



City of Boulder
Housing & Human Services



Day Services Navigation Center

Community Outreach Report

October 2022

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Background

- At the [2022 retreat](#), City Council identified the creation of a **Day Services Navigation Center** for people experiencing unsheltered homelessness in the City of Boulder **as a priority**
- Directed Housing and Human Services to conduct a **community and stakeholder consultation** to determine the **location** and **program priorities** for the day center

Council Priorities 2022-2023: These are the top 10 priorities and associated action item goals for this council term

Homelessness Day Center

Initiation of a two-year process for planning/implementation of a day shelter with service provision and hiring of a facilitator to convene stakeholders for broader conversations around services and needs for our unsheltered community generally.

City Council Goals for the Day Center

At the retreat, this “endpoint” was identified and serves to guide this outreach plan.

A low-barrier day shelter is up and running that measurably improves public spaces and the health and wellbeing of those experiencing unsheltered homelessness by drawing people out of encampments, creating a welcoming and inclusive space to engage with service providers, and providing a single location for service access.

The navigation center builds a sense of healthy community, meets people where they are on their housing journey, replaces unproductive habits with productive habits, and those engaging with the day shelter are on a path to housing (e.g., diversion, getting IDs, submitting housing/disability/Medicare/Medicaid/SSDI applications).

Outreach Process Overview

Trestle Strategy Group: external facilitator, not an expert on the issue of homelessness, placing us in a neutral position to facilitate conversations amongst diverse viewpoints

Process:

1. Invitation to participate in online survey (266 respondents)
2. Direct outreach
 - 2 meetings with homelessness services providers to follow up on survey (14 participants total)
 - 2 public meetings with stakeholders and community members to follow up on survey (around 60 participants total)
 - Series of interviews with 15 people experiencing unsheltered homelessness (participants granted a \$10 gift card for their time)
3. Compile feedback to share with Staff/City Council



Day Services Navigation Center Survey

In early 2022, City Council made the creation of a Day Services Navigation Center for people experiencing unsheltered homelessness in the City of Boulder a priority, and instructed the Housing and Human Services department to conduct a community and stakeholder consultation to determine the location and programming priorities for the day center. Trestle Strategy Group has been hired by the City to facilitate these conversations with stakeholders and community members experiencing homelessness.

We are inviting you to share your initial thoughts on the future Day Services Navigation Center in this survey, and then to participate in a virtual meeting to discuss your perspective with other stakeholders (see the email for details on day and time).

Thanks in advance for your time!

Outreach Overview

Questions to be answered through this outreach opportunity:

1. What **programming and services** should be included in the day center in order to provide services that create self sufficiency and a path to housing?
2. What would be the ideal characteristics of the **physical elements** of the day center (size, function, affinities with other land uses, etc)?

Outreach Overview

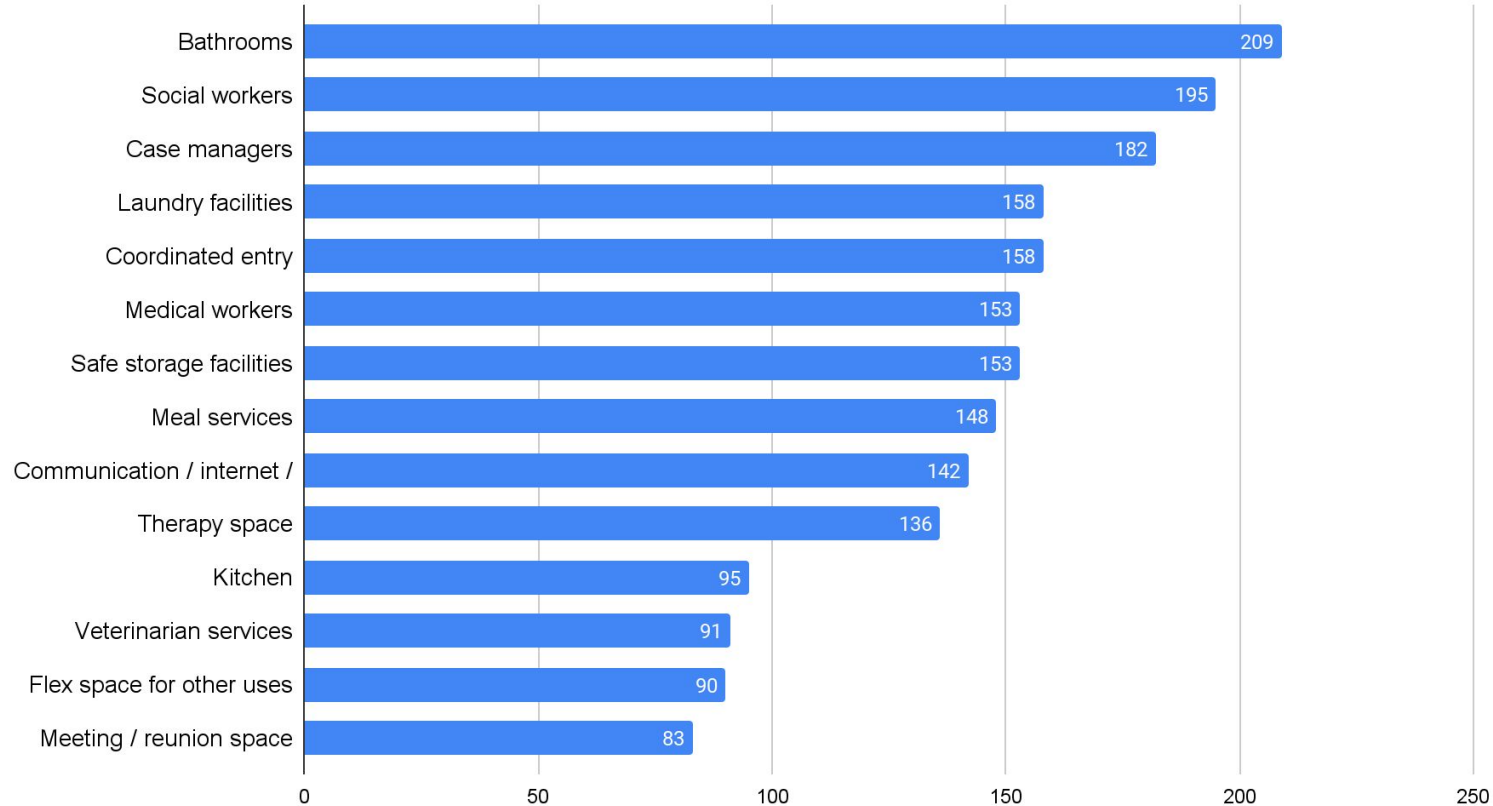
What This Engagement was Not

- **Not a community-wide conversation on homelessness or on the need for a Day Services Navigation Center.** Instead, focus on gathering input from key stakeholder groups, service providers and individuals experiencing homelessness to provide their input on a future Day Services Navigation Center.
- **Not solving the issue of homelessness in the City of Boulder.** Instead, focus on requesting input on what programming and services should be included in the future Day Services Navigation Center.
- **Not a financial and economic feasibility study for the Day Services Navigation Center.** Instead, provide data such as location parameters for the day center, programming priorities, services to be included, etc.

Programming and Services

Online Survey Results

What **services** do you think should be provided to achieve these goals?
(Check all that apply)



Online Survey Results

What **services** do you think should be provided to achieve these goals?

Open Ended Option: Some Other Ideas *(see appendices for full list of ideas)*

- Showers
- Recuperative beds
- Mental health support
- Addiction counseling
- Childcare services
- Employment support (job searching, skills development, recruiters)

Notes from Stakeholder & Community Meetings

Services to include in the Day Services Navigation Center

(see appendices for full list of ideas)

- Washup, individual hygiene, laundry
- Phone access, device charging, access to wifi, email account / tech help, printing
- Access to storage, lockers
- Access to food & water
- Access to activities & ongoing education - e.g. document writing classes
- Access to pets inside facility, dog run
- Continuous access to oxygen
- Access to schools or childcare
- Ability to repair your supplies
- Legal support - birth certificate, driver's license, court services
- Relationship building
- Employment opportunities, including with peers
- Address & mailboxes
- Recuperative care: place to rest (e.g. women don't sleep at night to avoid being victimized)
- Mental health support: AA, DAA meetings

Notes from **Interviews** with People with Lived Experience

Services to include in the Day Services Navigation Center

(see appendices for full list of ideas)

- Showers, bathrooms, hygiene supplies, laundry
- Haircuts
- Meals, water, snacks, microwave
- Clothing, gear, lost & found
- Phones, computers, wifi, charging
- Storage
- Case management
- Medical services, needle exchange, sharps containers
- Counseling
- Rest area
- Storage
- Connection to education, classes, workshops
- Arts & crafts
- Employment training
- ID services

Additional **Gaps**

Online Survey Results, Meetings & Interviews

Any other **gaps** the Day Center should aim at filling?

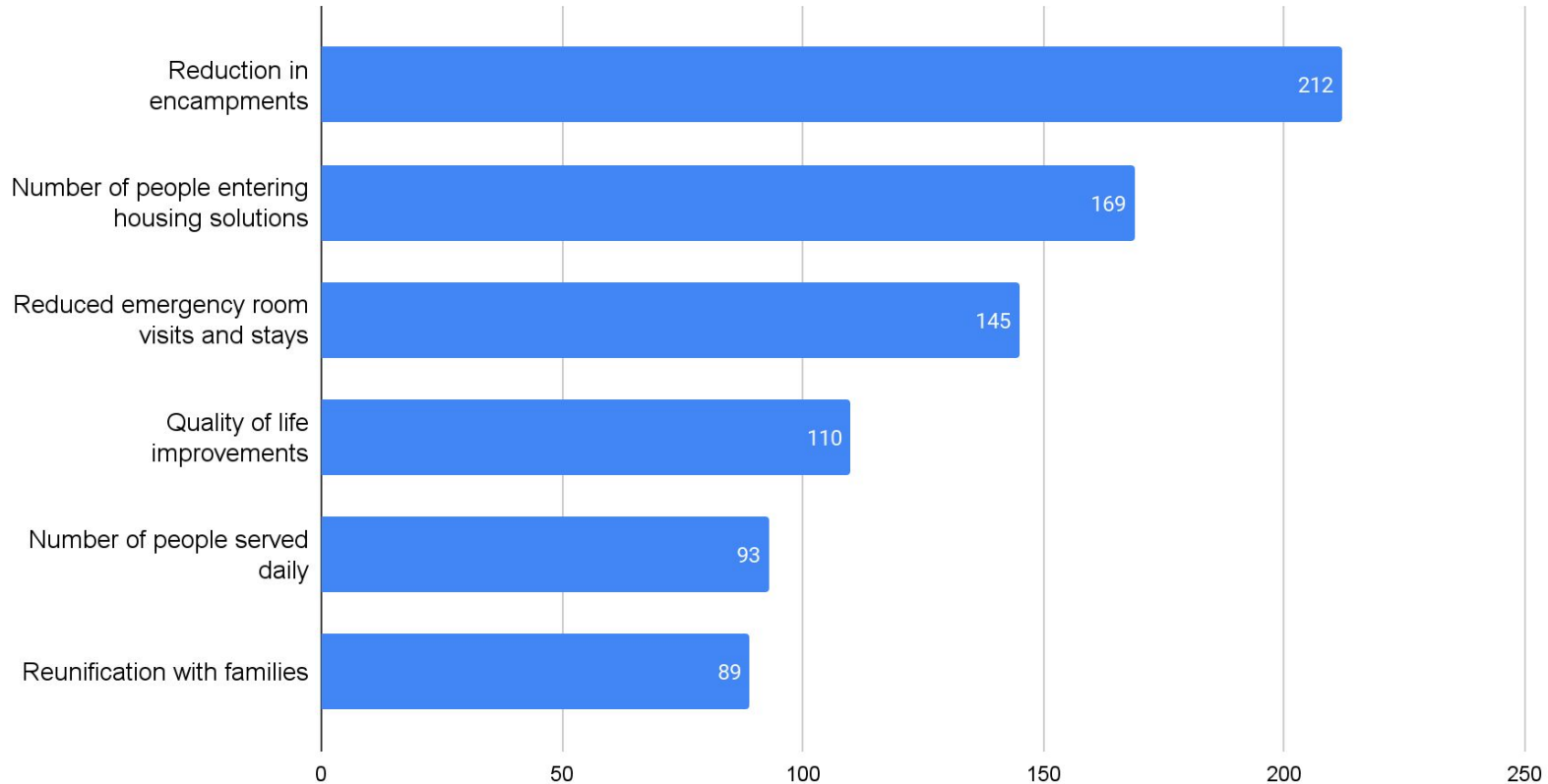
(See appendices for full list of ideas)

- Severe Weather Shelter (SWS), overflow from existing SWS
- Supervised injection site, safe drug use
- Transition to mental health facility
- Universal information release
- Sanctioned camping

Success Metrics

Online Survey Results

In two years, when we look back, how will we measure if this initiative has been successful? What type of **metrics** should we be tracking?



Online Survey Results

In two years when we look back, how will we measure if this initiative has been successful? What type of **metrics** should we be tracking?

Open Ended Option: Some Other Ideas *(see appendices for full list of ideas)*

- Number of people served
- Number of people employed or enrolled in long-term programming
- Number of repeat visitors
- Reduction in drug use
- Reduction in number of lives lost and weather-related illnesses or injuries
- User satisfaction survey, including qualitative feedback
- Reduction in number of people incarcerated
- Established support system
- Reduction in library use as a day shelter
- Reduction in crime, reduction in number of law enforcement calls

Notes from Stakeholder & Community Meetings

Success **metrics** *(see appendices for full list of ideas)*

- Not enough housing available to use that as a metrics
- Peer support, relationship built
- Personal circumstances changed
- Look at metrics from the perspective of the unhoused population
- Number of people served
- Focused on giving dignity back to people

Notes from **Interviews** with People with Lived Experience

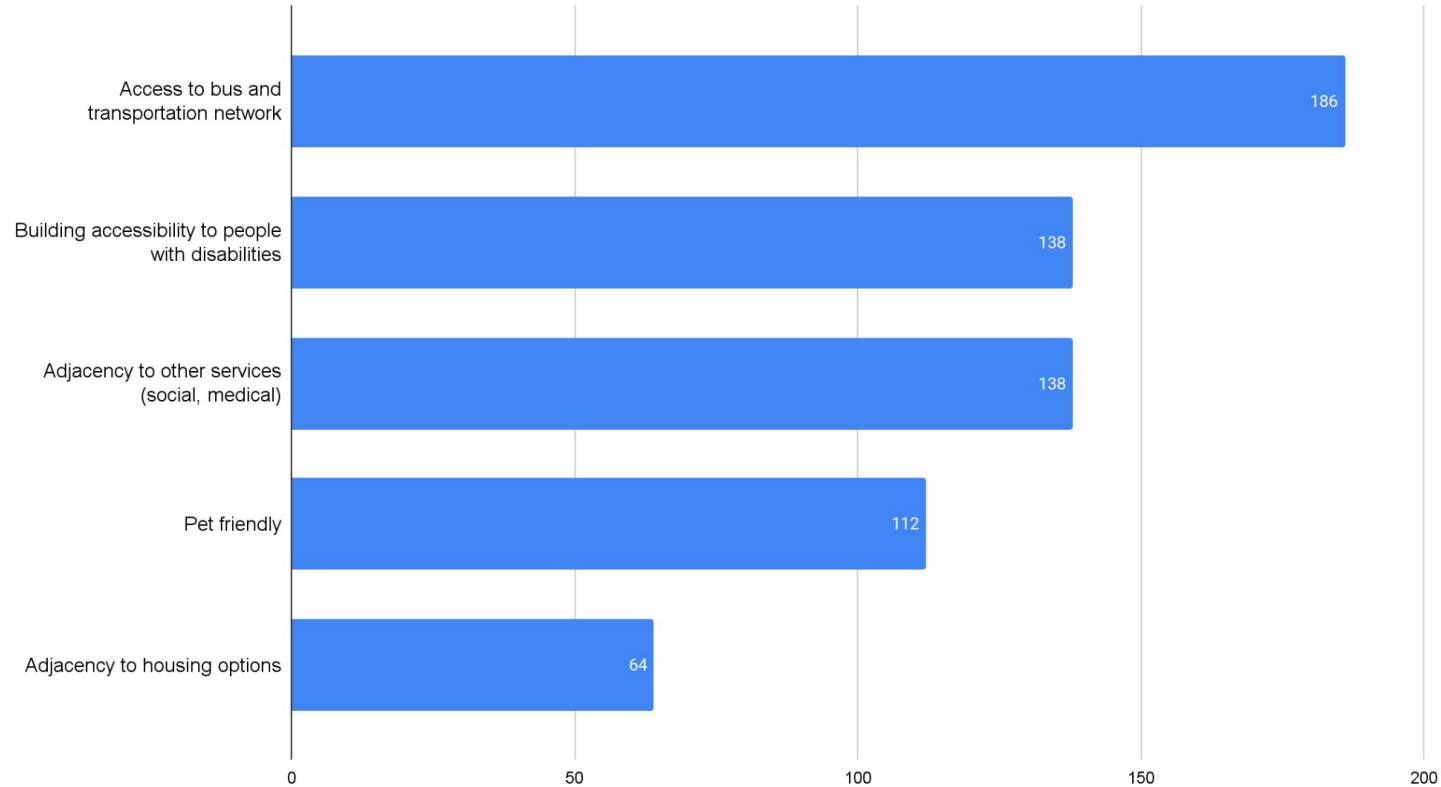
Success **metrics** *(see appendices for full list of ideas)*

- Number of individuals connected to services
- Number of appointments honored
- Number of lives changed
- Number of individuals exiting homelessness
- Improved community
- Number of instances of violence
- User satisfaction
- Number of individuals housed
- Number of individuals employed

Physical Characteristics

Online Survey Results

What **physical characteristics** would be important when siting the day center? (Check all that apply)



Online Survey Results

What **physical characteristics** would be important when siting the day center?

Open Ended Option: Some Other Ideas *(see appendices for full list of ideas)*

- Judgement free, non discriminatory
- Quiet, relaxing atmosphere, cozy
- Cultural competence, graphic signage and signage in multiple languages
- Harm reduction
- Generous hours
- Easy access to transportation
- Bike storage
- Building accessibility to people with disabilities
- Visible and connected to the community
- Central location

Notes from Stakeholder & Community Meetings

Physical characteristics of the Day center?

