

RESOLUTION NO. 23 -25

AUTHORIZING THE CITY MANAGER TO EXECUTE AN AGREEMENT WITH HOMEWARD BOUND OF THE GRAND VALLEY FOR THE PROVISION OF INTERIM SUPPORTIVE SERVICES FOR UNHOUSED PEOPLE

RECITALS:

The City of Grand Junction continues to value collaborative, community-driven efforts to address homelessness, and housing instability. In alignment with the City Council's strategic direction, the adopted Unhoused Strategy and Implementation Plan and the expenditure of funds made pursuant thereto, the City Council acknowledges the ongoing need for the provision of services to people experiencing houselessness.

To maintain continuity of care and reduce service gaps during the transition from the Resource Center to other shelter and resource operations, the City Council by and with this Resolution authorizes the City Manager to enter into an agreement with HOMEWARD BOUND OF THE GRAND VALLEY (HWB) for the City to temporarily fund the provision of unhoused services at 2851 ½ North Ave Grand Junction, CO 81501. The City funding may be used for the provision of services including but not limited to, basic needs access (such as food, restrooms, showers), service navigation, case management, and connection to behavioral and physical health resources as outlined in plan dated May 5, 2025 submitted by the Service Provided ("Plan"). The Plan, which informs the Project, is attached and incorporated by this reference as if fully set forth.

The Project will ensure a continued presence of services at the Project location and when delivered the services are intended to help prevent the disruption of critical support for vulnerable community members while longer-term plans are being developed and implemented. Homeward Bound of the Grand Valley will deliver services in coordination with other partners and alignment with City Council housing stability and community safety goals.

The City Council authorizes the City Manager to contribute funds to support the delivery of services as outlined in the Proposal through Quarter 3 of 2025.


After September 1, 2025, continued funding may occur on a month-to-month basis, subject to a 30-day advance notice of termination.

The City will be issuing a Request for Proposals (RFP) which may identify alternative service providers or site operations. Depending on the outcome of the RFP, there may be opportunities for HWB to transition into or establish a business relationship with the selected provider(s) to continue delivering services as part of an integrated or restructured model.

The City Council has appropriated funds in the 2025 budget, and the City Manager is authorized by and with this Resolution to execute an agreement with HWB to initiate and oversee the implementation of this Project and expend funds as provided herein for the purposes described.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Grand Junction authorizes the City Manager to execute an agreement with HWB for the temporary funding and support of provision of interim unhoused resource services consistent with this Resolution with this agreement, and in accordance with the budgeted appropriation authority.

PASSED and ADOPTED this 21st day of May 2025.



Cody Kennedy
President of the City Council

ATTEST:


Selestina Sandoval
City Clerk



HomewardBound of the Grand Valley

Proposal for continued support for the Houseless Population
served by the Resource Center

HomewardBound – North Avenue Shelter

2853 North Avenue

HomewardBound Case Management and Navigation Center

2851 ½ North Ave. – Unit 3

Operations and Management Structure

The mission of HomewardBound is to provide transformational support services to our homeless population to help them create a path from homelessness to permanent housing. The existing resource center has been the hub of those services for the last 14 months and we propose to continue to offer support by expanding the services available at our main shelter on North Avenue and transferring transformational services to rental space adjacent to our North Avenue facility while a longer-term strategy for the delivery of services is discussed with the community.

The site of the Case Management facility is immediately adjacent to our North Avenue campus and will allow us to not only provide existing case management and nursing services, but to expand our offering to include behavioral health services and psychiatric counseling as well.

The operations manager who currently supervises the resource center is also responsible for managing the main North Avenue facility. The collocation of services will make for more efficient use of resources and a more controlled environment for the services offered. The existing GRC staff will transfer to the North Avenue location upon the closing of the resource center and provide services to the population at that location. Both locations will be administered under the rules established for all HomewardBound facilities.

Services Offered on site – expanded services – North Avenue Shelter

For the past 24 years, HomewardBound has offered overnight shelter and program support services to individuals at 2853 North Avenue. That facility offers bed space for up to 150 individuals nightly as well as 9 separate pallet shelter units offering support for people with pets. During the first quarter of 2025 we provided shelter to 458 unduplicated individuals at North Avenue. This number is an increase of approximately 17% over the same period in 2024. We believe that the increase in numbers is attributed to the 75+ individuals we have moved into the shelter system since the advent of the resource center programming.

Both of our shelter facilities, North Avenue and Pathways, have been operating at full capacity nightly since the beginning of June 2024. One of the primary causes of this increase in usage is the access and awareness of services we have made available through the resource center.

