

**Management Plan for the Boulder Shelter for the Homeless**  
**Proposed Site at 4869 N. Broadway**  
**Submitted February 25, 2002**  
**Updated October 2017**

This plan was created to meet the requirements called out in the City of Boulder ordinance #7132, which amends the Land Use Regulations, Section 9-1-3, B.R.C. 1981. This management plan is one of the requirements of application to operate an overnight shelter in the City of Boulder. ~~Description of the good neighbor process used to create this document and the supporting information and meeting minutes are included as part of this Conditional Use review application.~~

## **1. Hours of Operation**

### **Overnight sheltering**

The Shelter will offer overnight sheltering, ~~to qualified residents, on a year-round basis, from ~October 1 to April 30, annually.~~ Qualified residents are those persons who become eligible for Shelter services through the countywide Coordinated Entry process. Overnight ~~check-in at the Shelter intake~~ will take place every evening between ~5 and 7pm. The Shelter will continue its strong policies that keep residents in the facility from 7pm until the next morning. Any resident that insists on leaving the Shelter after 7pm without pre-approval will be denied Shelter services for a minimum of one day to denial for life. The Shelter will close to all non-qualified ~~clients~~ residents at ~8:00 am every morning. These hours of operation, and corresponding hours of ingress and egress of Shelter residents, may be modified by the recommendation of the Neighborhood-Shelter Action Group to accommodate such things as school schedules.

~~Qualified residents, who spent the previous night at the Shelter, such as those attending case management appointments, health examinations, job training, or night workers who sleep during the day will will be permitted in the Shelter during the day. Residents will also be allowed to stay at the Shelter during the day when weather is life threatening and other sources of day shelter are not available (such as on Thanksgiving and Christmas days).~~

### **Transition program operations**

~~The Shelter will be available year-round to residents who are under contract as part of the Transition Program. Transition residents come and go based on their individual work schedules and thus may or may not conform to the overnight sheltering schedule described above.~~

### **Morning Services**

~~The Shelter will encourage alternative breakfast services to continue in other parts of the city.~~

The Shelter may offer morning services year-round. Morning services will be available from 6:00 am to 8:00 am each morning ~~on a walk-in basis~~. Available services will include services such as breakfast, ~~and~~ laundry, telephone and mail access. In order to access morning Shelter services, all morning ~~walk-in~~ residents will be required to check-in ~~for~~ identification purposes and for possible case management intervention. These

services will not be available to any resident who has been denied Shelter services and is still under those restrictions.

## **2. Delivery and Trash Collection Times**

Although precise delivery and trash collection times will not be available until these services are contracted, the Shelter will strive to schedule all of these services between 8am and 5pm. In addition, most deliveries will come by passenger car and not by truck.

## **3. Noise Impacts**

The Shelter is a quiet place. ~~During the winter, a~~All non-qualified residents will be in the building by 7:00pm with mandatory lights out at 10:00pm, as is current policy. Exceptions may be made for qualified residents who have evening commitments such as work or school. ~~During the summer, when neighborhood noise is most noticeable, the Shelter will only be housing transition residents.~~ Most residents homeless individuals do not have cars so additional traffic noise will be minimal and, as mentioned above, most deliveries come by passenger car, not by truck.

The Shelter may have accommodations for residents who bring their dogs with them to the Shelter. The Shelter requires residents with dogs to sign a contract that assures their pets will behave and not be disruptive. A breach of this contract can result in denial of Shelter services for a minimum of one day to denial for life.

## **4. Security**

The Shelter uses its own staff to provide security for the facility. The Shelter staff also relies on a strong relationship with the City of Boulder Police, which includes working with a dedicated Police liaison on a regular basis. The Shelter will not allow overnight residents to come and go from the Shelter. Once residents check into the Shelter for the night, they may not leave and return without prior permission. Violation of this policy by any resident will result in denial of Shelter services for a minimum of one day to denial for life. In some cases, such as family emergencies or the securing of other accommodations, residents may leave with-out consequence.

Any resident with any kind of weapon must relinquish it at check-inintake. The Shelter considers any knife and most tools (such as box cutters and screwdrivers, etc.) as weapons. Failure to relinquish these items at check-intake will result in denial of Shelter services for a minimum of one day. This personal property will be returned to the resident, unless Shelter staff deems it unsafe to do so, when the resident leaves the Shelter.

Illegal weapons turned in at check-intake will be turned over to the Police. Any resident found with an illegal weapon in the Shelter will be denied Shelter services for at least 90 days.

Firearms of any kind are not allowed on the Shelter premises.