(see appendices for full list of ideas)

- Keep location central, not in a business park
- Inviting, generous opening hours, equitable
- Safe space that allows privacy
- Flex space
- Co-location of services
- Accessible building
- Comfortable seating
- Choose materials wisely to mitigate bed bugs, lice, etc.
- Ability to park your vehicle overnight
- Outdoor space for service providers when weather allows
- Access to transportation, EcoPass

Notes from **Interviews** with People with Lived Experience

Physical characteristics of the Day center?

(see appendices for full list of ideas)

- Friendly, kindness, positive atmosphere
- No judgement, forgiving
- Quiet, comfortable
- Private space
- No arguing, no fighting
- No drug use
- Diverse staff, including people with lived experience

Example Facilities

Online Survey Results, Meetings & Interviews

Example Facilities Around the Country

(see appendices for full list of ideas)

- [St Joseph Center](#), Los Angeles: comprehensive coordination among all service providers
- Lamp Community, Los Angeles: combined standard case management, life-affirming activities (including art), and paid work programs (e.g. industrial laundry business)
- The [Gathering Place](#), Denver: larger sense of wellness while maintaining a focus on outcome-oriented mission
- The [Murphy Center](#), Fort Collins
- The [Coalition for the Homeless](#) in Houston and their The Way Home Continuum of Care: highly organized and coordinated, housing first approach to preventing homelessness and helping unhoused people
- [Church Health Center](#), Memphis: partnering with local medical facilities, churches, and other existing organizations to have a pre-established support system for people
- [Something Better Than a Tent for the Homeless](#), Opinion Guest Essay, The New York Times, August 24, 2022

Next Steps

Refer to <https://bouldercolorado.gov/projects/homelessness-day-center> for **future engagement opportunities** around the Day Center

Homelessness Day Center



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Appendices

1. Raw Survey Results
2. Service Providers & Community Meetings Notes
3. Lived Experience Interview Transcripts



Day Services Navigation Center

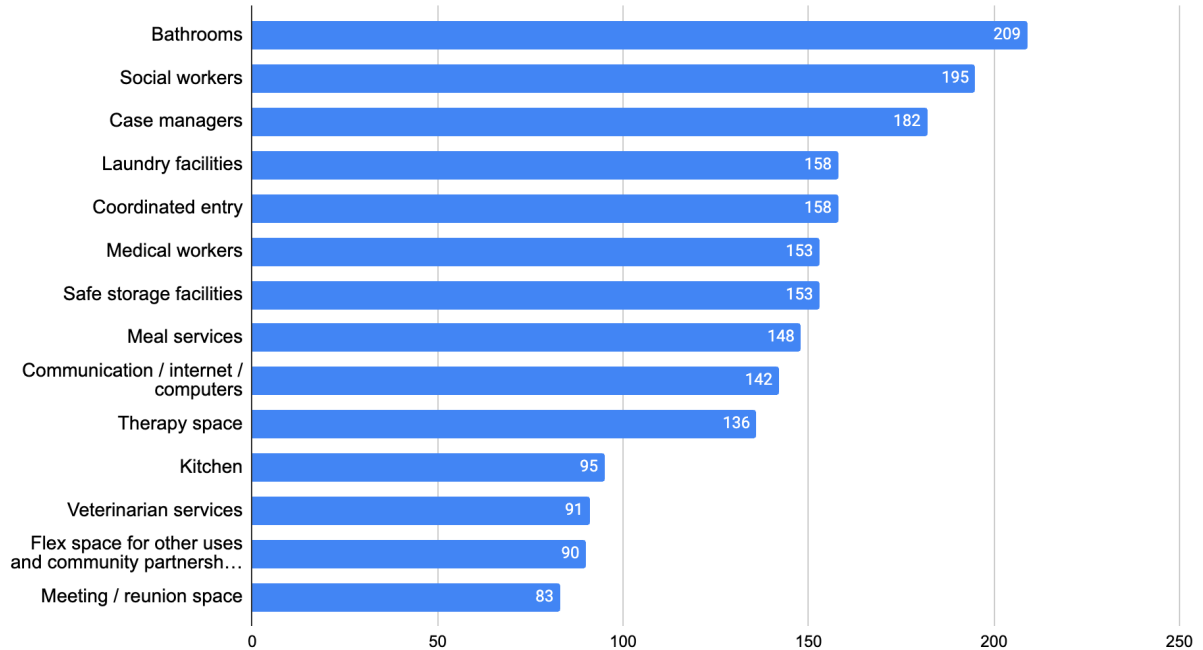
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Raw Survey Results

What services do you think should be provided to achieve these goals? (Check all that apply).



Bathrooms	209
Social workers	195
Case managers	182
Laundry facilities	158
Coordinated entry	158
Medical workers	153
Safe storage facilities	153
Meal services	148
Communication / internet / computers	142
Therapy space	136
Kitchen	95
Veterinarian services	91
Flex space for other uses and community partnerships	90
Meeting / reunion space	83



What services do you think should be provided to achieve these goals? Other.
Recuperative day beds for those needing respite services
There does need to be flex spaces for offices for the service providers. Service providers should not be a permanent presence but come at appointed times (each come several times/week as needed).
Legal aid, ability to squash petty warrants, and re-entry services
SWS
Peer support, bus passes, employment opps, art classes, and bike shop/repairs.
Not saying all of these need available every day. Also add showers.
Mailboxes
In-/out-patient mental health and rehabilitation center: Instead of a day shelter, the new facility should be used as mental and behavioral health center that can be tied to a city or county drug court, or as part of the state Adult Integrated Treatment Court (AITC) program
Medical should include psychiatric and addiction help; also tech such as computers and computer help
Information on library services; Regular (weekly?) DMV and Social Security hours
In-/out-patient mental health and rehabilitation center: Instead of a day shelter, the new facility should be used as a mental and behavioral health center that can be tied to a city or county drug court, or as part of the state Adult Integrated Treatment Court (AITC) program.
Mail, document retention, and medication storage; Bus passes; Hygiene items, showers and sleeping bays; condoms & harm reduction supplies
creative endeavors of any and all kinds; puzzles in therapy space
Reentry servcies, community court, and peer support
Someone to help them navigate issues with lost stolen wallets, IDs, phones, etc. Theft at the shelter is no joke and then the people in it are left to navigate all of this alone which further delays their ability to secure work and housing
drug free so that people who don't use feel safe
Private space for persons feeling over-stimulated. Translation services, especially Spanish and ASL. Work and school information.
Stop enabling bad behavior with having a low barrier and no expectations. This is bad for the unhoused and bad for the citizens of Boulder
Mental health and addiction services
Use the current services, given how unsuccessful these day shelters have been elsewhere
Community partners- HHS/workforce/Employment first
goal to reduce camping in public spaces and get individuals services to support ability to be housed long term.
Housing and job resources (is that the same thing as case managers)?
Drug use without rehab? No day shelter!



What services do you think should be provided to achieve these goals? Other.
adequate number of qualified staff 1 staff per 4-6 people seeking services
Bathrooms need showers, and labor work program
I oppose this shelter.
An alternate to the library's defacto day shelter status
Transition to psyche ward For the severely mentally ill people and transition to addiction facilities for those addicted to drugs
art workshops, exercise classes, meditation, yoga
This facility can't simply be a hang out or place to rest. So the more social services and behavioral health providers the better .
DRUG ADDICTION services
Secure bicycle parking
cant take care of their own absolutely no coordinated entry. . And need shelter for night hours. Essentiel.
addiction peer counseling
Addiction treatment
NONE Get them outta here!!!! Let other California, Oregon and Washington deal with the BS
mental health and drug treatment workers
I oppose the shelter. I would like to see the "ambassador" program strengthed and expanded to include training in navigation of housing services using a ipad or similar. I feel the money spent on a shelter could be used for this purpose and the ambassadors could meet people where they physically are at bandshell feeds and encampments.
I an NOT in favor of a day shelter in downtown boulder
job opportunities-starting with daily pick up site for labor
Tranportation back home
I don't think there should be a day shelter.
Police and substance abuse counseling
some kind of check to make sure drugs aren't allowed on site
Mental health experts. This might be implied in other options, but want to make it explicit. I don't support the other services as they essentially create a village
Should NOT include Lifestyle services.
mental health and rehabilitation center affiliated with a city or county drug court /Adult Integrated Treatment Court (AITC) program.
It should be difficult to accommodate all these services, but they could be ranked.
showers



What services do you think should be provided to achieve these goals? Other.
Police for safety and security
Treatment for underlying problems
We should not be providing any services aside from mental health and drug treatment services.
the details is best for the experts in this field and the city to decide. as a long-time resident I am interested that through these services the beauty of the downtown and creek area can again be enjoyed.
Youth services
Harm reduction; also sleeping pods; and not just meals but a place where people can cook; a youth hostel type space could work well. I work with the unhoused and have asked about this. Many dont want to socialise in large groups though
Additional policing and encampment removals. Employ the homeless to
Dog crates and water bowls. Treats?
Career services
Childcare
As I don't work with the homeless, I don't feel I can say exactly what they need
Bus tickets back to where they have come from. From what I can tell most I housed have zero connection to Boulder County
Drug Rehab + Mental Health focused programs. If we are going to invest in a new facility, it should exist only to tangibly improve people's lives, not make it easier for them to languish in encampments.
ID Verification for address and outstanding warrants
Job searching and employment skills.
not OPPOSED to the others either...
Have spent time along Boulder Creek, speaking with many homeless folks. Many bring up the work a day, get paid that day programs.
entry point for boulder county services. referrals to medical clinics. connect clients to eligible services like veterans benefits,
Should not be at the center of down town ... but rather somewhere near the current shelter to provide services near other services.
I strongly disagree with the use of funds for a day shelter. I believe money would be better spent on mental health and addiction. These are people who aren't interested in being housed and this shelter will only increase the number of resource resistant people rather than help those who really need assistance.
I do not believ the day center should be built!
I do not believ the day center should be built!



What services do you think should be provided to achieve these goals? Other.

Totally against creating another “Homeless Shelter”. These people in encampments are not utilizing the existing homeless shelter and service. Build and they will come. We don’t need to draw more homeless to Boulder. Use this money to increase Boulder’s mental health services and drug rehab support.

None, stop making it attractive for homeless to live in Boulder!

STOP ENCOURAGING AND WELCOMING MORE ILLEGAL ACTIVITY IN OUR COMMUNITY

Do not move forward with this. It will make the problem worse and will not improve peoples lives or the community

Strict oversight

As open and inclusive as possible, potentially providing safe spaces for women and children who have experienced domestic violence

Storage spage for personal items - lockers maybe

I don’t support a day shelter. We have other services but many illegal campers don’t want the services. They need Mental health workers and 12 step groups

VA Specialists

Security

This facility should meet the real needs of our community by focusing on mental and behavioral health care. It could become part of the county Mental Health Diversion and AITC court programs, which are chronically at capacity.

Unsure, because it depends on how this day shelter will affect the rest of the community

Not in north boulder

Mental Health advisors, Addiction specialists

Job recruiters

Harm reduction support. Voter registration. Community events that prevent segregation. Outdoor space. Adjacent to overnight housing. Coordination with overnight housing facilities on schedules

Substance use rehab, psychiatric care

Maybe some sort of security? But I think this question is more for experts than the community

Coordinate action with existing services is essential. Bridge House, Hope Pantry, Boulder Shelter, etc in order to streamline and coordinate services. The library has computers and internet access, Hope pantry has food shopping and lunch from 12-2pm Monday to Friday. Money should be spent very wisely without repetition. There are so many grants awarded without attention to redundancy, return on grant investment and measurable results. Ask Focus Re-entry, Bridge to Justice, DAs office what needs they see the most frequently. Many homeless will not come to a place that does not provide anonymity because they have warrants or reservations or fears. You need to consider how services are offered. As a volunteer who sees this population, I am frequently asked for help with getting ID’s, gas cards, health care (illegal immigrants and others), prescription discounts, laundry, showers.

Shelter for the winter nights



What services do you think should be provided to achieve these goals? Other.

Mental Health Services - Drug addiction Services
I think existing resources and coordinated entry should be used. I think a day shelter catering to service resistant transients will be a waste of valuable resources.
Detox space for those using
What will the cost be to support/ provide ongoing services to ensure safe and legal behaviors
Drug concilingw, mental health counseling
Mental health services

Should the Day Center aim at filling any other gaps, such as a place for individuals to get out of severe weather?

Weekend availability of services.
The flexibility to convert large meeting spaces that can be broken into smaller spaces to house I sheltered during sever weather.
The Day Center should absolutely be available as severe weather shelter.
Severe weather, education/GED resources, rehabilitation counseling/disability accommodation assistance, job coaching
Not sure at the moment
Severe Weather, respite
Support for needs for employment and housing
Severe weather shelter; storage for large articles; people on hand to help with tech issues, lost IDs and other immediate issues but NOT to try to force people into coordinated entry; the people who need this the most won't go there if they feel like they are going to be forced to do something they aren't ready for yet
Between the night and day shelters, people should have a safe place to get out of severe weather twenty four hours a day.
Providing Internet (for example for job searches and application) while also receiving the services they need could be beneficial, as well as shower facilities and storage so they can be more sufficient without losing their belongings. It still sounds tough to keep moving everything morning and night between different shelter types
snow, cold.
Temperatures above 80 degrees or below 40 degrees. Precipitation.
If staying out of severe weather, people should be encouraged to give back to the area, like volunteer to clean the space, serve food.
The first priority is to make sure our existing shelter is serving all who need to be sheltered at night. Expanding if necessary. Second should be to provide more shelter during severe weather.



Should the Day Center aim at filling any other gaps, such as a place for individuals to get out of severe weather?

Severe weather, a place to recover if ill

At this time I'm not sure how that would look.

Just what is mentioned in the survey--a place for people to get out of severe weather.

NO MISSION CREEP/DRIFT - SELL THE CONCEPT TO THE COMMUNITY AND THEN STICK TO IT!

People need a place during both very high and low temperatures

To be open on the days when the weather is the worst and severely cold

- Accommodate winter weather, extreme heat and wind
- Some level of security at all times or have staff members who are trained in deescalation techniques
- Narcan available to staff and to general public
- Access to basic hygiene supplies and clothing
- A place to shower
- Bus passes
- Overnight sleeping for extreme weather
- Landline phones
- semi private areas for those going through crisis

There should be a work program available similar to labor ready so they can work in extreme cold shoveling to earn money when big storms hit they should be able to stay at the shelter to get to work early otherwise no staffing and safety for staff would be a concern during the night a on a regular basis

We have the shelter with services in place!

It would be good to be able to get out of extreme weather, too cold or too hot.

Place to shelter during severe weather

Clothing repair/exchange, job hiring board, pet care, emergency weather shelter

Getting out of severe weather. Shower, hair cut

Help with getting SNAP, Medicaid, SSI or SSDI, section 8s, It would also be helpful to develop an ID system so Police could check to help identify bike thieves, intruders, car thefts, etc who are captured on cameras

Yes that would Be compassionate to get them out of severe weather until they can be redirected to problem mental state hospital if they are severely mentally ill or to an addiction center if they're addicted to drugs or to the jail if they are criminals

Whatever works to keep people comfortable and safe during inclement weather

It should handle the overflow from our existing severe weather shelter at BSH

Whatever research shows helps people on their path to being housed

Just what is described- a shelter for severe weather

This is intended to connect people to services, not house them.

Day services useless to clear encampments unless other shelter available.



Should the Day Center aim at filling any other gaps, such as a place for individuals to get out of severe weather?

There should be several places around town. I am sure CU has empty space. All law offices have conference rooms that are used very rarely. The Chamber of Commerce has a large meeting room. Right now the library and all coffee shops are severe weather hosts.

Let em freeze

A severe weather shelter can be made available in another space as needed including the Boulder Shelter for the Homeless.

Please keep the homeless out of using the library as a day shelter. People want to feel safe there and don't, I've seen people looking up porn, or shooting up in the bathrooms. Please don't make it a shoot up side though because we don't want to encourage drug use.

Expand the existing shelter in North Boulder rather than adding a shelter. Or follow the advice to put the money in mental health services instead of another pet project that will make boulder less safe

a place to be during severe weather

Severe weather, mental health crisis, crime reporting

Rather have them at this center than on the street and in our parks.

cold and rain

bad winter weather

A place to get out of severe heat or cold during the day makes sense to me. Preferably there would be incentives for people to use this designated space instead of the library.

out of cold winter weather as possible

It should a safe space that strictly prohibits drug and alcohol use. It should have a minimum residency requirement so we do not become a draw for those around the country. It should be located away from public spaces and businesses and residential neighborhoods so that it if it becomes another gathering space for criminals our residents and businesses will not be easy targets of their crime.

Day shelters especially during summer and winter are very important for safety when people have no other way to get out of extreme weather

After breakfast, the Homeless Shelter closes during the day. Many of the residents go to the library during bad weather or just to use the computers at Main or NOBO. Having another option would be good for these folks. Free lunches could be coordinated with local churches who often offer sack lunches. Having space for pets and checking on their health would be an excellent idea. The library has tried to assist patrons who are having psychological/medical/emotional issues, but we do not have any trained social workers/psychologists on staff to assist these patrons and we need another trusted resource for folks in need.

We don't want another tent encampment... This space should be specifically for eating people out of homelessness.



Should the Day Center aim at filling any other gaps, such as a place for individuals to get out of severe weather?

Services, mentioned above.

If freezing or stormy there could be a place for people to throw down their things and sleep/rest- with restrooms nearby.

get out of severe weather and out of the library

WE DON'T NEED THIS 'CENTER'!

best for the experts who have researched how to best help homelessness to decide.

We lose unsheltered people to the cold every year. So cold, for sure.

It would be good to have a “pod” type of environment with smaller groups

The heat of summer and cold of winter require a safe space during the day time.

Bad Weather

Heating and air conditioning (of course), and access to a job recruiter. Put those who can work to work, even if it's picking up litter - any entry on a persons resume is a good thing.

Provide shelter for people during severe weather.

Place to gather ,rest, and seek help. Many homeless want to remain free. Don't trust. Services

Warm place on cold days; free wi-fi; entertainment/recreation/fitness options(?)

Severe weather

I would imagine that the day center would inherently serve as a place for people to get out of severe weather. I don't have any other gaps in mind.