During the 14 months of operation at the resource center, we learned that there were three services that were critical to the population we are serving:

- Shower Services
- Storage of personal belongings
- Day Shelter

HomewardBound will expand the availability of these services at our North Avenue facility effective June 1, 2025, as follows:

- Shower Services – The six showers at North Avenue are presently available daily to residents only from 6PM. On June 1st we will offer showers daily from 10:00AM to 3:00PM for any individuals who schedule access through the GRC staff. Based on usage at the resource center and the fact that we have twice the shower capacity available at North Avenue we estimate that we will initially provide 10 to 15 showers per day, growing to 20 to 25 per day by mid-summer of 2025. These estimates indicate that we will be providing from 300 to 450 showers per month at North Avenue – **an estimated total of 1800 to 2700 showers for the last 6 months of 2025**
- Storage of personal belongings –Personal storage is presently available to residents who stay in the shelter and then only in under bed bins. We will move two of the Conex units from the resource center which will enable us to offer secure storage in lockers to up to 75 community members. Access to storage will be administered under the same process developed for the resource center. If we can find space in the parking lot, we will attempt to add a third Conex for additional storage. **Statistics from the resource center indicate that with 75 lockers, storage will be provided for over 100 individuals in a given month or a total of 600 in the last 6 months of 2025**
- Expanded Day Shelter Services – current day shelter services in our heated and cooled tent are available only to residents. We will expand our usage to any individual with an access card from the resource

center. The day shelter will be available daily from 8:30 AM until evening shelter intake. The current occupancy of the day shelter is averaging 45 to 50 per day. As we make expanded access available, we believe that occupancy will increase by 40% to 70 per day. **We estimate we will serve an additional 20 people per day for the last 6 months of 2025**

- Water support station – currently available outside the North Avenue facility to residents and users of the day shelter, the service will be expanded as usage requires.
- Toilet Equity Locations – we are working with toilet equity to determine the proper locations for adding two of their units to our North Avenue shelter facility to better serve the community

Services Offered on site – Case Mgmt & Navigation Center

The following services will be offered as the primary focus of the rental space in unit 3 of 2851 ½ North Avenue. Details on hours of operation, service availability and staff levels are noted in the staffing section of this proposal.

- Service Coordination – Coordination of all services at the navigation center and access to the expanded services of the North Avenue shelter will be coordinated by the GRC staff. Access to the services at the case management and navigation center may be by appointment or by checking in at the door if services are available. Any access to the services will require the access card used at the resource center. Scheduling showers and access to storage lockers will also be coordinated by the GRC staff.
- Case Management – Provided by the HBGV senior case manager already serving 267 clients from the resource center.
- To provide better access to these services, HomewardBound has added a case management trainee to the staff effective May 1, 2025. The

addition of this position will greatly streamline our ability to assist existing and new clients.

- Housing Navigation – provided by our case management team in conjunction with the Neighbor-to-Neighbor team and other housing providers around the Grand Valley.
- Nursing Services – provided by the RN presently providing these services at the resource center. Our nursing services currently serve over 300 unique individuals through the resource center. We anticipate that those individuals will continue to be served both at this facility and also through the United Way space as needed. The nurse will continue to expand her program of health care navigation services.
- Behavioral Health Services – Currently provided by CEC (counseling & Education Center) These services already being provided at the Pathways Family shelter and will be expanded to this location.
- Psychiatric Counseling Services – Currently provided by Health Solutions at the Pathways Family shelter and – will be expanded to this location.

Since we will have three dedicated staff operating from the navigation center 5 days a week, we anticipate that they will average 7 clients per day over the last 6 months of 2025. That would indicate that the center will have 850 client visits in 2025. These numbers do not include any clients served by the additional providers who will make visits to the navigation center or any clients our staff might see at the United Way center.

[Access and Eligibility Requirements – Safety and Security protocols.](#)

Access to our expanded services at North Avenue and the Case Management and Navigation center will be offered under the same rules as currently in place at the resource center. All guests will be required to check in and have

or obtain a Clarity card for service identification and access. Services may be accessed by appointment or by checking in at the door during regular hours of operation.

Shower and storage services will be accessed by checking in at the Navigation Center and then being conducted into the main shelter for showers and storage.

One of our primary concerns about the expansion of services at the North Avenue shelter and the added services at the navigation center is to maintain the security of our facilities and the business located in the adjacent shopping center. HomewardBound already leases unit 4B of 2851 ½ North Avenue for our Donation Station, and as a part of that lease, we have a verbal agreement with the owner of the center that our staff will provide security and prevent loitering around her facility. When we approached her about leasing Unit 3, we indicated that we would have additional staff for facility security and that access to the case management navigation center would be controlled and managed by staff. The GRC staff currently at the resource center, combined with the staff at the North Avenue shelter, will allow us to control access and prevent loitering. We do not have a written agreement with the landlord about security provided, but anticipate creating one if the city feels it prudent.

It is our plan that no loitering will be allowed in the North Avenue parking lot, no shopping carts will be allowed.

Shelter staff will make sure that no belongings are left outside and that our guests follow the rules of access.

Hours of Operation

Expanded Services at North Avenue Shelter

- Shower Services – 10:00AM to 3:00PM daily – check in required
- Storage Services – 10:00AM to 3:00PM daily – check in required
- Day Shelter – 8:30AM until shelter intake daily – check in required
- Water Service – 8:30AM until shelter intake daily

Transformational services at the Case Management Center

The Case Management and Navigation center will operate from 9:00AM to 5:00PM Monday through Friday. All the services listed for the navigation center will be offered during regular hours of operation. As we learn how our clients are using services, we will consider expanding support from the nurse to some Saturday hours as well.

