

**Homeless Solutions for Boulder County:  
Talking Points on Approach to Homeless Services for Single Adults  
April 2, 2018**

**1. What is different under the new approach from Homeless Solutions for Boulder County (HSBC)?**

Beginning in October 2017, a variety of changes were made to services for single adults experiencing homelessness. The goal of Homeless Solutions for Boulder County is to provide adults experiencing homelessness with targeted, responsive services to help them get to a housing solution quickly. HSBC aims to accomplish this by providing more prevention-oriented services, and short- and long-term housing and services.

**2. Who is impacted by the new service system?**

The changes primarily impact single adults experiencing homelessness in Boulder County.

**3. Are there services changes for other homeless populations, including families?**

Homeless families, youth and people experiencing domestic violence will continue to use the services that were available in the community before the new HSBC system was implemented.

**4. How can people access services?**

People now access all homeless services from Boulder County and the Cities of Boulder and Longmont through the new **Coordinated Entry** system. Clients will be assessed to determine if they are most appropriate for **Housing-focused Shelter** at Boulder Shelter for the Homeless (BSH) or **Navigation Services**.

**5. When did Coordinated Entry start?**

Coordinated Entry screening began for clients seeking services through HSBC in October 2017.

**6. Where are Coordinated Entry and Navigation sites located?**

In the **City of Boulder**, **Coordinated Entry client screening services** are available seven days a week at 2691 30th St., near the corner of 30th and Valmont. The hours are 10 a.m.-4 p.m. every day except Tuesday when the hours are noon-4 p.m. This location is accessible by the BOUND and 208/F bus routes.

**In Boulder**, **Navigation Services** are provided at 2691 30<sup>th</sup> Street and faith communities. Daytime case management services are provided at 2691 30<sup>th</sup> Street. Currently, overnight sleeping and morning meal service are provided at a rotation of faith community locations (see below). In Spring 2018, overnight sleeping and morning meal services for Boulder Navigation Services will also move to the site at 2691 30th St.

Path to Home overnight sleeping is currently available at the following faith communities:

- **Monday:** Atonement Lutheran, Inca at Baseline Bus 225
- **Tuesday:** Congregation Har HaShem, 37th at Baseline Bus 225
- **Wednesday and Thursday:** St. Andrew, 37th at Baseline Bus 225
- **Friday:** Atonement Lutheran, Inca at Baseline Bus 225
- **Saturday:** Announced weekly at <https://boulderbridgehouse.org/path-to-home/>
- **Sunday:** Congregation Har HaShem, 37th at Baseline Bus 225

Path to Home Navigation Service clients can begin arriving at the faith community overnight sheltering sites as early as 6:30 p.m. Check in for the night occurs from 7 – 10 p.m.

In **Longmont**, **Coordinated Entry** screening is available during the week at the OUR Center, 220 Collyer Street. The hours are 10 a.m.-4 p.m. on Monday, Wednesday, Thursday and Friday. The hours on Tuesday are noon-4 p.m. On weekends the hours are 11:30 a.m.-2:30 p.m. The OUR Center is accessible by the BOLT, 323, 324 and 327 bus routes.

**Longmont Navigation Services** are provided by HOPE and the OUR Center in a collaborative service model. HOPE provides Nighttime Navigation Services from 6:00 p.m. – 7:30 a.m., and offers basic needs services including meals, overnight sleeping space at two area churches, showers, and laundry for up to 50 people. Daytime case management services are available through the OUR Center.

In April 2018, HOPE overnight services are available at the following locations:

- Monday-Wednesday: The Journey Church, Pike Rd. east of Hover Rd.
- Thursday: Overnight services only available during severe weather. This will be announced by 6 p.m. the night before.
- Friday-Sunday: Central Presbyterian Church, 4<sup>th</sup> Ave. and Kimbark St.

Beginning in May 2018, service details will be available by calling HOPE after 5 p.m. at 720-453-6999.

## 7. **What are Navigation Services?**

Navigation Services provide short-term support for lower-needs individuals who require limited assistance to get back into permanent housing. Individuals will work with a case manager to develop a housing plan and can receive mediation support, financial assistance, legal assistance, assistance reunifying with support networks, and links to county and other community programs as needed. Overnight sleeping space will also be available to qualified navigation participants who need a place to stay in the short term.

## 8. **What is Housing-focused Shelter (HFS)?**

HFS facilitates housing entry for qualified moderate- and high-needs individuals by providing overnight sheltering and wrap-around services on an extended basis. Those

participating in HFS can remain at the Boulder Shelter for the Homeless (BSH) until they have been successfully, permanently housed. This program will start on Oct. 9 at BSH.

**9. When is HFS available?**

BSH is open year round, from 5 p.m. – 8 a.m., for clients that have been referred through the Coordinated Entry process.