Severe weather clothing

A place to get out of severe weather

Safe drug use

They day shelter should be a place for people to shelter from the weather, a place to rest, a place to feel safe and cared for.

Do not agree that we should have a day shelter as this will increase the number of troubled transients.

If weather is at freezing r below

Make it a great urban services facility

Severe weather, open to couples/partners

severe weather like mentioned

Overflow for shelter during low temperatures only

Teach them how to get a job.

relief from severe weather

Having a place to go during severe weather is important.



Should the Day Center aim at filling any other gaps, such as a place for individuals to get out of severe weather?

Health care and severe weather shelter.

if we have the space, we should utilize it other times where there is need, like severe weather

Library, living room setting. Arts room. Creative place for them to express themselves through art etc. Potential daily work programs. Work a day get paid that day. Many homeless people that I have talked with bring this issue up. A way for them to work small jobs and get paid right away. Denver has a program that many Homeless people in Boulder talk about.

Create tornado under ground shelters in north, south, east and west areas of Boulder where homeless could go to get out of severe weather for their safety and the communities safety

Weather

Safe place to shelter

Library has, in past, functioned as day shelter, but library did not provide services to extent shelter does. Day shelter should, at minimum, equal night shelter system. No free rides.

Limited Open on cold nights

Weather may be the thing that brings people in and gets them coordinated.

safe and life saving space for children and adults in heat/cold/floods

daytime shelter from severe weather such as fire, flooding, etc.

Also setting up ways those served can provide services for the community in return.

Definitely weather

Please prioritize the safety of our children and community above inviting and welcoming more transient/homeless

They seem to come with the warm season

on severe weather nights act as a temporary overnight shelter... assuming the building will be able to accommodate this

It seems that if the center was open daily, the weather would not be relevant. If it would not be open otherwise, if open during bad weather, more people might use the services provided and use them after the weather has improved.

Bad weather for sure

Severe weather conditions

severe weather shelter

Address use for employment, severe weather, coordinated volunteerism for disasters, wraparound services

Giving people a place to go in cold weather is important but all of the services you listed are important so you can only do this if you have the budget. I think you may be developing a wish list here instead of a actionable list.



Should the Day Center aim at filling any other gaps, such as a place for individuals to get out of severe weather?

Flex space could be used

When it's 10° outside and people have finished laundry and talking to their caseworker, is the Day Center going to push people back out on the street? It's hard to imagine having this expensive center turning away folks in a blizzard who just need a place to survive the storm. Many people use the library as a shelter in extreme weather, so the center could alleviate that traffic. I can see how opening doors in extreme weather creates other challenges and walks the line of being a shelter. I don't really have an answer at the moment for this.

Center should not be downtown. Should be near overnight shelter in N.Boulder or east boulder with good transit access

only if this supports maintaining the current camping ban

It should function as a mental health facility for the unhoused and/or an addiction treatment center.

As above; severe weather is a health hazard.

Emergency sheltering

Getting out of inclement weather

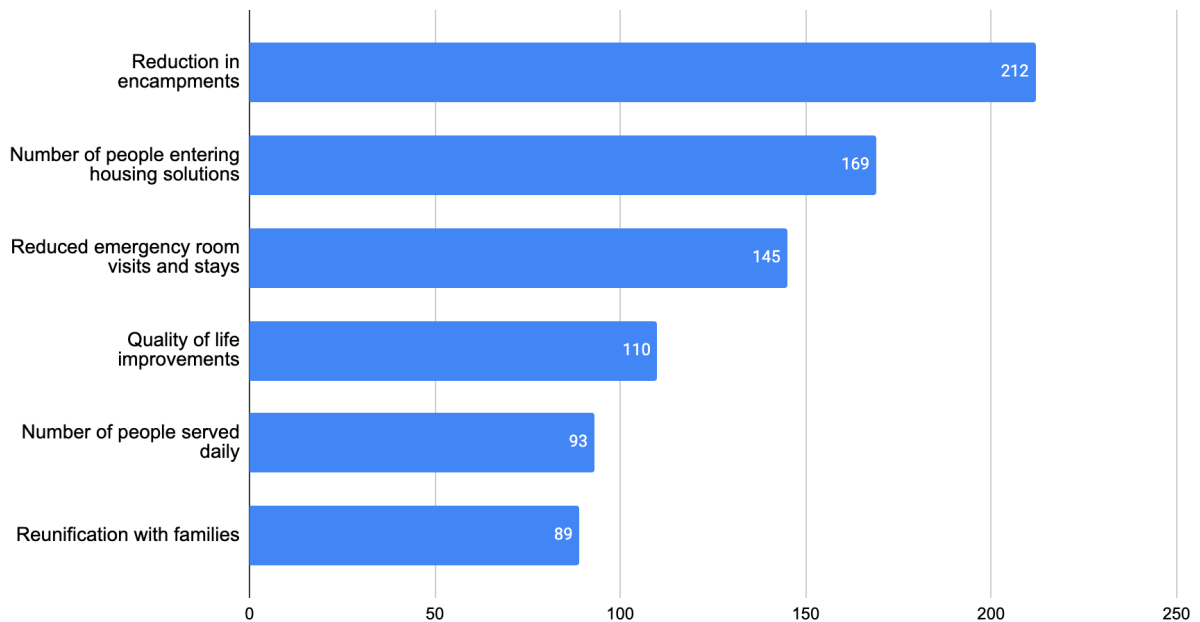
mail delivery, temporary job board

The day shelter is already going to have a lot to do without focusing on overnight sheltering

Should always be available for individuals to use as shelter, capacity need to be increased to meet demand



In two years when we look back, how will we measure if this initiative has been successful? What type of metrics should we be tracking?



Reduction in encampments	212
Number of people entering housing solutions	169
Reduced emergency room visits and stays	145
Quality of life improvements	110
Number of people served daily	93
Reunification with families	89

In two years when we look back, how will we measure if this initiative has been successful? What type of metrics should we be tracking? Other.

The outputs of number of people served will be your first indicator as to whether this effort will succeed in achieving its intended outcomes. So a welcoming atmosphere is essential. I would also say that opportunities to engage in work will go a long way to creating self-sufficiency and we need NEW ways to go about that - ways that are geared toward the homeless population rather than the general workforce.

number of people employed or entered into long-term programming

Anything that reduces community cost while improving lives, less focus on numbers served and more focus on the quality of relationship building, recurring clients.

Number of meals, haircuts, therapy sessions, case manager meetings, etc...



In two years when we look back, how will we measure if this initiative has been successful? What type of metrics should we be tracking? Other.

- 1) Cost/Benefit analysis: how much is this facility saving the city in encampment clean-ups, policing, and other costs related to homelessness? Do these savings offset the cost of creating and operating the facility?;
- 2) Reduction in drug use: number of referrals to treatment, lowered utilization of The Works;
- 3) Reduction in discarded needles collected in public spaces

Reduced use of the public library as day-shelter

Fewer people in crisis seeking help at places like the library.

Reduction in lives lost and reduction in weather-related illness/injuries.

Reduced trauma for staff and patrons of libraries that are subject to threats, drug abuse and violent behaviors daily.

Satisfaction from unsheltered center users via survey/focus groups

Property values haven't dropped.

Crime has dropped.

Bike thefts have dropped.

Open drug use.

Boulder residents can safely use parks and the creek path again.

Cost/Benefit analysis: how much is this facility saving the city in encampment clean-ups, policing, and other costs related to homelessness? Do these savings offset the cost of creating and operating the facility?

Reduction in drug use: number of referrals to treatment, lowered utilization of The Works Reduction in discarded needles collected in public spaces

Qualitative feedback from participants about their experiences at the Center. We should not be judging the effectiveness of a day center by "exits" from homelessness - it may not do much to alleviate that, because the reason people are homeless is that there is not enough housing. I do believe that a day center will help more people get housing because they will be able to focus on securing their future instead of worrying about their toes turning black, but the effects will probably be subtle, and may not be evident at scale within 2 years.

Reduction in joblessness among unhoused

Reduced reports of incidents in current daytime congregating spaces like the library, parks along the Creek and the Pearl Street Mall

ALL of Boulder citizens should have safe and clean streets, parks, and common areas. Stop catering to the portion of houseless individuals who chose to drop out of society and partake in meth/opioid addiction and a life of crime to feed those addictions.

Reduction in petty theft and larceny and reduction in burglary in Boulder

Number of people who have been able to remain stable

Successful connection of individuals to mental health and rehabilitation resources.

Day working programs will help with thefts and other crimes giving someone work



In two years when we look back, how will we measure if this initiative has been successful? What type of metrics should we be tracking? Other.

Less crime and encampments

reduction in crime in Boulder

less drug addiction, fewer syringes found, fewer overdoses

I oppose this shelter

Safer public spaces

Number repeat visitors: local unhoused vs transient passer bys

Community satisfaction with shelter

Quality of life improvements would be how many have engaged consistently with behavioral health services and

Reduced law enforcement calls for homeless-related issues

Number of lives lost... And satisfaction of residents with ease up on their common spaces shared with home free people.

Lower crime

None get em outta here

Less homeless and transients around town

This will increase crime and make boulder citizens less safe.

Reduced use of loitering in libraries, loitering at businesses, panhandling

crime reduction

Reduction in the number of homeless people monthly.

Reduced crime

Reduced unhoused people hanging out in libraries. Reduced bike theft and other crimes committed by unhoused people.

Clean and safe public spaces for Boulder residents.

Cost vs results: what we are paying now for cleaning the camps / biohazard cleanup, ER visits, additional police and fire services. Quality of life improvements for Boulder residents: cleanliness, danger, less theft

No encampments on public lands; no unhoused on the streets of Boulder shouting obscenities, greatly reduced bicycle thefts ,no bike chop shops, no drug litter on public lands

GIVE UP DRUGS & ALCOHOL & GET SOME TRAINING RQMT

Reduction in crime. Elimination of encampments. Reduction of drug paraphernalia in our public spaces. Reduced numbers of homeless individuals moving into our city.

the details is best for the experts in this field and the city to decide. as a long-time resident I am interested that through these services the beauty of the downtown and creek area can again be enjoyed.



In two years when we look back, how will we measure if this initiative has been successful? What type of metrics should we be tracking? Other.

Number of people connected with employment opportunities. Number of youth served.
Not sure reunification w families should be a goal but rather established support system. Also need to measure quality of service based on participant feedback. We do this with our service quarterly
A lessening of crime (thefts and violence towards others) in the city.
number of families with children without housing. Children should be focus of any program as their needs are a community responsibility and the repercussions of inadequate care can cuase lifetime damage.
Less people dying on our streets. More people receiving physical and mental health care. More people receiving SUD treatment
Overall reduction of people on the streets
number of participants served by each "amenity"
This facility should pay for itself in savings to the city. The city should recoup the start up costs and annual operating costs within a set period of time through the facility reducing the use of emergency services and city clean up services and other homeless-related costs to Boulder. The quality of life improvement should be for all residents of Boulder, not just those experiencing homelessness.
Number referred to, and that begin, addiction and mental health services, reduction in annual PIT count, number referred to diversion, demographic data (where from, how long in Boulder, Boulder County, Colorado), If from outside boulder county, why they came to Boulder
arrests for outstanding warrents
sobriety
The unhoused themselves will support the services and voice what they need
Ways for those who have improved their lives to help others.
Are homeless people happy with it
reduction of use of jail.
number of people entering addiction treatment and number recovering
I do not believ the day center should be built!
I do not believ the day center should be built!
Totally against creating another "Homeless Shelter". These people in encampments are not utilizing the existing homeless shelter and service. Build and they will come. We don't need to draw more homeless to Boulder. Use this money to increase Boulder's mental health services and drug rehab support.
Public opinion about the state of comfort level with safety in Boulder based on crime rates being reduced
Terrible idea, don't build it.



In two years when we look back, how will we measure if this initiative has been successful? What type of metrics should we be tracking? Other.

Really???? Objective safety and Crime statistics. More specifically, safety and crime reports directly related to this community. Why would you consider it a win to serve 5000 people a day and our crime rates go up by 10%???? This makes no sense

You must look at crime and safety statistics. If 1000 people enter the facility in a day and crime goes up, is that what you are looking for?

turnover and number of days utilized per user

Reduction in overall homelessness

Reduction in crime and illegal camping except a day shelter that you've proposed will only increase crime and camping because you've created Boulder into more of a magnet. This didn't work before and it won't work now. A day shelter isn't the solution.

if people start feeling safe along the bike trails and Boulder Creek. If the public is no longer worried about stepping on used needles. If bike theft is down. If public spaces once again become public to all and not just those that are camping on them and threatening and intimidating citizens.

Increased employment

Crime statistics in hosting neighborhood

Financial analysis. The city is operating under budget constraints and this facility needs to offset other costs in order to basically pay for itself.

whatever leads to a massive reduction in crime, reduction in drug addiction

Reduction in crime

Reduction in numbers of transients coming to town, effect on neighborhood surround center, increase or decrease of police calls and complaints particularly surround center

It has to be about the success of the individuals, not the reduced "inconvenience " to housed residents. Otherwise this is further segregating unhoused people from society. Hiring rate. Job retention rate. Homing rate. Health outcomes. Reduction in winter deaths. Babies born in hospitals.

Reduced substance and psychiatric related ER visits/police response calls

Jobs

getting the care they need in one place

If the goal and objective is to reduce homelessness and encampments that will not happen without serious mental health and substance abuse services in coordination with strictly enforced camping bans with a designated location where people are allowed to camp with clear rules about behavior (no littering, no violence, no illegal activity). You want to support while strongly disincentivizing any illegal or counterproductive

Qualify origin of entrants so as not to encourage their move to Colorado motivated by open invites.

Crime around town



In two years when we look back, how will we measure if this initiative has been successful? What type of metrics should we be tracking? Other.

Have you spent anytime talking to the homeless? They do not want to be housed. The ones that do not want to be housed are making an effort to get off the street

Reducing Boulder's unhousted population.

Number of people served daily, Crime mitigation

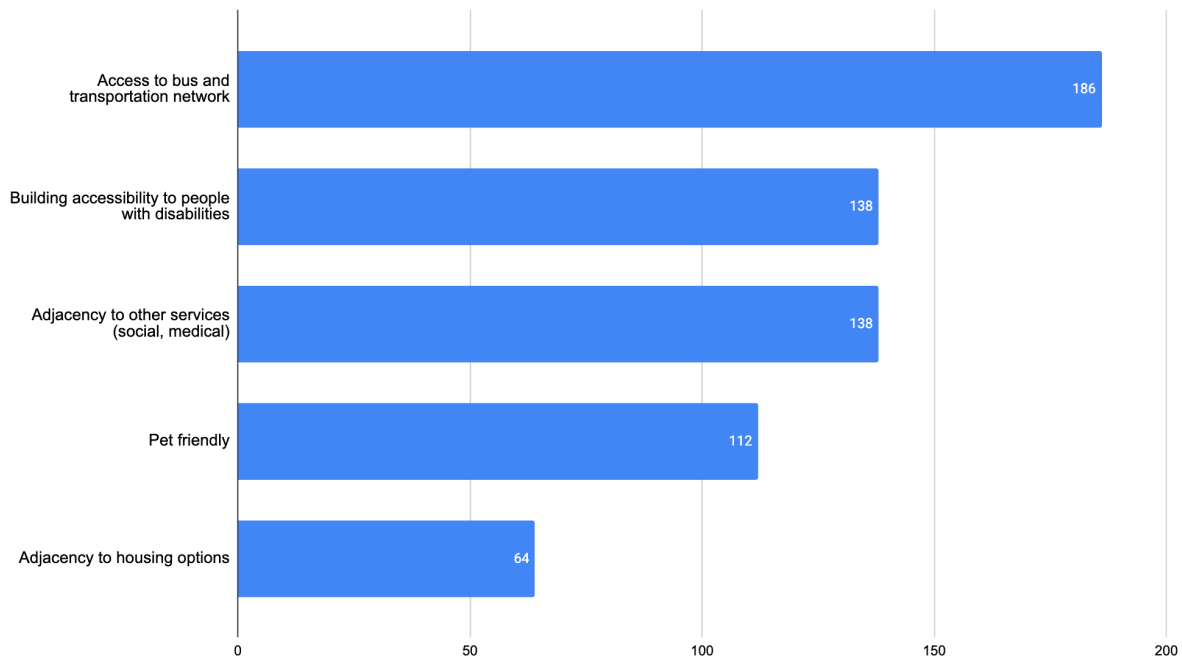
Determine where they lived before Boulder or Boulder County.

Reduced crime

Reduced police involvement/arrests; reduced rehab clinic involvement (facility adjacent to the jail)



What physical characteristics would be important when siting the day center? (Check all that apply.)



Access to bus and transportation network	186
Building accessibility to people with disabilities	138
Adjacency to other services (social, medical)	138
Pet friendly	112
Adjacency to housing options	64

What physical characteristics would be important when siting the day center? Other.

If it's too far away from the bandshell people will not come. It must be convenient. And it must be easily accessible for the folks that stay primarily on the east side of town.

Convenient location near city center

Couple, LGBTQ, and cultural competence, harm reduction, definitely no vibes of criminal justice of CJS complex

Proximity to downtown

Location: Must be outside the city center and outside of residential neighborhoods, unless included in an existing facility already established to help the homeless (Boulder Shelter, county building, etc).

Ability for users to get to the night shelter easily. Otherwise, they may feel they have to choose, and choose the night shelter.

Clean, welcoming, generous hours



What physical characteristics would be important when siting the day center? Other.