## **Turn-away Management**

Any resident expelled from the Shelter for a behavior violation will be strongly encouraged by Shelter staff to accept a free ride, via cab or Boulder County Cares (BCC), to the destination of their choice. If the resident refuses to work with the Shelter staff in finding suitable transport out of the area, they will be denied Shelter services for

a minimum of one day to denial for life. If the denied resident leaves on foot and is considered a danger to themselves or others, the Police will be called

If a person is denied entry due to inebriation, Shelter staff will work with the denied resident to find them transport from the area. The first option offered by staff will be a strong recommendation that the denied person be transported to the Addiction Recovery Center (ARC). The denied resident will be offered a free ride, via cab or BBC, to the ARC. If this offer is refused, they will be offered a free ride, via cab or BCC, to a location of their choice. If the resident refuses to work with the Shelter staff in finding suitable transport out of the area, they will be denied Shelter services for a minimum of one day to denial for life. If the denied resident insists on leaving the Shelter property by foot, the police will be called. If the police are called, Shelter staff will try to maintain visual contact with the individual until the police have arrived.

Shelter staff will call the Police if any person, known to staff to be a sex offender registered with the City of Boulder Police Department, is turned away from the Shelter for any reason.

The Shelter supports the neighborhood's desire for a Boulder City Police annex in the area.

## 5. Drug and Alcohol Policies

The Shelter does not require absolute sobriety as a condition of admittance but has strict rules of behavior, which if violated, can result in denial of Shelter services for a minimum of one day to denial for life.

The Shelter does not, and will not, admit persons who have consumed drugs or alcohol to the point that they are significantly impaired or are a danger to themselves or others. If an inebriated person shows up at the Shelter, they will be denied entry. Shelter staff will work with the denied resident to find them transport from the area. The first option offered by staff will be a strong recommendation that the denied person be transported to the Addiction Recovery Center (ARC). The denied resident will be offered a free ride, via cab or BBC, to the ARC. If the denied resident refuses to be transported to the ARC, they will be offered a free ride, via cab or BCC, to a location of their choice. If the resident refuses to work with the Shelter staff in finding suitable transport out of the area, they will be denied Shelter services for a minimum of one day to denial for life. If the denied resident refuses any transport out of the area and insists on leaving the Shelter property by foot, the police will be called. If the police are called, Shelter staff will try to maintain visual contact with the individual until the police have arrived.

No resident will be ~~are~~ allowed to have alcohol or drugs in the Shelter. ~~All alcohol and prescription drugs must be relinquished at intake. These personal possessions are returned to their owner when he or she leaves the facility.~~

Any illegal drugs turned in at check-in will be turned over to the Police. Any resident found with illegal drugs in the Shelter will be denied Shelter services for at least one 90 days.

## 6. Loitering

Camping on public or private property is illegal and all neighbors are encouraged to call the police if they encounter such behavior. Loitering on Shelter property is, and will be a

violation of Shelter policy and residents will be denied Shelter services for a minimum of one day to denial for life for such actions. Likewise, loitering on any private property around the Shelter is, and will be a violation of Shelter policy and will result in like denial of Shelter services. The Shelter expects to work with the neighborhood, as part of the Neighborhood-Shelter Action Group, to address any loitering issues not addressed by the above policies.

The Shelter will also ask Boulder County Cares to assist any homeless persons, that are not staying at the Shelter, in securing ~~transpiration~~ transportation out of the area. The Shelter also expects to work closely with the Police to address any loitering issues that may arise.

~~Overnight Residents will queue for intake in the late afternoon, which will take place in an inviting inner courtyard that will have restroom access.~~

### **Transportation**

Many residents will come and go from the Shelter by bus, which greatly reduces the possibility of loitering. The Shelter will offer free transport, to and from the downtown area of Boulder, on a scheduled basis, for all residents who want a ride. This service will be provided by the Shelter and/or by Via Mobility Services ~~Special Transit~~. These shuttles will load and unload directly in front of the Shelter intake door. Residents will also travel on the SKIP and limited, free SKIP tokens will be available to residents. ~~The Shelter will construct a SKIP shelter for Shelter resident's in a location to be determined by the new SKIP routes. The Shelter will work with the City to create a crosswalk for residents if the SKIP stop for the Shelter is on the east side of Broadway.~~

### **7. Shelter Employee Education**

All new Shelter employees are required to go through a 60-hour training program that includes instruction in areas such as: one-on-one communication skills, setting professional boundaries, recognizing and responding to mental illness, recognizing and responding to substance abuse and alcoholism, medical problems and emergencies, women's issues, interagency relationships, and all of the Shelter's written policies and procedures.

### **8. The Shelter's Responsibility as a Good Neighbor**

As part of the Shelter's commitment to be a good neighbor, the Shelter plans to pave the blocks of Front Range Drive and 11<sup>th</sup> Street that abut the new site. The Shelter is also committed to daily trash pick-up in the areas adjacent to the Shelter grounds. Snow removal on the sidewalks along Broadway will also be a daily chore for our residents when required. The Shelter plans to create and maintain an aesthetically pleasing landscape around the facility.

The Shelter desires to be part of a Police sponsored neighborhood watch group and will host such meetings if asked.

