



Salt Lake City Conditional Use Permit Application

**Youth Resource Center
888 S 400 W
Salt Lake City UT 84101**

Security & Operations Plan and Response to Standards

Background Summary

Volunteers of America, Utah's Youth Resource Center (YRC), is a drop-in resource center and emergency shelter for youth aged 18–22 imminently at-risk of or experiencing homelessness. The YRC has been in operation at its current location since 2016. The emergency shelter occupancy which runs from 7:30pm-8:30am is 30. With the recent increase in the state of unsheltered homelessness, we are hoping to increase the occupancy to 50 year-round, which will limit the number of youth experiencing homelessness we need to turn away on a nightly basis. During the last winter season (2022 – 2023) the Youth Resource Center was given permission through a temporary zoning regulation to increase overnight bed capacity of the Youth Resource Center from 30 to 50. This provided a way to bring more youth experiencing homelessness off the streets and into shelter. Our experience in expanding our bed capacity last winter was overall positive in program operations and neighborhood relations.

Occupancy

The current occupancy is 30 as determined by Salt Lake City Fire Department and Dept. of Health and Human Services State Office of Licensing. We are hoping to serve up to 50 individuals nightly with this request.

Operations

Hours of Operation – Staff are present at the facility 24 hours a day, 7 days a week. Our Drop-in Hours for youth: 8:30 am – 7:30 pm. Peak hours are from about 9 am – 4:00 pm.

Emergency Shelter: 7:30 pm – 8:30 am

We have qualified and trained staff on-site. Monitoring rounds of the interior facility will be conducted by staff. Rounds of the exterior property will be done by Premier Security. Premier Security is present at the Youth Resource Center from 7:00 am -9:00 pm daily. We will adhere to the maximum number of clients approved through the conditional use process. At the Youth Resource Center, we have beds that are reserved for clients

working with our housing case management team and our diversion team and other beds that are given out nightly to clients wanting to access shelter. If clients in reserved beds do not present before a certain time their beds will be repurposed for an individual needing shelter that night.

Clients can be referred to the program in several ways; through service and community partners, which include law enforcement, self and family referrals etc. We hold bed call at 7:30pm every night and support finding alternative shelter arrangements for any clients who do not receive a bed.

Delivery, Donations, and Trash Collection Times – Delivery, donations and trash collection will be during regular business hours.

Noise Impacts – Designated quiet hours and lights out policies will be followed within the program. Intake services can be done at any time a client presents for services by shelter staff.

Security – Staff will conduct hourly rounds of the interior program. For the exterior rounds will occur hourly between the hours of 7am to 9pm.

Drug and Alcohol Policies – Drugs and alcohol are not permitted in or on the property.

Client Intake Area – New intakes will enter through the front door and go through the security process. Intake staff will bring them to an office to assess eligibility and complete intake. If multiple new clients enter at once, clients will wait inside the lobby for the next available intake spot to prevent external queuing.

Loitering – VOA Youth Resource Center staff and VOA's business and community liaison works closely with local businesses, the neighborhood and community council, and the police department to address any loitering issues that may arise and are not addressed by the above policies. In addition to programmed control of lines and loitering, there is sufficient space in the interior to allow for queues and waiting so that the youth will not gather on the exterior of the building.

Camping on public or private property is illegal and all neighbors are encouraged to notify the police if they encounter this. Staff will also engage with individuals that may be camping and will offer admission into services and discourage camping and inform law enforcement if needed. We will also ask for the assistance of our homeless outreach team to connect with any individual who may set up camp in the area.

Client Transportation – We have bus passes available for any client that may need transportation and our Case management team provides transportation on a limited basis.

Parking – On-site vehicle parking spaces are available for staff and volunteers.

Employee Training – Employees will be required to complete 40 hrs. of training when they are first hired and participate in on-going and annual mandatory training. The on-

boarding training will include information and instruction on the overall program, position specific tasks, best practices, and agency and community coordination for services etc.

Neighborhood Outreach and Methods for Communication – VOA will have a staff representative attend the Ballpark Community Council meeting to answer questions and hear concerns. We will then work with leadership from programs to respond to these concerns. Artspace is the owner of the two mixed use apartment complexes immediately to the north on the same block including The Solar Gardens and Artspace Commons. Artspace staff meet with the Youth Resource Center management staff every other week to resolve issues. Our discussions generally relate to the mitigation of concerns related to smoking, loitering and recent incidents. Our VOA Business and Community Liaison responds to concerns or complaints specifically about the Youth Resource Center from business and neighbors and works closely with Youth Resource Center staff to resolve issues and maintain good neighborhood relationships.

Complaint Response Community Relations Program

The Youth Resource Center main line will be the number to call if a member of the community has additional questions, complaints, or concerns about our program or services. A designated staff member will reach out to respond to these concerns in a timely manner. VOA will keep a record of these complaints when they were addressed and how they were responded to or resolved.

Responsibility as a Good Neighbor

As part of VOA's commitment to be a good neighbor, we are committed to working with law enforcement, local businesses, residents, and other stakeholders to address and prevent problems and be responsive to concerns. Criminal behavior will not be tolerated on the property. If criminal, suspicious activities or complaints are reported to VOA outside of the property of the program, staff will contact law enforcement. We conduct a bi-weekly coordination meeting with Salt Lake City Police Department, Premier Security and VOA Youth Resource Center staff to discuss any emerging or ongoing issues and share recent data about the area.

In accordance with Chapter 9.28 of the Salt Lake City code, VOA will comply with the following:

a) VOA will not create unnecessary or unusually loud noises at unusual times of the day or that is a detriment to the public health, comfort, convenience, safety, welfare, prosperity, and peace of the residents of the city.

This will be enforced by the VOA and through the implementation of quiet hours starting at 10 pm and ending at 6 am on weekdays or 7 am on weekends.

b) Sound levels will not exceed the standards for Salt Lake City.

c) If a client or person associated with the VOA continuously creates or causes a noise disturbance, it is the responsibility of VOA to mitigate the situation and take the appropriate steps to address the concern.

An analysis of how the proposal might affect adjacent uses.

Because we are not making any structural changes to the property and we are not changing the use or services we provide, we do not anticipate there will be much change to the adjacent uses or properties near the center due to our request. We anticipate this change to be positive within the community since we are currently turning away youth experiencing homelessness from accessing shelter for capacity reasons. If we increase our capacity, we can bring more youth off the streets into services which we expect will decrease loitering and camping in the area.