Proximity to businesses - can be a source of friction.
Away from public spaces, residential areas and downtown.
Location: Must be outside the city center and outside of residential neighborhoods, unless included in an existing facility already established to help the homeless (Boulder Shelter, county building, etc).
Ideally would be located somewhere downtown or along Broadway, where most other services are. Failing that, must be on a MAIN bus route with regular service, and must provide free bus passes.
away from downtown
Graphic signage and signage in multiple languages
Away from the downtown area where many congregate to return our public parks along the creek and the Pearl Street Mall to welcoming places for the citizens of boulder to feel safe.
mental help and addiction rehab.
A hub of resources tailored to people experiencing homeless similar to the st vrain hub on Coffman
Use of sites already serving homeless community.
THIS FACILITY SHOULD NOT BE SITUATED NEAR RESIDENTIAL HOUSING OR HIGH VALUE OPEN SPACE
It should not be sited in the downtown civic center or in neighborhoods, with the exception of possibly putting it next to the current, underutilized night shelter. Otherwise, participants are likely to go from the day shelter to a tent by the creek rather than using the safer, night shelter which has toilets and showers and more substantial shelter.
The current homeless shelter that doesn't provide day services should be easily accessible. Also, this facility should not be located in a central business district or near residential areas if it is to be "low barrier".
With access to transportation it will make it easier for them to get to day jobs
Jail nearby and bus to pueblo
Remote area with pickup service
I oppose this shelter
Away from downtown/civic center/residential neighborhoods
Visible and connected to the community rather than tucked away, I think to solve the problems associated with homelessness it can't be made to disappear, so clearing encampments may make some boulderites "feel" better but the issues will persist without community support and engagement on the broader issues. Maybe access to a community garden space where day visitors could farm/garden/engage in nature, maybe a day market for the community to share/exchange crafts or goods in a safe manner
Away from neighborhoods. Away from schools. Away from businesses.
North Boulder already has enough homeless services. Other parts of Boulder should have room to



What physical characteristics would be important when siting the day center? Other.

accommodate a facility.
Building accessibility to people with disabilities, user friendly, not institutional
Adjacent to current homeless camps
No drugs allowed.
Location in commercial/civic areas and NOT adjacent to residential neighborhoods.
Access to job board, case management,
Affordability will determine what else can be offered. Otherwise the question is pure speculation
Not in the middle of the city
Don't need one
Where it will not impact businesses or residents
A location such as the Bandshell area where those in need congregate.
Please keep it out of tourist, schools and residential zones.
In NOBO by the existing shelter
ease for employers to locate potential day workers
Away from prime amenities of general public, don't want to encourage more people to hang out in Central Park for instance.
police presense
If you must build it, build it on low cost land outside of the city.
Away from the downtown area where crime and drugs are congregated
away from families with children
This should not be a new facility. The above items are important and aside from pets are well served by the existing shelter.
Use existing facility in North Boulder
Located away from public spaces to ensure it does not become a gathering space for the criminals and violent individuals currently occupying our public spaces.
Only for rehabilitation for those who are interested in it as well as mental health services.
Do you really need a physical day center? People in the faith based community arer already involved in this work and have physical spaces.nity
Must be outside the city center and outside of residential neighborhoods, unless included in an existing facility already established to help the homeless (Boulder Shelter, county building, etc).
WE DON'T NEED THIS CENTER
Boulder has a homeless shelter already yet individuals stay in encampments because of mental and drug problems. How is this going to be different? Any day center will only encourage more homeless in our city.



What physical characteristics would be important when siting the day center? Other.

To also take the bigger picture into consideration, to preserve Boulder as a city of beauty. as a long-time resident I am interested that through these services the beauty of the downtown and creek area can again be enjoyed.

Near the night shelter on North Broadway

Siting the location so it doesn't impact established neighborhoods.

Pet friendly area, not all because allergies

Childcare room

not near schools

Outside of downtown so Boulder residence are safe and its businesses are not adversely affected

The day shelter should be centrally located for easy access.

Please keep this out of downtown and away from any schools or housing.

Outside of central Boulder. Free bus access

It is is to actually improve peoples' lives long term, it must be located away form the factors that are contributing to homelessness, such as easy access to drugs.

Bicycle storage to identify stolen bikes

near the Canyon st. Bolder public library and bandshell where they have congregated for a long time.

Away from downtown

I don't know where this goes, but I feel it's important to note that children and youth have identified supporting the unhoused as a priority for many years--they often report that they avoid places where the unhoused go (like along Boulder Creek) while simultaneously wanting them to receive services to better their lives.

Warm, cozy environment. Participants art on the walls

Right where the homeless people want it. Also right where all the housed people say it should not go.

Facility should meet ADA guidelines.

not hiden

not close to drug dealing

away from downtown

I think creating a day shelter is futile. You can lead a horse to the water but you can't make them drink.

I do not believ the day center should be built!

I do not believ the day center should be built!

Totally against creating another "Homeless Shelter". These people in encampments are not utilizing the existing homeless shelter and service. Build and they will come. We don't need to draw more homeless to Boulder. Use this money to increase Boulder's mental health services and drug rehab support.

Not in a downtown Boulder Location- this will not be good for DT Boulder from a tourism and business



What physical characteristics would be important when siting the day center? Other.
perspective
How about a place where tax paying families can hang out
Do not move forward with this
Do not build this
Please, do NOT locate in central/downtown Boulder!
Most homeless here are not the ones homeless who need help to get back up .They have chop shops in their encampments for bike theft
Put it at the current shelter and it should be drug free and not low barrier
None of the above. We should not have a day center
Not in downtown Boulder.
Welcoming environment with overall inclusivity without judgement
Proximity to security service; distance from schools
Away from tourist, business, and residential centers. Also away from drug dealers and other factors that reinforce negative behavior.
Not near central business and tourist areas drawing additional unhoused to those popular cultural and fiscally important centers
locate in an area that does not severely impact nearby neighborhoods
Strongly urge location away from downtown.
quiet, not too busy, site for people to relax
Because it will have low/no bar to entry, it should be sited with easy/constant access to security
Non discriminatory. Harm reduction approach.
No idea
close to night sheltering at BHS
Next to the police station or downtown Boulder or better yet the old Community Hospital space.
If it must be created, it must be located away from residential neighborhoods and downtown.
This facility needs to be located CENTRALLY in Boulder. Stop spreading the problem all over the town.
Transportation options out of Boulder.
Away from downtown, the Creek, and places being destroyed by encampments
After the initial funds are used, how will the ongoing financial support for the unhoused be financed? in-house
The facility should not be near children public spaces, nor areas that are heavily trafficked by residents and visitors. It should not be close to public or city open space.
None



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

N/A

I would check out this place in Los Angeles. <https://stjosephctr.org/> -- Note: I sent the following link to City Council a few days ago that mentions St. Josephs, and I think this information is also relevant to a day shelter/navigation center in Boulder - especially the part about how critical it is to have comprehensive coordination among all service providers (especially those receiving local and state funding to provide homeless services) -- something that is almost nonexistent in Boulder. We also need case managers who will provide MUCH more support in helping individuals navigate the process to achieving housing and self-sufficiency successfully. Here is the link I sent to Council: <https://endhomelessness.org/blog/theres-a-right-way-and-a-wrong-way-to-address-encampments/>

Right now we have a gap in services. We have CE and housing vouchers. We do not have a robust navigation center.

yes. Resource Center, HOPE, Path to Home

Murphy Center lacks sheltering and many of my service preference. California state has a decent sort of tool kit that can be tweaked for this project. This project has to be low barrier with CE on site but not require.

I directed a day center with a mission of "ending isolation and homelessness." It offered a variety of programs aimed at building engagement and human connection. Other services such as access to health, legal, and other services were offered as additions. The center also served as the regional lead in that portion of LA County's Coordinated Entry, hosted a regular meeting of local agencies engaged in outreach, and took as part of its mission identification and connection between chronically homeless people on prioritization lists and the agencies that housed them. The organization still takes pride in both the numbers of people they connect to housing and those who continue to participate while housed. I believe that the center did good work when I was there, but has become even more impactful in the last few years.

Lamp Community in LA's Skid Row may also provide a model. They have combined both standard case management, life-affirming activities (including art), and paid work programs (at one point they had an industrial laundry business). I haven't been there in quite awhile, and I understand a lot has changed. Still, there may be some ideas to crib.

I have been impressed with the Gathering Place in Denver, too. It has different goals than those described here, and their clientele is very different. Still, it embodies an approach to the work and its goals that struck me as interested in a larger sense of wellness while maintaining a focus on outcome-oriented mission.

I have visited a number of day centers around the country with goals that are not unlike the ones articulated above. I find ones that are highly focused on delivering services to be much less compelling, both in their physical reality and their outcomes. It is not uncommon to find buildings committed to providing space for people experiencing homelessness that feel like more like a waiting room than a vibrant community center.

Of course, every organization has its shortcomings and lacks. I can talk at length about the downsides of



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

each of these organizations. Nevertheless, I would hope that Boulder could learn from others and build on their strengths.

St. Joseph center in Los Angeles

No

NA

No

The Murphy Center: <https://www.fcgov.com/socialsustainability/homelessness>

No

Similar facilities have all met with varying degrees of failure. The one most often touted as a success is the Murphy Center for Hope in Fort Collins. However, according to their own homepage dashboard, their success rate of helping people out of homelessness is 0.8% at the very best. The Murphy Center is a non-profit facility that is located next to other services, such as the food bank, but still has an extremely low rate of success. Google Street View of the center shows overflowing shopping carts, blue tarps, and possibly trash along the street. We have been unable to find a comprehensive review of the facility and its performance, which is not surprising as it is not a city funded center.

Perhaps the most obvious failure is the new San Francisco Linkage Center. The Linkage Center is a low barrier resource center and shelter in the heart of the Tenderloin. It meets all the criteria that the supporters of the proposed Boulder day shelter outlined in their wish list to city council. This center has become a fenced off, city sanctioned, drug market.

(<https://www.sfgate.com/news/bayarea/article/City-To-Open-Linkage-Center-This-Month-As-Part-Of-16750312.php>,

<https://www.common sense.news/p/slow-motion-suicide-in-san-francisco?triedSigningIn=true>)

Haven for Hope in San Antonio, TX is a much larger facility than what is proposed in Boulder, but it has created even larger problems for the surrounding community. The Haven includes a low-barrier safe sleeping courtyard and a transformational program, along with an incredible array of support services, including kennels and salons, and onsite security. It is near downtown, but not in the middle of the tourist and business area. This facility costs San Antonio \$20M/yr to operate. We could not find a clear review of success for this facility either. We did, however, find an exorbitant number of calls for SAPD service despite the facility having their own security

(<https://www.ksat.com/news/2016/02/20/sapd-officers-responded-to-haven-for-hope-1877-times-in-2-year-period/>).

Finally, we have the failure of the Boulder Day Shelters and Resource Center in 2017. According to the city council update on the "Homelessness Working Group Recommendations for Long-term Homelessness Strategy and Summer 2017 Transition Plan" presented to City Council on 5/16/2017: day shelter use declined by about half from 2014-2017 (even in the winter months), there was no impact on crime or utilization of public space trends, there was no impact on camping or citations, and there was no clear linkage between offering services and outcomes. Usage was mostly correlated with food services: most people used the center only for an hour or two during lunch, and usage dropped on days



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

without food services. About 80% of participants would use the day shelter for around three days before, "moving on to other options."

Deacons Closet only provides clothing, but we have been blessed to have medical and mental health providers, officers from the City Attorney's office and workers from coordinated entry partner with us. We have seen these partners succeed with some individuals and not with others. Some individuals seem leery or afraid to start the housing process. With a relational foundation first, these individuals might feel more comfortable beginning the process. Some will need those relationships to stay the course as well.

no

Public libraries often serve this role without appropriate funding or resources or skills. BPL needs to be relieved of this role.

No

I know Denver has one, but do not know if they have been successful

no

no

Sorry, no, but I'm sure they exist!!

No

I'm sure there are, but not that I'm knowledgeable about.

I don't know of any comprehensive day shelter facilities around the country, however, I believe a facility like this is absolutely vital for any community these days—particularly Boulder. In order for a shelter to truly help alleviate some of the factors of homelessness, access to all of the proposed services should be available.

<https://www.homelesshouston.org/> - The Coalition for the Homeless in Houston and their The Way Home Continuum of Care has been very successful as compared to other systems, or lack there of, that address homelessness across the country. They take a highly organized and coordinated, housing first approach to preventing homelessness and helping unhoused people.

no

Los angeles tiny house villages.

I don't.



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

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The Aurora Day Resource Center operates just down the road:

<https://comitiscrisiscenter.org/aurora-day-resource-center>

Their street outreach team made contact with me when I was living out of my car in Aurora in 2020. My situation was short-term and I didn't need case management - I was not chronically homeless, but I was interacting on a daily basis with people who were, and all of us were in need of a place to shower, do laundry, and get relief from the heat and toxic ash.

Hope for Longmont has also operated a day center for many years, though I have less personal



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

experience with them.

HRAC in Denver has a slightly different mission scope, but their drop-in center has provided them with relevant knowledge.

This sounds kind of like The Gathering Place in Denver, which is well placed where people can access it and the focus seems to be on maintaining the dignity and agency of those utilizing services

No

no

I dont

No

n/a The library serves as a day shelter but does not have enough staff to help meet their needs and are not equipped to meet their mental health and addition needs when applicable.

Not aware of specific facilities

no

I do not.

Not sure about day shelters, but there are places like Community First in Austin that focus on housing that is 24x7, providing more stability than just a night shelter or different night and day shelters.

no

No

No

Portland, San Francisco,

No

Boulder had its own day shelter 2014-2017, closed in 2017 when deemed unsuccessful, Ft. Collins: highly unsuccessful. So-called success rate helps 0.8% get out of the cycle of homelessness; San Francisco's Day Shelter is fenced off and become haven for drugs, according to news sources

HOPE

No - Olympia Washington appears to be capitulating.

The Lodge

I do not know of any that have stopped illegal camping. Some turn into open air drug markets making the problem worse for the community.

<https://www.coalitionforthehomeless.org/get-help/im-in-need-of-housing/pathway-home/>

I have not heard of any successes with day shelters/homeless facilities that are "low barrier", allowing drug and substances use on site.



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

I believe when labor ready was in south boulder a lot of transients used there services and many worked very hard for little pay but after the day was done they felt good about working and felt like they had a purpose I believe a similar set up would improve boulder community and make it safer place for everyone

I don't know of any that work well, because they accept and enable drug addiction as an alternative lifestyle.

I refrain from answering. I will only add that the two previous shelters of this kind in Boulder were not terribly successful and had to close.

It's been tried before in Boulder and failed. Why?

This one is a great case study I think <https://everyonehomedc.org/programs/shirleys-place-day-center/>

Yes, the Boulder public library and the band shell. They don't have services.

I do not, however coming from working in shelters before I believe that a facility such as this could be of great use for the homeless population. Having access to a place where they can attain all these vital resources would be so incredibly helpful.

the drop in center run by Heartland Mental Health in Denver in the basement of a church, generally for people with mental illness. Some users are homeless, most are not. It is mostly run by peers. Not an exact model but has many overlapping features. (I work there)

No, in general it is a national problem. When Reagan shut down the federal mental institutions and advocated that the states pick up and they didn't for example in Colorado we need 5000 beds for severe mentally ill people and Pueblo has only 400 and Fort Logan has 150. As part of the problem. Mentally ill people often cannot live by themselves so looking for them to be housed is not the solution. People who are addicted to drugs need rehabilitation so the solution for them is not to have their own housing either. Criminals need to go to jail And not be released to the community to create more chaos. Those who are in the category of needing help and to be re-housed are the fourth sector and yes rehousing for them would be good.

I only know of low barrier facilities that have wreaked havoc in the surrounding communities. Low barrier may welcome all but having a facility with violent criminals and drug users doesn't create a safe environment for all residents , staff or the surrounding community. Very strong and vetted operational and systematic plans must be in place. In house security is mandatory and input from BPD is necessary. I'm actually opposed to offering all services with no agreement for a standard of behavior or intention to participate in social service and mental health programs.

No, and I am skeptical about whether this will be successful.

Murphy in Ft Collins, often cited as a shining example, has a PATHETIC 0.8% success rate. Too lax. Too low barrier. Is there an example anywhere in the country of actual success?

The Bridge House ran something on Walnut St a couple years ago. Why don't you ask them why they stopped.

Yes. The one in San Francisco turned into an open air drug market. Y'all better not be making it easier



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

for people to do meth.

Didn't Boulder try this before and fail? Please don't set up such a great site that people come from even further around to use your new services. We I need to focus services on people who actually lived here for long time and need help, not to become a destination site.

This will make boulder and its citizens less safe

Most such facilities I know of are not considered a success, so instead of building ours hoping it will succeed, we need to ask ourselves, what does success look like? Do we want to attract the unhoused population of Front Range to Boulder because we do such a good job taking care of the unhoused? How do we measure this success against the cost to the City and the neighborhood this facility is located in?

As far as I have read, these facilities generally fail to accomplish the bigger goal of getting people housed, mentally healthy, and off drugs. Our current program and services do a great job with those who want help. It's those who do not want help or suffer from severe mental illnesses and/or drug addictions that need help. Leaving these people unhoused, on the streets, without help strikes me as inhumane and unethical. What can Boulder do to help these people? The one successful program I have read about is in Rhode Island; I think that's right, but might be another New England state. There they arrested repeat offenders and gave them the mental health care and drug addiction treatments they needed. When ill, they refused treatments. But once incarcerated and thus forced off drugs and given high quality mental health services, they recovered. This is the most humane approach that seems to yield real results. I have seen some heartbreaking scenes in our encampments. People so drugged or deranged, they cannot function. The "just let them be" approach, while perhaps seemingly compassionate, is actually cruel and neglectful.

I believe a successful program must encompass rules for admission and assistance.

Everything I've read, these facilities nationwide have NOT been successful (e.g., Boulder 2017, San Diego, San Francisco, Washington)

The OUR Center in Longmont provides some of these services.

The Fort Collins shelter is similar but has minimal success

Sections of San Francisco tried versions of this. The sites filled up with the normal local homeless and families in need. The encamped transient and criminal population had no interest. Advise the city enhance and better enforce the no unauthorized encampments law instead of a Day Shelter or at least in parallel else this will likely be a waste of tax payer dollars and time.



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

Similar centers have been shut down due to the detrimental effect on the surrounding communities.

They have all met with varying degrees of failure. The one most often touted as a success is the Murphy Center for Hope in Fort Collins. However, according to their own homepage dashboard, their success rate of helping people out of homelessness is 0.8% at the very best. The Murphy Center is a non-profit facility that is located next to other services, such as the food bank, but still has an extremely low rate of success. Google Street View of the center shows overflowing shopping carts, blue tarps, and possibly trash along the street. We have been unable to find a comprehensive review of the facility and its performance, which is not surprising as it is not a city funded center.

Perhaps the most obvious failure is the new San Francisco Linkage Center. The Linkage Center is a low barrier resource center and shelter in the heart of the Tenderloin. It meets all the criteria that the supporters of the proposed Boulder day shelter outlined in their wish list to city council. This center has become a fenced off, city sanctioned, drug market.

