reduce the number of calls to 911 for non-emergency issues. Mike reminded us of contacting 911 in case of aggressive or risky behavior.
   g. We also discussed the need for improved communication and graphics to help community members report issues to 311. Cole’s office is putting together an informational piece regarding 311 explaining the importance of using this number to report encampments or other non-emergency concerns within the 311 area. The Council Office will also help us spread the information.

III. TSA’s report - Project Update and Housing Outcomes
   a. Kristen provided an update on the data, security, and safety aspects of the Stone Creek and Aspens project, detailing the number of households served, referrals made to mental health services, and transportation and employment assistance provided.
   b. She also reported on housing outcomes, with 12 individuals stably housed at Stone Creek and 4 individuals obtaining permanent stable housing at the Aspens.
   c. Kristen highlighted the shifts in the clinical team towards site safety and wellness coordinators, as well as the launch of the Navigation center offering services such as
medical care and substance abuse treatment. The GNC discussed the definitions and tracking of permanent and stable housing as per HUD criteria.

d. Substance Misuse Services and Employment Opportunities were also discussed. Cole highlighted the crucial role of Lean on and The Salvation Army in providing contracted services for substance misuse. Kristen clarified that the organization currently has no interns due to safety concerns.

e. There were questions about employment opportunities available to those seeking long-term stability, to which Kristen explained that they have an internal Employment Pathways program and the Salvation Army offers a scholarship program for post-high school education. Kristen further clarified that their program not only connects people to employment opportunities within their own program but also to other organizations. However, she noted that not all referrals may be included in their numbers.

f. Questions were asked about the services provided to veteran homeless people. In response, Kristen confirmed that the VA is a regular partner and that veterans usually get connected to services and housing quickly. Cole also emphasized the successful coordination in housing for veterans.

g. I have attempted to attach some of the specifics Kristen shared with us at the GNC.

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**Stone Creek NCS**
(formerly NEW DIRECTIONS NCS)

Stone Creek is a temporary housing site part of The City and County of Denver’s Regional Navigation Center initiatives and the updated House2000 plan for 2024. The program offers micro units and wrap-around services to displaced neighbors in the Denver Metro area. This program was an extension of Rodeway, a temporary housing program that closed at the end of August. As of September 2023, Stone Creek is serving the city’s needs by offering a safe stay to those removed from encampments through Denver’s Encampment Resolution activities – part of the City of Denver’s “House 1000” initiative that began in 2023.

Assistant Director: Kendall Onisko

**Outputs (monthly, unless otherwise noted):**
- 160 HH served / YTD: 693
- 142 HH retained night to night / 617 YTD
- 76 Engaged in housing-focused CM / 407 YTD
- 114 HH received financial assistance / 363 YTD
- 20 Referrals made to MH services / 107 YTD
- 15 Referrals to substance use support / 176 YTD
- 72 HH received transportation assistance / 420 YTD
- 26 HH received employment assistance / 80 YTD
- 30 HH received vital doc assistance / 139 YTD
- 18,600 Meals provided / 74400 YTD

**Outcomes (monthly, unless otherwise noted):**
- 12 exits to SH/PH / 34 YTD
- 12 exits to SH/PH w/engagement in RRH services /34 YTD
- Engaged in case management: 76
Programmatic/Operational Updates:
We have implemented a new check-in system, in which we have issued Clarity cards for each of our guests at Stone Creek. Guests are now required to scan their card at the front desk every day, and the system will mark them as present. This allows us to better verify who is coming in through the doors each day to ensure everyone’s safety. We have also gotten security at Stone Creek to help ensure the safety of our staff and guests. We are also in the process of installing cameras at Stone Creek, which we are looking forward to.

How did TSA make a difference in the life of a NCS household at Stone Creek (past/current)?
One of our guests at Stone Creek moved into Permanent Supportive Housing. She came to Stone Creek from the Rodeway shelter and had been unhoused for a number of years. This guest has gone through many challenges during her journey to housing, including brain cancer, which has had a significant impact on her ability to live independently. At her new apartment, she will only have to pay 30% of her income towards her rent, and she will receive a great deal of support, including case management, medical care, and mental health care.

DENVER NAVIGATION CAMPUS
The Aspens

This site is one of five Regional Navigation Campuses supported by the State of Colorado’s Division of Housing and is a primary initiative in The City and County of Denver’s House2000 Plan. A Navigation Campus is a primarily centralized and coordinated campus that provides low barrier, public access to a continuum of wraparound, co-located services for our displaced neighbors. The DNC utilizes the “Encampment Resolution” program model, which connects displaced neighbors, especially those who are currently unsheltered throughout the city, to outreach services, housing, and bridge housing on a path to stability. Denver’s Navigation Campus comprises three physical locations. The Aspens is the primary location and provides 24-7 temporary housing and supportive services to up to 450 individuals across 300 units of anticipated bridge housing.

Assistant Director: Nathan Parrot

Outputs (monthly, unless otherwise noted):
• 402 HH served YTD
• 244 retained night to night
• engaged in housing-focused CM
• 73 received financial assistance
• 15 referrals made to MH services
• 6 referrals to substance use support
• 98 received transportation assistance
• 10 received employment assistance
• 29 received vital doc assistance
• Meals provided: 12,462

Outcomes (monthly, unless otherwise noted):
• 4 exits to SH/PH
• 4 exits to SH/PH w/engagement in RH services
• 175 engaged in CM
Stone Creek was previously the Best Western, at 4595 Quebec
The Aspen was previously the Double Tree, at 4040 Quebec

Please let me know if there are any comments or questions.
Thank you,
Steve