**10. How many people can access overnight sleeping spaces and HFS beds?**

BSH provides 160 overnight beds, which is full capacity. These beds are allocated to people assessed through the Coordinated Entry system as moderate- to high-need individuals, with priority for people with a longer history in Boulder County Navigation Services will provide up to 50 overnight spaces for people assessed through Coordinated Entry as low-need and who are participating in a navigation plan in the City of Boulder and City of Longmont.

**11. Will additional shelter be available during episodes of severe weather?**

Current severe weather overnight shelter information in Boulder can be found at <http://bit.ly/severeWeatherShelter>. The Boulder severe weather hotline is 303-605-8919. Severe weather overnight shelter is available in Boulder when:

- The National Weather Service issues a warning or watch for winter weather, winter storm, blizzard, cold/wind chill, extreme cold/wind chill, heavy snow, ice storm; OR
- The National Weather Service predicts a temperature of 32 degrees Fahrenheit or below without precipitation; OR
- The National Weather Service predicts a temperature of 38 degrees Fahrenheit or below with precipitation.

**12. Why are we approaching this problem in this way? What do we know from other communities?**

Previously, the approach to homeless services in Boulder County was often crisis-driven and focused on emergency interventions – such as overnight shelter, food, and clothing. This approach has not resulted in sustainable changes for the county's homeless population. The new approach integrates evidence-based practices and leading models of service with Boulder County's unique local context. Specifically, lessons learned from other communities around the Housing First approach, diversion, and rapid rehousing have resulted in increased numbers of homeless individuals finding housing solutions.

**13. How will we know this is working?**

This is a long-term approach intended to help those experiencing homelessness to obtain and maintain housing in Boulder County, or connect with existing support networks elsewhere. Homeless Solutions for Boulder County will be examining data from coordinated entry and exiting programs to understand the size of the local homeless population, and the extent to which programs are helping individuals find permanent housing. Under the new approach, the Homeless Solutions for Boulder County

Management Board, which is comprised of key stakeholders (e.g., homeless service providers, faith community representatives, persons with lived experience), will meet monthly to discuss system issues and troubleshoot solutions.

**14. What happens if people don't want to go through Coordinated Entry to be screened for homeless services?**

To be served by Navigation and Housing-focused Shelter services, including meals provided by those services, individuals must go through Coordinated Entry screening. Access to other public benefits not coordinated by Boulder County or the cities of Longmont and Boulder (e.g., Medicaid, Supplemental Nutrition Assistance Program (SNAP)) does not require Coordinated Entry screening.

**15. How will people with criminal histories, including those designated as sex offenders, be served through this approach?**

People with criminal histories and/or who have been designated as a sex offender will not be automatically disqualified for homeless services under the new approach. However, service providers within the system will work with each individual to determine their best option. Individual providers may have specific rules in place regarding those who have been designated as a convicted Sexually Violent Predators (SVP) by the State of Colorado.

**Bridge House Path to Home Navigation Services** will not accept individuals who have been designated as an SVP at the new 30<sup>th</sup> Street location once it opens in Spring, 2018.

**Boulder Shelter for the Homeless:** The Shelter will not serve SVPs who are on Parole, and the Shelter will discontinue services to all SVPs if an alternative sheltering option for this population becomes available in Boulder County. Through attrition, the Shelter will reduce its SVP population to a maximum of one person.

**16. Can the system serve those with more significant barriers (e.g., mental health issues, substance use issues, etc.)?**

We will work with existing service providers depending on the needs of the individual in order to help clients obtain housing as quickly as possible, and to provide the necessary supports to help them maintain that housing over the long-term. We will also work with providers and system data to determine demand for supportive services and ways to align system capacity to meet that demand.

**17. Who do I call if I have a concern?**

If you have more general questions or concerns about the Homeless Solutions for Boulder County approach, please contact:

- Jennifer Biess, Boulder County Homeless Service Systems Manager:  
[jbiess@bouldercounty.gov](mailto:jbiess@bouldercounty.gov)

- Karen Roney, City of Longmont Community Services Director:  
[Karen.Roney@longmontcolorado.gov](mailto:Karen.Roney@longmontcolorado.gov)
- Wendy Schwartz, City of Boulder Homeless Program Manager:  
[schwartzW@bouldercolorado.gov](mailto:schwartzW@bouldercolorado.gov)

**18. Q: What can I do to help?**

Our entire community has a role to play in reducing homelessness, and one of the most effective ways to help is to support efforts designed to create more housing that is permanently affordable for those who struggle with the rising costs of renting and purchasing a home in Boulder County. When proposals for building permanently-affordable homes are put forward, the voices of supportive community members throughout the process are crucial in helping these proposals succeed.