(<https://www.sfgate.com/news/bayarea/article/City-To-Open-Linkage-Center-This-Month-As-Part-Of-16750312.php>,

<https://www.common sense.news/p/slow-motion-suicide-in-san-francisco?triedSigningIn=true>)

Haven for Hope in San Antonio, TX is a much larger facility than what is proposed in Boulder, but it has created even larger problems for the surrounding community. The Haven includes a low-barrier safe sleeping courtyard and a transformational program, along with an incredible array of support services, including kennels and salons, and onsite security. It is near downtown, but not in the middle of the tourist and business area. This facility costs San Antonio \$20M/yr to operate. We could not find a clear review of success for this facility either. We did, however, find an exorbitant number of calls for SAPD service despite the failcity having their own security

(<https://www.ksat.com/news/2016/02/20/sapd-officers-responded-to-haven-for-hope-1877-times-in-2-year-period/>).

Finally, we have the failure of the Boulder Day Shelters and Resource Center in 2017. According to the city council update on the "Homelessness Working Group Recommendations for Long-term Homelessness Strategy and Summer 2017 Transition Plan," presented to City Council on 5/16/2017: day shelter use declined by about half from 2014-2017 (even in the winter months), there was no impact on crime or utilization of public space trends, there was no impact on camping or citations, and there was no clear linkage between offering services and outcomes. Usage was mostly correlated with food services: most people used the center only for an hour or two during lunch, and usage dropped on days without food services. About 80% of participants would use the day shelter for around three days before, "moving on to other options."

Comment not about the above...

We used to have a day shelter in the small building at 13th and Arapahoe. Is that still an option.

No but the city should instead consider an inpatient facility to treat mental illness and drug problems. A day center will not help those who have mental illness or drug addiction. Boulder already has ample services for individuals who actually want help with housing and jobs.



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

Im sure there is best practices research. I would look to other countries And not just the USA. The usa is behind other countries in many areas. I think co- creation with unhoused people is essential. I am assuming you are giving this same survey to the unhoused? On paper?

No - this is totally out of control. I'm furious about having to continue to fund people coming from other towns because we provide so many services here. ENOUGH!

I know of a program in CA which takes homeless folks in vans to pick up litter. Very successful. Pays them to pick it up too. The work gives peeps a feeling of pride, sense of helping the community and some extra dough.

Trust issues. Weapons checks

I heard there was something like this in San Antonio but don't know anything about it

The Community Hospital building at Broadway and Balsam would make an excellent facility for Homeless day care and care for Vets, Couseling services and so much more. Boulder needs to keep this building and use it for the public

I have been unable to find any comprehensive review of similar facilities that prove a reduction in homelessness, encampments, or a reduced financial burden on a city. In 2017, HHS showed a clear failure of Boulder's previous day shelters to meet any of the above metrics of success. The Murphy Center is a non-profit in Fort Collins that does not appear to have met any of the above metrics for success (their own website shows an abysmal 0.8% success rate at moving people out of homelessness). The San Francisco Linkage Center is a disaster: a low barrier open air drug market that serves food and hands out necessities.

Santa Cruz, Ca. I used to feed the homeless at the daytime homeless shelter in the 1990's and it only seemed to help attract more and more homeless people to the area over the years. The city now is overwhelmed with encampments and a signifiant population that is habituated to a homeless lifestyle, often involving drug and alcohol abuse and mental illness. Sadly no real solution has been found. I was a social worker at a Rehab center and I remember discharging residents who refused housing options to go back to the streets. One woman who returned several times for Rehab was in a wheelchair and she said that "her people lived in the streets and that's where she wanted to go!"

Aware of a facility in Athens Ohio where homeless individuals also have garden space which so many people enjoy.

Opportunity shelters in California

The New York Times recently did an article on the programs in Seattle that seem to be working. Using a "friendly" approach with low barriers they are housing people and getting them help through trust and safety. Not sure if that would work here as there are a lot of people who are becoming combative and aggressive. One lady on the street told me she does not go to shelters because people fight.

Navigation Centers in San Francisco, some success engaging addicts and mentally ill with services. Neighborhoods were promised the centers would not attract crime and drugs, but they did because no protections/buffer zones were put in place. Ideally, the center would be co-located with services in a



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.
location outside of areas where drugs are readily available. Dedicated transportation is a good option. Relying on public transit to move clients to/from the centers may result in a deterioration of public transit and reduced public use.
If homeless don't want to transition to housing via the city's existing program, why would we want to make it easier to live on the street and in illegal encampments that trash open space and parks?
Just look at what has happened all over SF. Churches offering day services and meals. Unhoused literally defecating on the sidewalks surrounding these handouts. Open drug use. Have those programs worked? I think not.
They have not been successful. Please take a closer look at the many case studies. This is purely idealistic and is not improving peoples lives. It is just degrading our community and the future of Boulder
These have not been successful anywhere. Please look at the many attempts in San Francisco and NYC. This is not a realistic proposal.
Fort Collins (Murphy) is all I've heard about, but not in any detail other than its not very successful.
San Francisco, Portland Oregon , Austin Texas
The Murphy Center in Ft Collins has less than one percent success rate, the Linkage Center in San Francisco is an open air drug market, why does city council want to replicate these failed attempts here?
I do not feel that a day shelter is a good idea for our community. By providing even more services, Boulder will continue to support all of the homeless population from all of the towns surrounding Boulder.
Drop in centers for youth would be the closest I can think of. Locally this would be TGTHR.
The Lamb Center in Fairfax County. VA
Harm reduction action center is one such facility. By giving addicts no place to go, they'll inevitably end up in an encampment. There has to be a supportive, evidence based middle ground that gives people a chance to heal and access resources. Our community is so incredibly wealthy. Let Houston be an example for us to follow.
I lived in San Francisco for 5 years, it was the worst experience of my life. Please do not repeat what San Francisco did, they are the worst model to look at. Whatever San Francisco does, do the opposite or else we'll fall into the same conditions they have.
Denver Rescue Mission has been providing these services since early 1900s. Communication with their leadership as to what has worked.also collaboration with area churches and service clubs to increase awareness of volunteer opportunities.
I don't but I like how Denver has a few buildings that are both housing, resource centers for medical and psych help and have space to gather.
Texas and some other locations have tiny communities with basic services (shelter, separate laundry and kitchen facilities, plus a community garden and on-site business that provides employment opportunity) and clear community rules. Residents who can not comply can not stay. The idea is to create a healthy community that moves people into a more stable existence. If they don't want it enough to comply they have to leave. Drugs are not tolerated. Mental health and addiction are complicated and



Do you know of any similar facilities around the Country? Please specify and explain why they are/aren't successful.

need different, more structured support and likely residential treatment. It is definitely not a one size fits all.

Only the Boulder Shelter that does not allow drug usage

I heard Seattle had lots of these facilities

San Francisco has some and their homelessness on the streets has not been diminished ,in fact it has grown . More people gravitate to where services are offered.

Based upon initial questions, am concerned that this facility's existence is already a forgone conclusion. We, as residents of Boulder, do NOT want Boulder to be a destination for transients. Any day center should be for those that can should they previously officially resided in the county PRIOR to homelessness. Otherwise, including key performance indicators that encourage "volume" numbers of individuals treated and housed is distortive, drawing more and more non-residents into the "system" at taxpayer expense. Boulder should not be setting up tax-funded operations to draw more homeless to the city from other areas of the state or country. It should be focused on supporting "its own people" who have fallen into the unfortunate position of homelessness (either from a Boulder-based job loss or domestic violence, etc.).

No but i think this facility should br located downtown. North boulder has already highly impacted due to the homeless shelter

Church Health Center, Memphis <https://churchhealth.org/>

Partnering with local medical facilities, churches, and other existing organizations is a way to have a pre-established support system for people.

I would put this facility near the Boulder Homeless Shelter in North Boulder. Because some people do not want to stay at the shelter, and have tents and other outdoor shelters, setting up camping areas near the Homeless Shelter could provide an easy way for them to be close to support and have a safe place to be.

Yes, there are already shelters, soup kitchens and public spaces (libraries, community centers, etc) that are incentives to make being homeless in Boulder comfortable. There is little incentive for folks to get sober and get help which is why our homeless population is exploding.



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N/A

Employment Options: I'm working through my organization (Homeless Cares) to try and design a realistic model to provide work options to the homeless in Boulder that would be a form of day labor. Homeless Cares would not receive any income or profit from this model, and it may be helpful to house it within the day shelter for ease of use and accessibility to the homeless population.

I look forward to the meeting.

How many lives can we save?

A designated space within the building specifically to accommodate severe weather shelter beds. The parking lot should be used for SAFE parking.

I just want to be clear that my answers above about what "should" be in a day center are by no means definitive or resolute. Nor would I insist that things I didn't select be definitively excluded. As I understand it, this form is designed to get conversations moving.

I wanted to add one more thing:

I believe that it is possible for day programming to be a important part of addressing homelessness, including (especially?) chronic homelessness. I hope that whatever Boulder creates would take seriously that its work should be measured by sustainable exits from homelessness more than helping people to be more comfortable in their homelessness.

At the same time, I am very skeptical of the proposition that a day center of any kind will substantially decrease encampments.

Day programming may do a lot of fantastic things, and even the qualitative outcomes can be measured in tangible ways. Goals related to encampments, however, seem unlikely to be affected by a day center. For that matter, I can't think of any city where that intervention has brought about the results Council imagines possible. My sense is that a day center is a tool unsuited to that accomplishing that work.

I fear that if anyone (especially city council) measures the success of a day program by counting the encampment census, they will be very disappointed. Worse, it may be that a really good program that delivers solid outcomes will seem to be a failure because of misplaced expectations.

If I'm proven wrong, I'll celebrate my wrongness.

Time table for installation of a Day center in Boulder

No

Shared provider spaces

No



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This facility should, if at all possible, also offer evening services--if not initially, eventually.

None.

Why will this new center be used vs. our public spaces except on the most inclement weather days?- what would be the consequences of not using this day shelter? How does this shelter fit into our current homelessness strategy, as opposed to just adding another layer that further diverts resources? How much will it cost and how it will we pay for it? Where will it be located? What rules be in place to ensure the safety of the visitors and the surrounding communities?- what security measures will be in place? What successful facilities exist?- and please provide references to their measured success. How will broader community input be incorporated into the planning? Where does Kurt Firnhaber and the rest of HHS stand on this proposed shelter?

Please put me down for the August 24 zoom.

..

N/a

Additional input: please, please, please prioritize 7-day availability of the center. Too many City services are M-F, and people's needs don't turn off on the weekends. Currently, on the weekends, people in need seek help from the few places that are open--such as the libraries--even though these places aren't equipped to address their complex needs.

None

Please consider having computers for use at a day shelter as well.

This facility would be hugely beneficial to the whole community and show Boulder's commitment to addressing the housing inequity that exists here. It would be wonderful to have a resource and services hub to provide a one-stop-shop and simplify some of the hoops folks need to jump through to make progress.

Please explain why the question about additional services required me to put in a "number greater than zero," and no text!

None

If the Day Center becomes a reality it's essential it's adequately staffed for the services it's going to try and offer. I think it would be better to provide a few services efficiently rather than to overcommit initially and then be unable to sustain services. This is a population that's already used to being told no or hitting roadblocks and many expect to be treated poorly. We don't want to offer them something and then have to take it away later.

The field after the question, "Should the Day Center aim at filling any other gaps, such as a place for individuals to get out of severe weather?" where it asks to specify if the answer was yes, only takes numerical values, no alphabetical ones.

I'd like to hear about plans regarding location of the center. It would be helpful for people to have something centrally located that is accessible via transportation and that is close to other services.



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no

Na

N/a

Why will this new center be used vs. our public spaces except on the most inclement weather days?- what would be the consequences of not using this day shelter?

How does this shelter fit into our current homelessness strategy, as opposed to just adding another layer that further diverts resources?

How much will it cost and how will we pay for it?

Where will it be located?

What rules will be in place to ensure the safety of the visitors and the surrounding communities?- what security measures will be in place?

What successful facilities exist?- and please provide references to their measured success.

How will broader community input be incorporated into the planning?

Where does Kurt Firnhaber and the rest of HHS stand on this proposed shelter?

Success or failure of this initiative will depend on whether it starts from a place of seeking to meet people's needs without judgment, or from a desire for coercion. Basic needs services cannot be gatekept to try to force people into any system or treatment program. Participants should be compensated if they help to keep the space clean, serve food, or support each other. The only requirement for participation should be respecting each other.

Na

N/A

access to methods for channeling focus (creativity; crafting; music, language learning, history, research methods) will greatly ease underlying causes of homelessness -when thinking long term. Addiction can be replaced slowly through passionate endeavors; each individual must find what their personal passion is first. They day center could provide such opportunities.

nothing

Okay

n/a

Nothing comes to mind

no

Thanks for this initiative!

If encampments are neither desired nor allowed (they're not), and the night shelter doesn't provide daytime space, where else can unhoused people go? There has to be some compromise (funding day shelter) to connect people with the services and stability they need to escape homelessness. Hoping it disappears isn't a successful policy

There seems to be mis- coordination between the council, the police and the sherriff and DA as to



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whose responsibility this is. I would like for this not to be set up as an example for the nation that will attract people from other parts of the county. I would like for this to be a 'village taking care of their own' focus

I'm too late for inclusion in the discussions.

Safety should be key, not just the Unhoused, but the Community also. As a senior I no longer feel safe in the public areas, such as parks, bike paths, Etc.

This is performative at best....

No

This is an expensive, unproven idea that doesn't fit with Boulder's housing first, a proven technique. Also, when will other listening sessions be conducted, including with businesses at the chamber of Commerce and/or Downtown Business Partnership

Thank you for your time

Not at this time.

Has to be a safe and drug and alcohol free facility. No drug use. Has to be used for entry into services.

Please consider using sites that already house and serve the homeless.

How do we deal with the stronger and more debilitating meth situation? How do we make the corridors where there are currently encampments safer for everyone else?

We have to gates for enter: local connection (we are not a service provider for all of colorado); in rehab (we should not provide services to drug addicts not in rehab); and no services for wanted criminals (anyone with a warrant should be immediately detained by LEOs and taken to the jail). The community paying for this needs gets which are fewer encampments, fewer drug users in Boulder, and less crime.

No

Nothing else.

A facility like this is irresponsible if it doesn't have a security plan. It should have its own onsite security team, and clear coordination with the BPD and EMR to deal with potential meth psychosis, overdoses, and mental illness. Some of the facilities around the country have their own security teams and still call for emergency responders thousands of times a year. I frequently see police and an ambulance at our current defacto day shelter, the Boulder library. Please be realistic and have a realistic security plan.

Thank you for your efforts

- People should have access to attend recovery meetings virtually.
- The committee needs to define what they are actually trying to do, for example, the homeless shelter here isn't actually a homeless shelter and is more of a transitional shelter. Will this day center place have the emotional capacity to accept all people or just the people that will have successful outcomes in time for budget reviews.
- Opportunity for day labor or same day pay jobs
- Reliable transportation to urgent care, ER, Crisis Center at all times NOT ZIP CAR!!!



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- Metal detectors
- Sharps boxess
- Facility with good plumbing... many drugs and other things will be flushed down

Once a location is identified, any residents and businesses in the area need to have clear information about the proposed facility.

Ever since labor ready left boulder crime has gone up, my thoughts are because transients need money not only for there drug habit but for well being and living essentials without a way for them to earn money they steal camp trash places because there quality of life and purpose is gone I believe we need to give that back to the community and work together to fix this I also think having some of the older drug addicts speak to the younger kids in the community about drug abuse would help also and I feel many former addicts would really like to help teens stay off drugs

Read the camera about current shelter

None

Program success can't be measured by how many have clean clothes, are well-fed or even how many are housed. If you house someone who has an addiction that erodes their identity and drives them to steal from and attack people, have you solved the problem? No, you've enabled them to continue hurting themselves and others. There must be conditions associated with any services. Please don't provide more flexible options for those who can't or won't meet the conditions for coordinated entry. Make the alternative a lock-down facility, with mental health and drug rehab services. I'm OK with my taxes paying for someone to be prevented from using dangerous drugs and committing crimes. I'm definitely not OK with paying to enable that person to continue down that dark and unfortunate road.

I oppose the City's proposal to open a multi-service day shelter for those experiencing homelessness.

On 2/15/2022, Director Kurt Firnhaber's (Boulder Health and Human Services) told the City Council that the millions that would be spent on a day shelter would more wisely be invested in mental health and addiction services for those already housed or in transition to housing in Boulder County.

I agree. Additionally, a multi-service day shelter further incentivizes those who are resource/housing resistant to avoid navigating social, medical, and housing services including the homeless shelters.

A multi-service resource center would only increase and expand the unhoused and resource-resistant population in Boulder County and could create a regional hub for this population. Limiting this population sets a cap on the number of low-income housing consumers in BoCo allowing that number to match low-income housing units. It would allow BoCo to focus on middle-income and affordable long-term care/assisted-living housing, and most importantly, encourage neighboring communities to develop and expand their own low-income housing units, mental health and addiction services.

Boulder residents have demonstrated they are not against providing assistance to neighbors in need and/or during extreme weather conditions and inevitable natural disasters. Boulder understands the need to prevent unnecessary injury and death, and to help vulnerable people navigate into housing and



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treatment, but we also see a horizon past this current crisis where the number of resource-resistant unhoused in Boulder is once again very small and when we can return our focus to prevention of homelessness and providing housing options for elderly, disabled and middle-income families. Lastly, by reducing the resource-resistant unhoused population, BoCo could return our parks and watersheds to health.

Include public in location decision.

Don't let the nimbys win!

Don't allow drugs or alcohol use

No

Thank you for your consideration of this project and I hope it becomes a reality.

Security is a relevant issue

Why aren't we looking at the elephant in the room? We need a facility or several to make up for the 5000 beds taken from our Pueblo state facility to be located somewhere for those with severe mental illness. Many of the unhoused are not safe or competent to live on their own.

Reduce crime and improve safety!!