Required Staffing Levels

The increase of services and hours at the North Avenue shelter and the addition of services at the case management and navigation center will require the same support staff as presently in place at the resource center. The cost of the operations manager will be reduced by 27% because supervision will be far more efficient with the collocated facilities.

- Operations Manager - the operations manager is based at the North Avenue shelter and will supervise and manage all services delivered at the shelter or the navigation center.
- GRC staff – the four GRC staff supported by the city will be initially deployed as follows:
 - One GRC handling check-in and security at the Case Management and Navigation Center.
 - One GRC on transportation duties to move people around the community to access services.
 - Two GRC's will be assigned to the North Avenue Day Center and to scheduling access to showers and storage services.
 - As transportation needs are defined, we have the ability to increase support to two GRC's driving support vans.

In addition to the staff paid for by the city, the following staff members will be resident at the navigation center at no cost. As defined in previous sections we will also have other behavioral health and psychiatric providers on site.

- Case Manager & Assistant Case Manager
- Registered Nurse

Site Maintenance and Sanitation Protocols

Both facilities will be managed under standard HomewardBound sanitation protocols, with janitorial and cleaning services performed by shelter residents enrolled in our purposeful work program. Regular cleaning will be performed daily and deep cleaning at least monthly. Since no specialized nursing services will be performed at the center, we do not anticipate having enhanced sanitation protocols.

Site maintenance and security will be handled as defined in the Safety and Security section of this proposal.

Partnerships with Service Providers

Under current agreements, arrangements with and scheduling of service providers are managed by United Way. The schedule for all services offered at any location is maintained by United Way and will include all the services offered at North Avenue and the Navigation Center. As previously stated, the center will have available desk space for other providers to meet clients, but only as coordinated through our partnership with United Way.

Any person who occupies a shelter bed or the day center at North Avenue will also be able to access any services available through the Navigation Center. We will also have additional desk space available for other providers to meet with clients if they are housed in or frequent North Avenue and we will offer our case management and nursing services at the United Way location if need dictates.

Strategies for Community Engagement and Impact Mitigation.

Because the North Avenue shelter has been located adjacent to the Navigation Center space for over 24 years, and because we already lease space in the mini mall for our Donation Station, we have security protocols in place to prevent loitering and garbage around the facility. Prior to the opening of the new space, anticipated by May 15th, senior management and staff will meet with the other tenants, explain our security protocols and how we will limit access. The addition of the four GRC's to the available staff will ensure that we keep the spaces and parking lots clean, quiet and mitigate any neighborhood problems.

Transportation Services

Providing transportation between sites and to remote services will be an ongoing concern as we navigate the coming months. As part of our commitment to collaboration, we will assign an existing 15-person van to be used for transportation and support. In addition, HomewardBound has recently applied for grant funding to add another van to be used for transportation support. Regardless of the outcome of that grant request we will have two vehicles available to support our guests as needs dictate.

Using the GRC staff who already provide transportation support to the resource center, we will have a minimum of two vehicles available to provide transportation services in cooperation with United Way. We expect to be offering rides between North Avenue, the United Way resource unit and other locations yet to be determined. As the transportation work group develops a plan, we will work to play whatever part is appropriate using the GRC staff and HomewardBound vehicles.

Length of Program and proposed budgetary support

To continue to offer services while the community decides its future commitment to any version of the resource center, HomewardBound has negotiated a lease on space in unit 3 of 2851 ½ North Avenue. That lease ends in December 2025 but could be extended if a more permanent location has not been selected by years end.

The proposed budget significantly reduces the costs from the quarterly level of the existing resource center but will allow us to offer expanded services at the North Avenue shelter and navigation center as well as transportation support while community discussions are ongoing.

Expenses	Quarter 3	Quarter 4	Total
GRC Staff (4)	\$45,000	\$45,000	\$90,000 1
Ops Mgr. (1)	\$12,500	\$12,500	\$25,000 2
Rent 3000/M	\$ 9,000	\$ 9,000	\$18,000 3
Utilities	\$ 1,500	\$ 1,500	\$ 3,000 4
Internet/Phone	\$ 800	\$ 800	\$ 1,600 5
Supplies	\$ 300	\$ 300	\$ 600 6
Estimated Total	\$69,100	\$69,100	\$138,200

1. GRC staff numbers and salaries remain the same.
2. Ops Mgr. salary is reduced by 27% over previous quarters.
3. Actual rent is 3500/month – HomewardBound to pay difference.
4. Utilities amounts are estimates based on records from previous tenants.
5. Internet & phone expenses are estimates based on staff size.
6. Supplies are estimated based on staff size and services.

Capital Request

To bring the unit 3 space up to code we would request capital to repair the floor, install epoxy flooring and additional electrical outlets. The estimated cost of these items is approximately 7500.00