### **9. Neighborhood Outreach and Methods for Future Communication**

~~Every neighbor of the new facility (defined as those notified by the City) will receive the Shelter's quarterly newsletter. This publication contains information about the Shelter's operations, volunteer opportunities, notices of upcoming events and Shelter contact information including our 24 hour a day staffed telephone number. Volunteer~~

~~opportunities at the Shelter will be made available specifically for anyone in the neighborhood with a desire to volunteer. — Neighbors may request the Shelter newsletter or provide feedback to the Shelter staff and board through its web site at [www.bouldershelter.org](http://www.bouldershelter.org).~~

The Shelter will create a standing Board committee called the Neighborhood-Shelter Action Group that will serve as the primary vehicle for on-going Neighborhood-Shelter communications. This group will include Shelter Board members, Shelter staff and representatives from the surrounding neighborhoods. This group will have a maximum of (10) members and will meet at the request of either the Shelter or the neighborhood representatives. The purpose of this committee will be to offer recommendations to the Shelter Board and/or to the neighborhood associations on how either can become better neighbors, develop options for engaging the neighborhood in Shelter activities, and, if necessary, Shelter-neighborhood dispute resolution.

## **10. Dispute Resolution**

Neighbors will be asked to call the on-duty Shelter staff for problem resolution. If the staff person ~~can not~~cannot resolve the problem, the complaint will be elevated, in a timely manner, to the Shelter's Executive Director. If the Executive Director and the neighbor ~~can not~~cannot come to agreement, the issue can be elevated to the Neighborhood-Shelter Action Group for resolution. If the Action Group is unable to resolve the issue, the neighborhood representatives from the Action Group will be asked to present the issue to the Shelter's Board of Directors. If the Shelter Board and the neighborhood representatives can not resolve the issue, either party may request third party mediation and/or file a grievance with the appropriate City agency.

## **11. Other Issues**

The Shelter will offer overnight sheltering for up to (160) people in the ~~new~~ facility at 4869 Broadway. If the Shelter wishes to increase the number of residents spending the night in this facility beyond (160), the Shelter will notify the neighbors and hold a good neighbor meeting per City ordinance. In addition, the Shelter will re-submit its management plan to the City Planning Department for re-approval at the higher density occupancy.

The Shelter is also required, by land use code, to resubmit its management plan to the City Planning Department every three years for review. ~~Thus, if the original submittal in February of 2002 is approved, the Shelter must resubmit its management plan in February of 2005 and every three years thereafter.~~

The Shelter will support neighborhood efforts to prevent Front Range Drive from connecting to 10<sup>th</sup> Street in the Dakota Ridge neighborhood.

~~The Shelter will readdress (if needed) the availability of restrooms for non-residents in the area as part of the Shelter-Neighborhood Action Group.~~

The Shelter will visually screen smoking areas and solar panels (if used) from the surrounding area.

## **12. Glossary**

~~Level I, II, III, IV—Level I is overnight sheltering services offered to all who abide by the rules of the Shelter.~~

~~Level II is the first stage of the Transition program, which requires residents to have signed a contract with the Shelter to begin to address the issues that have contributed to their homelessness.~~

~~Level III is the second stage of the Transition program, which requires residents to have signed a contract with the Shelter, be employed or have other means of income, and be sober.~~

~~Level IV is the final stage of the Transition program in which residents are living on their own, at an off-site location with case management support from the Shelter.~~

~~Qualified residents— those persons who become eligible for Shelter services through the countywide Coordinated Entry process. Residents who have reason to be at the Shelter at times they would normally not be allowed in the facility. Case management appointments, working for the Shelter as part of a Level II contract or appointments with health care workers are examples.~~

~~Non-qualified residents—The converse of qualified residents.~~

~~Residents—Anyone who has gone through Shelter in-take and is staying at the Shelter or using Shelter services.~~

~~Neighborhood—The area around 4869 N. Broadway which includes Dakota Ridge North, Dakota Ridge West, Dakota Ridge Village, North Briar, and neighbors along Broadway within two blocks of the Shelter.~~

~~Life-threatening weather—When the temperature is forecasted to be below 40°F, 50% or greater chance of precipitation and/or winds above 20 mph.~~

~~One day—A 24 hour period.~~

~~Dog contract—The contract a resident must sign to be allowed to bring a dog into the kennel area of the Shelter. The ~~contact~~contract states that the owner is responsible for behavior of the animal.~~

~~Illegal weapons—Weapons that are determined to be illegal by the City of Boulder Police.~~

~~Behavior violation—Inappropriate behavior as determined by Shelter rules and Shelter staff. Examples include refusing or forgetting to do assigned chores, verbal harassment or threats or leaving the Shelter grounds after 7pm without permission.~~

~~Significantly impaired—Any individual who ~~can not~~cannot perform the basic tasks of life.~~