Help people help themselves. Encourage self-reliance, self-confidence, self-acceptance, self-love, proper boundary setting and structure, creativity, health and fitness, offering service to the community, having a spiritual path. Visualize and send the telepathic message to people that they are capable of growing and healing every day, not that they have "mental illness" or that they are "homeless". I come from personal experience regarding negative programming from labels such as "mentally ill" which did great harm to me at one point in my life. I prefer to call it temporarily being out of balance. The archetype of "mental illness" is a very powerful message to the subconscious and the more the label is used, the more it tends to perpetuate the mental illness. If one believes one is "mentally ill," one actually becomes sicker, not healthier. Just my opinion anyway. Thanks for listening. Good luck with this project. :-)

I attended both feedback sessions and the speakers were mostly formerly homeless who are now service providers, and some activists. This was not representative of the community as a whole or even the attendees. Most attendees felt unsafe and uncomfortable to speak. This is a very divisive topic and some of the homeless activists in the sessions go on twitter daily and attack anyone who disagrees with them. The average community member wants no part of that . I strongly recommend additional focus group sessions be held with special interest groups such as downtown business owners, Safer Boulder , service providers, formerly homeless, etc. Also, some of the participants did not work or live in Boulder, and one participant was extremely vocal in both sessions. So I'm not sure how these responses are weighted but these factors should be considered.

Community education to remind people that nobody WANTS to be homeless and to create some empathy or sympathy in our community so we stop focusing on their impact on us and focus on how we can help.



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All the Bike and car thefts and the city's response. Have you polled the homeless about what they would want or accept??

No

I fear this will only make Boulder more welcoming to homeless people and drug dealers who don't want to live by society's rules. I feel the most empathy for those with mental illness and financial problems. The drug dealers and users are a scourge in our community. I hope they are screened out of being able to use this center.

NOT IN DOWNTOWN, unless you're really set on destroying Boulder. NOT IN NEIGHBORHOODS.

Nope

Date they intend to stop talking and start building new center.

I listened to the meeting on Aug 26th and I thought it was pretty much a waste of time and money. I can't see having a focus group of maybe a total of 100 people is in any way reflecting the feedback of 100,000 people in the city. I also found the questions to be leading. It would have been far more helpful if the plan was more advanced in planning and there were say 3 practical choices on where to locate the center. Or more details of how the center would be operated such as how they would deal with the meth element which though it is a minority of the homeless dominates how people experience homeless people. It would also been helpful to hear on how this center would improve on what is already being done. Not knowing even the ballpark figure of how much it will cost is wrong. It makes more sense to first rent a place and work out the logistics first. There was no discussion of what will happen if the city loses the ACLU lawsuit. If the city is required to allow people to camp anywhere they want then why have a housing first policy? I am pretty sure the city council, which I think is the worst council in the 40 years I have lived here, has already decided what it wants to do and is going through the motions of gathering feedback when actually it could care less about what people think.

None

How many of the unhoused have addiction issues

We are selling our house and leaving Boulder because of the rampant rise of crime and homeless camps and bike chop shops. No offers on our home and other homes in the area, word has gotten out Boulder is not a desirable place to live anymore.

Please allow people who think this is a mistake to make their point

I feel the implementation of a multi-service day shelter will not incentivize people to navigate services but rather to prolong and enable resource resistance.

While you are reviewing this proposal I would like you to consider it as if it was next door to your house - think about if it was something that you or your kids lived next to. Then take a walk outside and down the creek path to the high school and observe all the tents, bottles, litter, needles, etc and recognize this is not normal? Please don't encourage more people to come in trash our city. Please create a full-time equipment by the jail and use the inmates to help out with monitoring the site. Please don't make us such an awesome location so that we attract people from all over to use our services. No offense but if



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Boulder starts offering free laundry, free meals, free veterinary clinic, free doctors/medical, free drug paraphernalia we are going to attract people from all over the country and one our town is not big enough for that and two we can't solve the country's problems.

Why are you not allowing us to vote on whether this happens or not???

no

Uphold the law and arrest illegal campers for multiple infractions or put them on work crews for illegally camping

Would seem good to understand how and why these people arrived in Boulder in particular, and establish partnerships with other local communities so that the metro area had a more comprehensive understanding of the problem.

No. This is a very difficult problem to solve so I want to wish us all the best of luck trying to come up with a balanced and compassionate solution.

take back our boulder creek and clean it up and make it safe

While there are plenty of unhoused in Boulder who deserve our compassion and support, Boulder's "all carrot, no stick" policies create an unsustainable magnet, both for people from elsewhere in a genuine position of hardship and for a hardcore transient population who have little interest in reintegrating. There is a wealth of evidence that a large fraction of our rise in property crime and assault is directly connected to people with addiction and mental health issues who have been drawn to Boulder by our previous policies. Providing a day shelter that can offer support and services to Boulderites who need assistance to reenter society is a fine thing. Creating yet another draw for those who commit crime in order to fund their addiction, but have no interest in contributing positively to our community, is counterproductive and it will take resources from those who truly need it.

Mental health and addiction issues and police engagement to stop the spread of drugs.

Don't build it.

Please discuss the need for rules at a day center and accountability. Handing out free services without any investment only enables the person and sets them up for failure. As we have seen in Boulder, the more free services that are provided without any investment, the more we attract transients who are only interested in feeding off of the community by stealing, harassing community members/visitors, destroying our public spaces and causing physical harm. They are NOT interested in changing their lifestyle.

n

Please address

1. why a new shelter needs to be created instead of adding day shelter to our existing shelter. We could add day showers, for example.

2. I'd like to see more public restrooms added to downtown, for visitors and residents (housed and



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unhoused). Services might need to be expanded to make sure they remain safe and clean. Doesn't have to be a full service all new day shelter. Would city council support this?

3. I'd like to see detailed cost/benefit analysis including start up costs. We have limited resources. Is this the most cost effective way to get the most benefits? What other options are being considered? How do they compare in cost/benefit analysis?

4. Has the business community been consulted? If so, what was the process? Do they support this approach?

5. How will this affect the police department in terms of resources? Do they support it? What are their concerns?

6. In this survey, there's little (no?) discussion about crime. Since the last election, encampments have gotten worse (more pervasive; on bike paths) and crime is increasing. These are linked. Is it expected that the shelter will increase or decrease crime? What is the analysis behind this conclusion?

(Sorry for any typos. I'm answering on my phone. The app doesn't allow me to see the whole of my response once I move to the next question.)

My main concern is getting unhoused persons out of public encampments. Any shelter that can offer food, a shower and rest should help. I don't believe in offering pie in the sky services at one stop. There are other resources in Boulder and this can get very expensive very quickly. No free needles. No booze. No drugs. No dogs. Resources for help with addiction and mental health problems should be offered and encouraged.

The day shelter's services should be designed to get people into housing by providing services to secure VA, SSDI and other benefits that assist people in getting/paying for housing. I support a modest program approach at this point in time, including vet services for the animals/

No

.

Data shows that supportive housing and mental health care are successful programs in helping people get off the streets. If we focus on coordinated entry for the unhoused, support for people at-risk of losing their homes, and support for those at risk and newly housed, we will be on a path that will make a meaningful difference for those experiencing homelessness. Before making an informed decision on whether a day shelter will be beneficial for all of Boulder's population, I'd like to see Boulder's complete data-supported plan and including the location, parameters for use and costs associated with establishing and running such a shelter.

N/A

N/A

Something has to change in this community. Boulder has always had homelessness but now it has



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turned into a dangerous place for the law abiding citizens. I literally did not stop at a Starbucks last week because of the homeless in the two that I considered. This should not be how a community is run. I two now and fearful of my daughters moving around the city either on bikes, on the bus or in a vehicle because of the drug addicted, violent criminals on our streets.

Didn't know there were facilitated discussions last week - first read about in in Daily Camera 8/27

Again, PLEASE give police and low enforcement authority and resources to enforce city laws. The increases in encampments and crime are NOT ok. It is destroying our city. I don't feel safe downtown, on several bikeways and can't use our library.

Placement of the facility is critical. Cities run on sales and use tax income for special programs like this. If you site the facility in a high visitor traffic and esthetic attraction area, that will discourage the visitors and enterprises that generate the revenue for the programs. A guaranteed lose-lose.

Why will this new center be used vs. our public spaces except on the most inclement weather days?- what would be the consequences of not using this day shelter?
 How does this shelter fit into our current homelessness strategy, as opposed to just adding another layer that further diverts resources?
 How much will it cost and how will we pay for it?
 Where will it be located?
 What rules will be in place to ensure the safety of the visitors and the surrounding communities?- what security measures will be in place?
 What successful facilities exist?- and please provide references to their measured success.
 How will broader community input be incorporated into the planning?
 Where does Kurt Firnhaber and the rest of HHS stand on this proposed shelter?

The city should decide on home many people they want to help. The demand is infinite but the resources are finite. I would hope that after a day shelters is created that the city would take a much more aggressive approach to stopping public camping.

I have heard that some council members are supporting a downtown location. The reasoning is that is where the "homeless" gather. Have you lost any shred of common sense? This is a gathering place because the camping ban is not diligently enforced and we have a "feeding program" at the band shelter. Provide these services along a bus route but away from the downtown core. Many of us ordinary citizens avoid this area, especially along the creek and in the park due to the "homeless" hanging out there. Do not provide homeless services anywhere close to our public gathering spaces.

Too late, but I'll submit it anyway.

If there is a place near potential employment that would be wonderful. Near any schools is not appropriate.

no

Address encampments and crime, offer meaningful services for what is needed for a productive society member, provide services for local residents, decide how to stop a flow from other counties and states.



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Bill other states when their homeless appear here, asking for services or illegally camping on public land?

Some thing needs to be done

WE DON'T NEED THIS CENTER!

I have stated my position already. Thank you

please take aspects of the need of the larger community also into consideration, especially as it comes to preserving Boulder's beauty around the creek path corridor. why not use the current homeless shelter on north broadway. If this is not possible, establish the services needed in that same area.

Protect taxpayer rights head of the homeless.

Thank you for doing this.

I don't think we should have a day shelter. If there is one, I strongly feel this should be sited away from downtown which already has significant issues. My husband was threatened near the mall and separately my daughter was punched at the Circle K same place as someone trying to get their bike back was murdered. We've encountered stumbling youth who appeared to be drugged out near the youth facility so we don't walk near there anymore. We stopped using Central Park for the same reason and hesitate to walk to the library along the path. Downtown is one of our favorite places but experiences with the homeless make us feel unsafe. The question occurs - why doesn't the CU campus have a homeless problem and what can we learn from that?

The encampments in Boulder need to be removed. I can't take my children to the creek anymore and I do not feel comfortable letting my 13 year old daughter, who is an 8th grader at Casey Middle School, spend time in the area around her school due to safety concerns.

How are you including the unhoused as stakeholders? We started doing our own surveys on this topic last year and have some info but this should be done extrnsively.

Nothing else

Do not site this facility downtown or in any established residential areas

This is very important. If we don't want unsheltered homeless folk congregating at the library or creek or wherever, there needs to be a designated place for them to go. Also there needs to be a day shelter to go to when the weather is bad.

This facility should provide services for those who WANT to get healthy and off the streets, not enable them to continue their current lifestyle. Should not be a hangout center, a bandaid for continued street life. The goal should be for change for people who want it.

No

Nothing



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Good luck

I guess I'm too late for the discussion.

I don't think the location should be near Boulder Creek path or Central Park corridor.

I have no other suggestions.

Recommend offering art therapy. It's a good diagnostic tool and humanizing. Reduced vandalism I. boulders Short. path to Home Program in 2017-18

Dated question (?)

I would ask that we please care not only about the quality of life for those experiencing homelessness, but also about the residents as well. The encampments are currently in some of our most beautiful public spaces. We've chosen to allow those experiencing homelessness to use these spaces instead of the children of our community. Let's help them, but they should not be allowed to occupy common space used by the community.

Nothing

Nothing else to share

I would like to know why the current shelter on north Broadway can't be used as a daytime shelter right now.

No

We cannot provide ideal services for everyone who comes into the community and I believe the care of children should be prioritized. This includes the right of all children to a clean, safe environment.

None at this time

I have lived in Boulder for 40 years. While I don't doubt proponents' good intentions, a new approach to the homelessness crisis is imperative. Most of these folks appear to suffer from drug addiction and many are aggressive and dangerous. More attention needs to be paid to Boulder residents' desire to live in a clean and safe city. Instead, the priority seems to be elevating enabling drug addicts to continue their substance abuse, over the needs and desires of the tax paying citizens who live here. Boulder must deal with the reality that they cannot house everyone who hears Boulder will give you needles, food and shelter, without any requirements and with a tolerance for anything and everything you care to do in and to our beloved city. You only need to look around the terrible changes in Boulder including the ever rising crime, trash, needles and feces in our creek, to know this "enabling" approach is a failure.

Many of us also fear this latest propose facility will be located where it will adversely impact residents and businesses. Please start prioritizing those who pay taxes here over those with no nexus to our city beyond a criminal record. You may think this is hyperbole but at some point, many residents paying for these progressive experiments will leave, and Boulder will never recover financially or otherwise.

While this would be the last thing many of us would ever want to see, something terrible will inevitably



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happen if law enforcement is not stepped up and the repeat offenders are removed from our streets. it is truly just a matter of time with meth addicts and criminals knowing there are no consequences to their actions, even when they involve violence.

I do not support increased police involved encampment removals

No

We need to treat people with respect. As a resident of downtown I don't like to see the encampments and trash. I have had at least three bikes stolen and feel unsafe walking along the creek, however I would hope we would try to help one of our most vulnerable populations.

This should be funded only if (and after) the funding for removing encampments is approved.

Let's move quickly to stand up this shelter. There are grant funds available from the state that would help cover the initial cost to remodel and build out the facility.

Please do NOT site this center downtown.

This should be our number one task for this fiscal year. This is a serious safety and health crisis

no

People in Boulder are really nice and kind, which is great and makes this place wonderful. However, when you are dealing with a certain subset of the population, being nice and kind does not help - you have to speak their language, which is tough and scrappy - you have to see the world as they currently do and treat them how they expect the world to work in order to facilitate them pulling themselves up out of street life. You have to be tough with addicts and not let them run all over you in order for them to get better. Addiction changes the brain to survival mode so you have to be tough with them. We need tough consultants to teach us how to interact with hard drug users. For the rest of the temporarily downtrodden that don't have hard drug issues or alcoholism, kindness and niceness works wonderfully. There needs to be multiple approaches to the variety of homeless population.

Thank you for making an effort to deal with the problems.

Please give priority to our homeless Veterans.

Perhaps we should develop three smaller more flexible urban services centers ...more bare bones and basics...in central bldr, nobo, and near bch. The bch area has many attributes!

How will this shelter fit in to the current city budget? How long will we pay for this shelter after it fails to have any impact on the current state of our parks and public spaces?- on homelessness?- on encampments?- etc?

Nothing, thank you

no

N/A

x



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Jail the arrests. Get rid of addicts

None

xx

Good luck in addressing a very challenging social problem.

Where is the money coming from? What city services will be cut to provide day services to people experiencing homelessness? What about teaching them job skills or connecting them with employers.

To take the interests of small business owners into account. The presence of many homeless downtown (no matter how good it makes Chip feel) is terrible for local and small businesses and their employees. The previous day shelter at the small house behind the Congregational Church at Pine and Broadway was a shitshow. Up to 100 people every day, many high on drugs, milling around, yelling, fighting, taking drugs. Putting a day shelter right downtown is a terrible, terrible idea. It creates a sense of destabilization and threat for many people and businesses.

keep working on the encampment issue

can't think of anything right now

If people do not want help, we should not be chasing them down to force it on them. Help the ones who are willing to do the hard work (that's why we have coordinated entry, right?). There will always be people who refuse to use services offered because of some hang-up they have with the facility or the staff or whatever.

NA

N/A

none

So wish I could have attended. Was taking care of grand son's.

None

Ignore opinions from the complainers and build this thing according to the research and experts.

No

No

No

Location is critical to success. NOT downtown or near main park/trails. Otherwise, it will just be easy access for encampment's shortages.

The government of the people must look at the systems involved and reduce the bottle neck to the justice system, addiction programs and the mental health institutions meant to keep the mentally ill safe. No day center is going to make a difference if people can't get the help they need and if the government can't keep the people, all the people, safe.



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not at this time

conservatorship

None

Spend the money on the existing housing program and not on a day center which under cuts the incentive to enter the housing program.

This center should not be downtown. People are now actively avoiding the creek, the library, and many other areas downtown. Creating a magnet for more people to gather like this will only increase issues.

Please get the homeless camps down around boulder high and Pearl st, farmers market Thank you!

I am greatly concerned about a day shelter especially in or near the downtown corridor. I believe that this is a resource resistant population that money is being thrown at in wrong way. What about mental health and addiction issues? Why not target those aspects. If you build this day shelter you will destroy your downtown tax base. People do not want to get harassed and feel threatened while visiting or living downtown. This day shelter will only draw the masses of those who want to continue living in encampments to be able to do so. Please put money elsewhere. Boulder safety depends on it.

I do not believe the day center should be built!

I do not believe the day center should be built!

No.

Completely against this Day services Center. These services can be provided by the existing shelter and mental health programs.

This should not be downtown, nor near any schools. The homeless situation is so bad downtown now that we rarely go there. It's a shame.

no

We need fewer homeless people in Boulder and less crime

You need to look at the consequences of doing this. This is an incredibly one sided survey and is very idealistic and not realistic. You need to conduct more research based on the illegal activity and degradation of our community that has come as a direct result of your policies that welcome and encourage illegal activity. This will only exacerbate the issue.

Do not move forward with this. Please consider the tradeoffs and consequences that you are ignoring. You are not taking accountability for the community that has supported this city. You are not considering the future of the children in this community.

Please, do NOT locate in central/downtown Boulder!!

nothing

Please do NOT establish this facility in downtown Boulder in proximity to the illegal encampments

I would like to suggest that AA and NA meetings be run daily at the Day Center (or at a centralized



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location like the Bandshell). I also think the Day Center should have public showers and restrooms, along with a donated supply of hygiene products. Alternative therapies (like those offered at the center for King Sooper's shooting victims) should be available, since they are addressing PTSD (massage, acupuncture, expressive arts therapies), etc. Perhaps we should think of this in much the same way we did with the Disaster Center - a one-stop service center to address the dire needs of a community suffering from illnesses, be it mental health or addiction, or serious economic strife. I think any plan needs to rely heavily on input from the unhoused community, and addressing violence within the community and upon Boulder's housed citizens should rely heavily on the Restorative Justice Program.

For whatever reasons, Boulder is known for its cycling or affluence or social programs, many homeless people who are drug addicts and criminals converge in Boulder every spring /summer to voluntarily set up encampments which are just chop shops for bike thefts. These aren't people homeless due to job or home loss who need help and should get it.

fix the survey so that questions that can be skipped aren't "required"

I do not.

none

No

This is a flawed survey. A survey asks for opinions this one was seriously skewed towards the creation of a day shelter.

I do not believe this facility is best suited for Downtown Boulder

I do not support a day services center in Boulder.

No

I do not believe that a downtown location is an appropriate space for this.

N/A

It seems like you're scoping this project from the perspective of the homeless. You might consider broadening that to include the perspective of the hosting community. You will most likely face a lot of concerns from the homeowners and businesses in the surrounding community. You may have an easier time getting support and cooperation if you include the needs of the whole community instead of just the patrons of the center. You would be smart to think through how to get immediate response if one of the patrons causes a disturbance in the neighborhood.

N/A

While locating the Day Center downtown would likely allow it to be more accessible to homeless folks, the centrality has big potential downsides for the Boulder community and to accomplishing the overall goal of getting people back on their feet for the long term. We have all seen the increase in encampments downtown with heavy drug use and illegal activity. Boulder needs to invest in a strategy to draw people away from these environments. Locating the Day Center near the shelter and/or housing options (away from downtown) seems paramount and integral the the success of getting folks off the streets.



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Missed the meetings

Please discuss location and come up with options that decrease presence and threat of unstable and/or criminally minded people in downtown / central Boulder. Let's help people who need it and invest in needed services. And - let's not do it by drawing more unhoused to degrade quality of life in central Boulder. We can learn from other areas eg San Francisco the risks to fiscal stability and quality of life by mis managing this.

Include showers at the facility

Please do not put this day shelter in North Boulder. The Boulder Shelter for the Homeless is already located in North Boulder. It would not be fair to put all of these services in one location which would impact only one area of Boulder unfairly. Put the day shelter in a location that does not severely impact neighborhoods. Thank you.

If I remember correctly the homeowners of north boulder were promised that there wouldn't be any additional homeless buildings ever.

What is truly needed to help folks is access to mental health treatment, addiction treatment, and the like. Countries who have been successful in this have moved toward treatment of the underlying issues rather than just jailing or warehousing folks to make the place "look better." I don't want downtown to look better, I want it to BE better.

Problems related to unhoused people are troubling and terrible. The impact on livability in Boulder is also very serious. We live near downtown and our children fear walking to neighborhood schools, using public spaces downtown, etc. Boulder is losing its way here, and doing people in need of services no favors in allowing them to live in, and create, dangerous squalid conditions in our city.

I believe people who have been homeless in Boulder and are now housed should manage, or be part of the management team, for the day center.

nothing else

I live in Dakota ridge and I don't want a day shelter here

I'd like to see this shelter located somewhere other than downtown. Our downtown area is overrun with encampments and panhandlers and I feel we've ceded our safe community spaces to transient drug abuses. It's a bad mix with locals, tourists and students who should be able to feel secure using our downtown facilities such as the library and bandshell area. And Boulder HS! I no longer feel safe using the Boulder creek path from Eben Fine park to the east. Somewhere out on Arapahoe in east Boulder May be a good location for the day shelter. The day shelter however, should not be in the area of the overnight shelter in NoBo.



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I believe the day shelter is a colossal waste of funding, time, and resources for the problems Boulder is experiencing. While it's true that it would be nice to have a place other than the library, the parks, the creek, etc. for our local individuals who are experiencing homelessness to go during the day if they need help accessing services, we do already have more services than any surrounding area has, and the major problems we are experiencing are not typically the result of our local homeless in need of help. The problems are with the service adverse population who are mainly not even from Boulder. This center will do nothing to address that current situation unless the camping ban is enforced, and open drug use, littering, loitering, using the library and other public places as bath houses or places to shoot up, public defecation, disposing of used needles in open spaces and playgrounds, and threatening citizens in public spaces is no longer allowed or tolerated. Unless these issues are tied together, the result of this center will inevitably be to draw in more transients from out of town, and exacerbate the same problems we already have, particularly if it's placed downtown. Many of the citizens of Boulder are tired of what's happening in this town, particularly those with children, as well as women, who no longer feel safe in our public spaces, in our parks, on our trails, or even in the playgrounds where they have to worry about their kids getting stuck by discarded needles, stepping in human waste, or even being followed and harassed. In addition, our police and health care workers, who are already understaffed and over worked, have had to deal with the fallout of these service adverse individuals. In the case of the hospitals in particular, not only do they require much more care, but they clog up our health care facilities, put the staff at risk, and reduce the quality of care other individuals are able to receive because of the time and resources consumed, particularly when dealing with drug withdrawal and mental illness. Our facilities are not geared up to manage this and it creates a huge burden on those who are left to deal with the results of our city policies that are allowing this all to continue. Anyone who thinks that "well, it's just their job" to treat these type of individuals should spend a few nights trying to take care of them, as well as 4 or 5 other patients at the same time, in a hospital setting; take a bed next to them or even in the same wing for several nights; or have a loved one be subjected being in a situation where their care is affected by the individual detoxing and / or screaming all night long, to truly experience what our health care workers have been subjected to. A few days of that, and I believe many on council would have a different outlook on what compassion truly is (it's not handing out a tents, allowing anyone to squat next to the creek, in an underpass, or in the bushes, participate in drug abuse, or create obviously illegal enterprises while building piles of waste for someone else to clean up). So instead of directing funds to essentially start a clubhouse for service adverse individuals, I would much rather see programs and facilities for mental health and substance abuse be promoted. These are the roots of the majority of the problems we are seeing. We can not keep fooling ourselves into thinking we're actually addressing the problems or making ourselves feel good by throwing money at more and more services for whoever rolls into town while not enforcing our laws, protecting our citizens (including those from Boulder experiencing homelessness), and protecting the environment all while ignoring the root causes and sources of the problems.

no

Employment opportunities

no

N/a



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NA

If we are going to allow homeless encampments where my kids play then you need to allow citizens to have guns to defend themselves and their family. The other choice is to NOT allow homeless encampments. I'm happy to compromise.

NA

Drug and alcohol resources need to be provided.

I'm a little confused about this survey. A lot of the questions seemed to be the sort of thing that experts should be determining, not the community. I would think that other questions to the community should be things like - What questions do you have about the day services center? What sort of things should be considered when forming and siting the center? For instance, I am interested to find out what is being done differently with this center to encourage people to engage with services that might have been reluctant/unable to engage with other services in the past? Is security being considered? I had a scary incident with a person on drugs that really affected me - how is drug use and mental illness going to be approached for the protection of those people and the wider community?
Thank you.

There has to be a place to be for the homeless. It doesn't work for us to ignore this.

No

I got cut off and could not finish my response. I deeply value helping those in need without judgement. That said I think initiatives should be carefully researched and planned. Boulder has a reputation for throwing money at problems in a way that does not require accountability or address the complexity of problems. There are so many agencies/organizations tackling different aspects of problems. A working group if these agencies to come up with a best, coordinate solution is a must

I attended the Friday meeting and it was nothing more than a stage for the Homeless advocates to ask for everything they wanted. No discussion of broad community support. This should be addressed via election, not the whim of the CC Progs majority who want to welcome all transients to remain in our community.

How much does Boulder spend on services for the unhoused compared to other similar sized communities such as Longmont.

Is there some independent way of tracking results rather than relying on the information provided by the agencies that are providing the services.

Research what has worked or not worked in other communities.

Incentivize landlords to rent to the unhoused by screening tenants, supervision, subsidies, recognition, etc.

Increase efforts to find places for the unhoused to stay: special tent camping with facilities (like in Denver), tiny houses, vacant office or commercial buildings, etc.

not at this time

None



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When will we stop prioritizing homeless over children? Will our town ever be safe again? Are crime and the homeless population going to continue to rise? How do we discourage more homeless from moving here?

n/a

Please move away from the concept of trying to coddle to every excuse someone gives you for not engaging. There are resources available they should be compulsory to remain welcome.

No

I think this facility should include substance abuse counseling

No

I want solutions to homelessness that build trust and get people off the streets

Location of the facility. This facility should be located in downtown Boulder.

I have heard that there are groups advocating for the location to be placed in N. Boulder. This needs to be downtown.

No

I would like you to put a higher priority of tax paying, working, contributing members of Boulder than math addicts who come to Boulder with no intention of getting off the streets.

Where in town will such a facility be accepted? Will there be a minimum length of time in Boulder county be required? How will you limit people who come here for such services and open arms that the city is providing? Is there evidence that these programs work to reduce crime and encampments?

There should be various metrics that are tracked day one on a monthly quarterly and annual basis. The facilities mission and metrics should be tied to the cities housing first objective along with the other facilities in the city. The facility objectives should include safety of community, visitors, business, and homes. Additionally if users of the facilities are not improving according to metrics the city has set for homeless, there should be a time limit to usage as it is paid by tax payers - basically consequence for non action towards housing first for an individual.

Just figure it out without destroying or damaging any neighborhoods

Based upon initial questions, am concerned that this facility's existence is already a forgone conclusion. We, as residents of Boulder, do NOT want Boulder to be a destination for transients. Any day center should be for those that can should they previously officially resided in the county PRIOR to homelessness. Otherwise, including key performance indicators that encourage "volume" numbers of individuals treated and housed is distortive, drawing more and more non-residents into the "system" at taxpayer expense. Boulder should not be setting up tax-funded operations to draw more homeless to the city from other areas of the state or country. It should be focused on supporting "its own people" who have fallen into the unfortunate position of homelessness (either from a Boulder-based job loss or domestic violence, etc.).



Thank you for taking this survey to help us prepare for the virtual meeting with stakeholders. If there is anything else you would like us to include in the facilitated discussions occurring the week of August 22, please share here.

It would be really helpful to carefully consider location of this new/additional community service amenity. Right now, all of the city's formal/contract homeless service capacity is located at the very very north end of Broadway, far from where most of the city's homeless spend the bulk of their time and disproportionately concentrated in a single city neighborhood ("NoBo").

Any new Day Services solution should be located more centrally in the city, proximal to where the greatest need is located and providing alternate/complementary services to what the NoBo community is already shouldering. It would be a shame to continue trying to push homeless services to the city's periphery, as (1) this is not helping to address the problem where it is located, (2) it places a disproportionate homelessness service burden on a single city neighborhood (NoBo) and its associated infrastructure (e.g., the RTD SKIP bus line to the north), and (3) it is not a part of town where many of the other services that addressing the county's homelessness issues (e.g., emergency healthcare, therapy/mental health services, food services) are currently located.

We need a real solution that isn't just "out of sight, out of mind" for central and southern Boulder and the Downtown Core.

We need to figure out a way to support homeless individuals as well as protect our community. It seems to me that crime is getting worse and I attribute this to the fact that the police and community services are not working together

The location of this is important. I'd suggest it be located near the homeless shelter in north Boulder and have established camping nearby with services (e.g. toilets, water, possibly storage), giving the unhoused a central location for support. Additionally, this is a very convenient location for public transportation. Last, as the North Boulder development grows, the right level of shops and access to other services is available.

Building another shelter in Boulder is a terrible idea.

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Services Providers & Community Meetings Notes

Meetings Plan

Group	Meeting #1	Meeting #2
Service Providers	Wednesday, August 24 2:00 – 3:15pm	Thursday, August 25 8:30 – 9:45am
Stakeholder & Community	Wednesday, August 24 5:00 – 6:30pm	Friday, August 26 12:00 – 1:30pm

Meetings Agenda

Time	Topic	Facilitator
10 min	Welcome & Introductions	Danica
20 min	Presentation <ul style="list-style-type: none"> Project statement & goals Survey results 	Danica
45 min	Discussion Programming & Services <ul style="list-style-type: none"> What wraparound services (focused on creating self sufficiency and provide a path to housing) should be provided at a potential day shelter? What types of services should be prioritized? What would make this a "service rich environment"? What would be the ideal outcome from the day shelter from your standpoint? How do we keep this space safe for everyone? Location and Physical Properties <ul style="list-style-type: none"> What type of property would best serve this purpose? Any ideas on where the day center could be located within the City? In your experience, how many people should the day center strive to serve each day? How do we make this space welcoming, inclusive, and safe? 	Danica

Meeting Notes

Service Providers

Meeting 1: Wednesday, August 24, 2-3:15pm

Introductions

- Marine & Danica, Trestle Strategy Group
- Megan Newton, policy advisor, City of Boulder Housing & Human Services
- Dorinda Cudney, moderator Deacon's Closet - pop up mall for homeless (clothing, camping gear, shoes, etc.)
- Brab Guastella, housing program manager, Mental Health



- William Sweeney, Colorado Safe Parking, safe overnight parking for homeless
- Antonia Gaona, public services manager, Library
- Emily Barnak, homeless outreach coordinator, Clinica
- Jennifer Livovich, Founder Feet Forward
- Melissa Green, CEO Bridge House
- Scott Medina, Bridge House

Presentation on services

Discussion on services

Jennifer:

- Housing outcomes are only as good as they are sustainable: my experience is that in order to reduce the number of people in public housing we need the housing available.
- Peer support has to begin far before housing
- Supportive of having consistent services on site, support having services that keep people busy on site. This can help them replace non constructive behaviors with constructive ones.
- We are running a miniature day program center at the moment, we are keeping people busy - yesterday we had over 150 people participate.
- Keep location central, not in a business park.

Bill:

- Endorse what Jen said.
- Personal storage should be on the list.
- We should be included on the annual policy meeting on homelessness on September 1.
- Really disturbed that we don't look at reduction of encampments as an outcome but we look at housing outcomes. We should look at measuring the reduction in encampments and treating all of our residents humanely.

Emily:

- We should look to the Beacon's Closet and Feet Forward as examples; place where we are able to meet new patients or current patients where they are. That weekly event draws people and seems to be widely successful.

Dorinda:

- 3 years of being there every day. We have learnt the importance of relationships with the people we're trying to help.
- Day center needs to be inviting; providing clothing is the "hook" to build relationships. Consistency and continuity is key too.
- If you're out in the public space all day, what could make you change what you do? Institutional barriers are real. Would City representatives engage a "Jennifer"? We are there day and night if they are in need.

Antonia:

- We serve them in a more casual way, on a daily basis.



- Location is a big question from my staff. Far away from downtown or on a major bus route.
- Whatever can be done to lower barriers in access would be good.
- Coordinated entry where they are.
- 7 day a week service access is very important.
- Services to provide: washup, individual hygiene, phone access, charge devices, access to wifi, access to storage, lockers, access to food & water, access to activities & ongoing education, access to ongoing education, access to pets inside facility, dog run, ability to park your vehicle over night, access to schools or childcare, ability to repair your supplies, email account / tech help, printing, laundry, exhibits, help recovering IDs, extreme weather shelter, outreach so people can access services where they are.
- We will be hiring a community resources director to focused particularly on unhoused population.
- Info we need: capacity of facility, operating budget, how to reduce access barriers, how many staff, etc.

Barb:

- We are working on getting people housed.
- Engagement with peers, building relationships is critical.
- Would like to see staffing that bridge to access to housing.
- I don't think we have the right housing resources to meet the needs of the people we work with.

Melissa:

- I would like to see the day center offer a lot of opportunities to change their circumstances. Having the ability to get a birth certificate, a driver's license, document writing class. Start at the very beginning.
- Fully agree with peer support.
- Build positive engagement every time they come into the door to make them feel heard, valued, seen.

Scott:

- Exciting time because we're allowed to dream big.
- Impact on number of encampments? I don't think a day center will have a real impact on the encampments. We need to do our part in understanding the bigger issues of homelessness as a country and region. We need to focus on creating an excellent day center but tying it to number of encampments may not be the right measuring tool.

Jennifer:

- Agree with Scott.
- We are creating a new opportunity. Don't want it to be the same old same old.
- We have to treat people as individuals as valueable. Real stigma around service providers that attract people. We need to be working on attracting and retaining people. We have to be prioritizing relationships. We need to be focused on the number of people who are coming back.



Emily:

- 2 Specific measures of success from a medical perspective: reduced frostbite rate, improved safety for our PEH on continuous oxygen (with subsequent reduction of ER visits related to oxygen needs)

Presentation on location & physical characteristics

Discussion on location & physical characteristics

Barb:

- Safe space that allows for privacy
- Space that allows for safe exit in case there is a need
- Increase in number of people in wheelchairs, all parts of building accessible

Antonia:

- Casual lounge area with comfortable seating
- More quiet space as well, breakout space
- Open flex space for people congregate, talk with community
- Similar to main library
- Space where people can take their belongings through

Melissa:

- Address basic needs: charge devices, store belongings, bathrooms, food, water, laundry

Emily:

- Medical needs space: most of our homeless population prefers to receive care in the open. However having the possibility to go to a quieter space would be lovely as well.
- Establish people with a medical home. We wouldn't need a fully stacked medical facility, backpack or mobile cart would be enough.
- Lice, bugs, bed bugs, skadies, etc. - people need to be able to take showers and do laundry so we can treat them.
- Would love to know from people with lived experience why they don't want to access services at the Boulder Shelter.
- Many many many outlets for continuous access to oxygen. Shortage of tanks right now.

Barb:

- What's available to mitigate bed bugs?

Emily:

- It's nearly impossible to eradicate them in this population.
- Furnishings in this facility need to be purposely chosen (fabrics, etc.)
- I think the outdoor space of the deacons closet works for a volatile population.

Jennifer:

- To reduce people in public spaces we need to figure out what they do at night.
- Hundreds of people are turned around at the current night shelter.
- Safe parking.



- Love the idea of flex space.
- Good location, centralized, accessible. Not good enough to be on a bus line (busses are expensive). Shelter is already too far.
- Has to be homeless friendly inside: art that's reflective.

Antonia:

- Little dose of reality when it comes to logistics: not the same population than 20 years ago. More contentious, violent behaviors than we've seen in the past. Need to make it safe and secure for users.
- There is also an active resistance to using some of the services that are available.

Scott:

- Reinforces the need to understand encampments and the face of that population.

Dorinda:

- Safety: outdoor seems to be a safer space. The more room the less contention. Getting too close to their body is a concern.
- We have found that the unhoused will police themselves.
- Being too institutional: e.g. don't send people to go stand in that line, go with them.
- Visual example: when it gets warmer and people take their shoes and coats off for the first time, you get them clothing but they don't want to go see a doctor. Instead, having the doctor come to them right there is the solution. Connectivity between services is key.

Meeting 2: Wednesday, August 24, 8-9:15am

Introductions

- Marine & Danica, Trestle Strategy Group
- Megan Newton, policy advisor, City of Boulder Housing & Human Services
- Lisa Sweeney-Miran, ED Mother House & The Lodge
- Madelyn Hunt, Manager of Case Management Team, BCH
- Judge Linda Cooke, Presiding Judge, Boulder Municipal Court
- Chris Nelson, CEO, Together
- Spencer Downing, Interim ED, Boulder Shelter
- Molly Bowers, ED, Focus Reentry

Presentation on services

Discussion on services

Chris:

- Current thinking is to be co-location; service providers together in the same room. Difference between a gathering place or a co-located, divided space. Curious how both can be possible?
- Day shelter can also respond to having basic needs met.
- Together has a day drop in shelter; high end is 30-50 people show up, which is challenging.

Judge Cook:

- Bridge House hosted at the First Presbyterian before.



- Needs to be co-located. These individuals are not able to self navigate to service providers' offices.
- How it's designed depends on what services are offered. E.g. small room for mental health consultations.
- Community Court to be added to list of providers as mobile "clinic". By taking court to them they are avoiding receiving warrants or else. Big synergy between court and unhoused population. Currently happens once a week at Feet Forward and Deacon's Closet. Going to people is more efficient than having to track them down.
- Other services: Go DMV.
- Gather plenty of input from unhoused population such as dealing with parking tickets.
- Example of similar facility: Spokane
- Look at metrics from the perspective of the unhoused population: how do they measure success?
- Community Court has homeless community council. Basic needs are important to be met.
- Policy around pets?

Chris:

- Ability to have an address & mailbox.
- Basic needs: shower, laundry, birth certificates, housing vouchers, employment opportunities, etc.
- Can we have a list of secondary providers going on?
 - Allow for a flexible array of services.

Lisa:

- This feels broad stripes and high level now. Are we anticipating more feedback sessions?
 - Yes, there will be further engagement. First conversation to prioritize services in the center.
 - Detailed one-on-one sessions would be helpful to plan for the center in the future.
- Are you imagining the police would be involved?
 - Hasn't been discussed for this space.
- How to make space safe? How does everyone feel safe?
 - Any time police are called to these shelters situations tend to escalate and not de-escalate.

Molly:

- We can all tag team on the basic services (documents, etc.).
- How are we going to be allowed to communicate with each other? It would be nice if we have a common policy to communicate with each other about clients if we're all in the same room.

Spencer:

- Ran day shelters previously. Incidents of violence decreased significantly when we got rid of uniform security.
- Community feels like libraries and rec. centers right now are the day shelters and a place for people to exist. What does it look like to provide a vibrant place for the unhoused and



then add services on top of that? Having as space for people who are less capable and more vulnerable doesn't look the same as other spaces.

Molly:

- Would like to see the simplest, open line communications. Remove barriers in terms of communication, remove frustrations with system.

Judge Cook:

- There should be a place for community building, gathering. Involve people with lived experience.
- Reference: Community First Village, Austin, Texas. Community events, community garden, etc.
- In terms of communication: don't understand why we can't have a universal information release in place as it happens for youth. Not sure why MHP can't do it.
- Regular, recurring meetings between service providers would be helpful. Noted that there is a need for information exchange.

Madelyn:

- From hospital perspective, having a space for individuals to be would be nice. Cot to rest during the day; recuperative care.
- Internet access is very important for tele-health.
- Space for physical therapy, home care, etc.
- Potential medical respite program, to a lower level. Something that would allow folks to be off their feet during the day.

Presentation on location & physical characteristics

Discussion on location & physical characteristics

Molly:

- This is not a population that can travel far. A central location is key.

Chris:

- Agree with that. Anything we do needs to be as close to downtown as possible. Also acknowledge that there may be land use issues; if a little be further out can we find secondary or tertiary modes of transportation?

Judge Cooke:

- Think about places where people are already gathering (main library).
- Needs to be very trauma informed: manning with very triage and trauma informed respondents.
- Very inviting space when you come in.
- Many power strips.

Spencer:

- Finding space will be a challenge.



- People need to fall in love with the place. Co-create the place with people with lived experience?
- Think through what the strategic goals are for the place. Develop a space designed for the people first, then add services to it.
- One specific thing: is a front desk what you want?!

Public Focus Groups

Meeting 1: Wednesday, August 24, 5-6:00pm

25-30 participants

Introduction

- Introductions
- Agenda
- Rules of Engagement

Presentation on services

Discussion on services

- Been working as volunteers for homeless people for over 20 years through different organizations. Understood that this would be a conversation more around day services. Many of unhoused don't appear to be ready to access a navigation center. I think the city needs to have a severe weather center. One purpose of a day shelter must be to save lives!
- Former Boulder public library main branch employee. Creating a non-judgmental, less sterile environment that people can access (including without the need for coordinated entry) to rest, store their belongings, etc. would be important.
- Concur with past 2 speakers. Most important that it's a non judgemental space. I work with homeless and at risk youth. Negative and judgmental services do not work. Cannot be contingent on other conditions such as being sober or on behavior changes. Focus on harm reduction.
- Agree. MHP crisis center. How to do long term communication on individual cases? Can we implement some sort of dual medical care (physical and mental)? Can we bring the resources to them?
- One of the metrics of success should be moving people towards coordinated entry or other services because coordinated entry is how we track people. Needs to be structured; point is to build trust with service providers.
- There should be long-term and short-term metrics. Transitioning to a sheltered situation is ideal but it doesn't speak to the urgent need. There is a tension on the name. Need for strong integration for pet friendly space.
- What do you mean when you say coordinated entry?
 - Meant the city's program of coordinated entry.
 - Meant to be the front door, initial assessment of folks and their needs.
 - Coordinated Entry is a system run by HSBC, Homeless Solutions for Boulder County, that is used to gatekeep access to homeless services.
- If I may add, in 3 different states around the US, one of the most common complaints I hear is lack of daily functions and capabilities (laundry, documentation, transportation). To



implement these types of daily tasks should also aim to incorporate safety and invitations of community for belonging.

- Work for the YMCA. Importance of getting an ID. Spaces and places that may be open to homeless people may push people out because of substance abuse.
- No shade to coordinated entry, it's the fact that it does limit who can access services. This is an issue in the metro community as well, I can share many unfortunate stories of folks who were not able to access coordinated entry and therefore unable to find even temporary overnight shelter because they did not "qualify".
- I heard in the presentation that not all services would be available every day. I'm not sure how to synthesize which services would be most important or most wanted, but I think it would be important to figure out which services might be most utilized. I think an important trust building aspect in the work has been meeting people where they are and on what they're willing to work on. When those services only come in on certain days (or worse, only a few times a month) it can be discouraging.
- People will access services that meet their needs. You cannot force anyone to engage with CE or any other system. You cannot coerce people into trusting providers. Trust is a side effect of genuinely committing to meeting people's needs.
 - Building a place where folks feel safe and trust the staff is so important
- Re: coordinated entry - as a former houseless person and now do outreach - is kind of a joke. Many people have lost their lives because they didn't qualify for this coordinated entry program. We're desperately overdue for this day center.

Presentation on location & physical characteristics

Discussion on location & physical characteristics

- Another example just down the road: <https://www.therefugeonline.org/> Their "café" is basically a day shelter, only open 3 days per week because of funding
- HOPE has a day resource center in Longmont
- House of Agar catholic worker in South Carolina (?). Space setup to be very open and welcoming, and also relatively close to other services that will be incorporated into this. In terms of structures, It would be beneficial to have a clothing center to get quality checked clothing available for handpicking by each individual looking for them.
- My understanding is other day centers have very limited success (Refuge). Re: physical characteristics: are you going to allow for drug use inside the building? I think the money would be better spent on psychological services.
- Facility needs to be in the city center, needs to be accessible by public transportation with free bus passes. Some people have been permanently barred from public housing in this country. Socks are the most under received item in WV for homeless people.
- Needs to be very central and accessible through public transportation. Accessibility also includes affordability of transportation. Somewhere downtown would be great close to other services.
- A new approach to fighting homelessness in Seattle is working https://www.nytimes.com/2022/08/24/opinion/seattle-homeless-solutions.html?campaign_id=9&emc=edit_nn_20220824&instance_id=70105&nl=the-morning®i_id=111495632&segment_id=102221&te=1&user_id=31424ea47f393a700cbe47c22e820315



- Include a 2-3 stall showering facility; laundry; extreme weather center; open access to resources and free transportation.
- Has the location been announced yet?
 - No, we're at the exploration phase.
 - I agree that accessibility is key. Has it been discussed that the shuttle system hasn't been functioning for the North Boulder shelter? Currently our downtown area is extremely unsafe, as a mother of 3 young children I will not go to the library playground anymore, I will not go to the farmer's market anymore, etc.
 - I go downtown all the time, including the band shell. I've only ever felt threatened by certain housed people.
- The shuttle is once per day and only goes from central park to the north boulder shelter. Anyone who works in another part of the city has to figure out their own transportation method. Having a downtown center would give the people you're so scared of a place to be that isn't outside, that lets them go to the bathroom and clean their clothes in a safe place so you're not as repulsed by their visible poverty, Schuyler.
- Need laundry facilities, shower, bus line, ecopass, haircuts, dentist, therapist, etc. It should be near affordable housing.
- Hope that City Council hear the comments that we as service providers are saying that we need a day center that doesn't have a conditional access. We need a day center that is open, period.
- I second that locating this center next to housing is a good idea. Also a need for mental health services.
- Policy on drug and alcohol use? If using on site is prohibited, what about people using nearby (alleyways, parks, etc.)? Also, what about drug and alcohol intoxication on site?
- Policy on weapons? What about guns, knives, machetes, baseball bats, tasers, pepper spray, other weapons? Are they allowed? What about concealed weapons, will you be screening for those?
 - What exactly isn't allowed?
- What exactly is the plan when you need to kick someone out? Do they get shown the door and told to leave? What about possible problems for the surrounding area?
- Who is handling security? What happens in the event of:
 - Someone yelling
 - Someone being harassed
 - Someone being sexually harassed
 - Alleged theft
 - A fight between two or more people?
- What are the long term goals and how are they measured?
- Is there a plan to shut this down or modify it if there are problems?

Meeting 2: Wednesday, August 26, 12-1:30pm

5 panelists, 36 attendees

Introduction

- Introductions
- Agenda
- Rules of Engagement



Presentation on services

Discussion on services

- Need to provide sanctioned (designated) camping with access to water, bathrooms, etc.
- Participated in some of prior day & current shelter. City stopped program that was allowing folks to reunify them with bus passes. In Longmont local busses are free. Having a job board at the day shelter would be helpful (jobs without necessary ID). Community court is good but ties people to Boulder. Expedition of this day center would be my priority. Making sure that there is room for everybody is important.
- Include language inclusivity (translation services in Spanish and American sign language specifically), also think about signage for people with low literacy levels. Include services to help people replace/obtain their IDs. Also important to have Severe Weather Shelter.
- Lockers, showers, access to bus passes (improve chances to get jobs, access health care, etc.). Convert to Severe weather shelter. Success to be measured by the service providers (number of people served)
- Second what was said. Having AA and DAA meetings as well as mental health support. Serve people's needs in ways that we haven't seen today.
- Lack of trust in the City when City gives money to police for encampment tickets for example. Have to address the safety net. Day Center should be a center to give back dignity to people. Need to help those who have been housed. Be realistic.
- Physical characteristics: equitable and easy access, generous opening hours.
- Services: laundry, access to basic living and interview clothing. Ensure that all staff that's working in that building has some training in trauma informed situations. Accessible for all people including with disabilities. Resources for people escaping abusive home situations.
- Unhoused people in Boulder have high physical needs, they need a place to rest during the day. Women need a place to rest during the day because often they don't sleep at night to avoid being victimized. Computers, storage, basic needs, etc. Has to be done by staff they can trust; gaining trust will take time.
- Happy to see idea of day center. Goals are good. Follow Chief Harold's meetings, mental health and drug abuse are the two biggest problems. Unintended consequences include drawing more homeless people here. Love the idea of sanctioned camping.
- I have personally been to all 3 day shelters in Boulder in the past. All these ideas have been done before. What does low barrier mean? What happens when people come intoxicated? What's your policy on weapons? Need a plan/policy for that. What happens if somebody breaks a rule? What if someone commits a crime? Need to think about this stuff.
- Behavioral health is the most important. Low barrier factor is my concern; how to make this center safe for people who aren't drug users? Cities that have a low barrier shelter have issues with safety.

Presentation on location & physical characteristics

Discussion on location & physical characteristics

- Physical space needs to be on a central bus line. Implement local bus pass for unhoused people. Center needs to be able to accommodate 250 people at a time. Disability access. Fenced in area for smokers. Needs to be suitable and year round. Open door mental health provider.



- Needs to be easily accessible, ideally downtown, place with coordinated entry. Would set up a day center for failure if it wasn't accessible. Let people go in and come back. Have sufficient number of staff (1 person for 25 at least).
- Looking at City and County properties: old Boulder Community Hospital; Boulder County at Iris & Broadway with sanctioned camping on the ball fields; do we need a library at Violet?; Jay Rd at 28th st for KOA camping.
- Several groups feed people every day of the week in Central Park. Anything away from there would pull people away from their safety net. Visit the Murphy Center; they offer lived experience and peer support. People who have been kicked out of the day center can't be banned from the Severe Weather Shelter. Re: the \$10 gift card for homeless people is ridiculous.
- Make sure this is a welcoming environment. Beware of locating day center next to the jail. Make sure that the location doesn't put people on the defensive. Repeat process that Together did to locate their facility.
- Move the services that are in downtown elsewhere away from the creek. Locate it near the mental health center in NoBo.
- Starting to see increased crime in downtown area. E.g. front window broken in 5-6 businesses. Employees afraid to walk to their car. Break-ins in stores. Very concerned about putting a day center downtown, also putting tourists at risk.
- Many of my clients are unhoused because of pandemic. Advocate for more training for service providers on how to be more trauma informed, how to recognize mental health crisis. Treat people as individuals rather than as a group. Treat them with respect.
- Are you going to be checking IDs at the door?
- Realize that this is a regional issue that requires to regionally connect with surrounding communities and the Denver Metro jurisdictions.



Lived Experience Interview Transcripts

What services should be provided at a potential day center?	How do we make this space welcoming, inclusive, and safe?	Where in the City would the center be best located?	What metrics should we be tracking to know if the Day Center is successful?
Medical services, showers, bathrooms, place to rest and get out of the weather, laundry, storage, meals, phones, transportation, connection to school and education.	Nothing specific	Off Baseline. Accessible by bus.	# of individuals connected to services
Place to get out of the weather, access to phone, smaller space (not wide open), allow people to come and go, employment training, full list of resources.		Along the bus line or centrally located	# of individuals who engage in services # of appointments kept
Access to gear, showers.	Friendly, no judgement	centrally located	success of those you're helping
Showers, food, clothing, medical, rest area	Kindness, comfortable, forgiving	Downtown	# lives changed # of happier people less crime
shower, bathrooms, laundry, water/beverage, snacks, sharps containers, wifi, phone charging	private space, calm, books, things that can be done independently	Where everyone can access. Centrally located	# of individuals connected to services
Supervised injection site, food/snacks, operated by individuals with lived experience, Not required to engage in services	I don't want to have to give personal information to access site.	Downtown or centrally located	# of individuals who exit homelessness # of individuals who are engaged in programs
Showers, hygiene products, counseling, transportation, lockers (storage), case management.	provide security	Close to boulder creek, bus stop, and gas station	Don't set goals for anyone to set them up for failure. Actually help & Care. If you don't have a place to rest your head and get a shower, you can't get anything done



What services should be provided at a potential day center?	How do we make this space welcoming, inclusive, and safe?	Where in the City would the center be best located?	What metrics should we be tracking to know if the Day Center is successful?
			at all.
Bathrooms, food, water, computers, animal friendly. Connection to housing	No arguing, no fighting	Central core. If transportation is provided, could be further out	Improved community. # of individuals connected to resources and re-engaging in the community.
Showers, bathrooms, wifi	Penalty for fighting	Somewhere near the hill	# of people who use service # of instances of violence
I would keep it simple at first. It's always easier to have more things added than to start too big and have to scale back. -Food -Phone -TV -clothes -staff with a listening ear for people in crisis -extra shelter -no law enforcement -no judgment	You can't initially. It will happen naturally (or not). Word of mouth will happen. Include a diverse staff. Have staff with lived experience. Have addiction counselors.	within walking/biking distance for people who have no other way to get there.	
mail, voicemail, showers, haircuts, clean showers, free washers/dryers, recycling/donation area, lost and found, snack pantry, open kitchen, needle exchange, community garden/restaurant, library, microwave, free classes, workshops, bike storage, GED, skate park, stage for live theater and music, movie area, ready to work, day labor, travelers aid, acupuncture.	Tolerance policies and guidelines, lax services vs rigid or strict services, friendliness, no judgment, staff with lived experience, homeless committee for ideas, altruism campaign.	Downtown area. Large area, re-purpose of old building	More satisfaction surveys (with gift cards attached). Suggestion box.



What services should be provided at a potential day center?	How do we make this space welcoming, inclusive, and safe?	Where in the City would the center be best located?	What metrics should we be tracking to know if the Day Center is successful?
Smoking area, computers, wifi, clothing, food, connection to service providers, counseling (substance abuse/mental health), connection to housing.	No drug use, positive atmosphere.	Outside of downtown but accessible to services.	Just get it started. I don't know.
Bathroom, shower, phone charging, wifi, place to eat, air conditioning/heat, snacks, drinks, coffee, clothes closet	No drug use, security, not too strict	Accessible, centrally located.	satisfaction of users.
Activities like arts & crafts	Happy smiles, coffee, snacks, juice	Centrally located	Track all resources, computer lab, food, transportation Good place to look at: Aurora Daily Resource Center
Shower, laundry, mail, fax, coffee	zen, route out trouble	Downtown	# of individuals housed # of individuals employed
IDs Resources Clothing Vouchers for vehicles Shower Job applications Healthcare Housing outreach		Not downtown	