

**Homeless Resource Center
Community Relations & Complaint Response Program
Annual Report - February 2022**

The Conditional Use Permit (CUP), issued by Salt Lake City for the Geraldine E. King Homeless Resource Center and Gail Miller Resource Center, requires the operator to submit a yearly report to Salt Lake City’s Planning Director and the City Council member in whose district the Homeless Resource Center (HRC) is located. As per the CUP, this report should include the following information:

- ❖ List of individuals who have participated in the community coordinating group meetings;
- ❖ A summary of each community coordinating group meeting;
- ❖ A summary of complaints received from the community by the operator of the homeless resource center or homeless shelter; and
- ❖ An explanation of how complaints have been addressed/resolved.

1.) Individuals who have participated in the community coordinating group meetings during the reporting period, February 2021 – January 2022.

GERALDINE E. KING RESOURCE CENTER (GEK)

- Kristina Olivas, Shelter the Homeless
- Laurie Hopkins, Shelter the Homeless
- Lindsey Hector, Shelter the Homeless
- Lisa Spencer, Shelter the Homeless
- Charly Swett, Volunteers of America
- Sue Ativalu, Volunteers of America
- Dennis Faris, Volunteers of America
- Amanda Christensen, Volunteers of America
- Leslie Anderson, Neighbor
- Hoang Nguyen, Local Business Owner
- Andrew Gustavson, Local Property Manager
- Katy Andrews, Salt Lake Arts Academy
- David Winston, Local Property Owner
- Ted, Local Business Owner
- Janelle, Neighbor
- Allison Dupler, SLC Gov
- Jenna Finegold, Property Owner
- Robert Bergman, Property Consultant
- Megan Warren, Neighbor
- David Clark, Local Employee
- Babita, Client (GEK)
- Marcie, Client (GEK)
- Mary, Client (GEK)
- Annie, Client (GEK)
- Heather, Client (GEK)
- Taylor Phelps, Volunteer of America
- Det. Bob Norgaard, SLCPD
- Det. Meinzer, SLCPD
- Tony, Neighbor

GAIL MILLER RESOURCE CENTER (GMRC)

- Lindsey Hector, Shelter the Homeless
- Kristina Olivas, Shelter the Homeless
- Laurie Hopkins, Shelter the Homeless
- Lisa Spencer, Shelter the Homeless
- Matt Melville, The Road Home
- Mike Young, The Road Home
- Sarah Strang, The Road Home
- Michelle Flynn, The Road Home
- Kat Kahn, The Road Home
- Clara Wilson, The Road Home
- Randy Evans, Industrial Supply
- James Woolf, The Road Home
- Jim Grisley, Local Business Owner
- Bob Danielson, Local Business Owner
- Allison Dupler, SLC Gov
- Amy Hawkins, Ballpark Community Council
- Darin Mano, SLC Council Member
- Allen Lang, Client (GMRC)
- Dennis Faris, Volunteer of America
- Det. Meinzer, SLCPD
- Andy Tran, Neighbor
- Lucy Barnes, Constitute Liaison District 4 & 5
- Stacey Adams, Communications Manager for 300 West

2. Summary of each community coordinating group meeting:

GERALDINE E. KING RESOURCE CENTER (GEK)

- **March 11, 2021 –**

- Service Provider Updates:

Covid-19 vaccinations are provided at GEK, totaling 70 residents and a majority of staff who are vaccinated. Case managers are connecting residents to any available housing vouchers that have come available. Residents created a PowerPoint presentation to propose a gardening project at the facility. They would like to plant flowers and vegetables in open bed space to create a sense of community connection with the women at the center.

- Engagement Team & Law Enforcement Updates:

Calls at GEK have decreased due to better coordination with center and SLCPD to determine which calls need a response or could be resolved in other ways. Most calls have included trespassing, intoxication, and vehicle break-ins. Adjacent owner has installed a “No Trespassing” sign, so SLCPD can enforce no camping/loitering in the area. Allison recommended to Civil Enforcement to fence off the driveway area to the west to decrease camping.

- Problem Solving and Questions:

Hoang is continuing to engage with residents and the HEART team for a neighborhood trash cleanup with gift cards provided to participants by Dragonfly. The neighboring office building has hired fulltime staff to pick up excess trash. Biowaste is also frequently found in the parking garage. Residents at GEK suggest implementing a porta potty-like system for the unsheltered to decrease biowaste. Residents would like access to Wi-Fi in the facility, and GEK is working with their IT team to assess feasibility.

- **May 13, 2021 –**

- Service Provider Updates:

Rapid testing is provided onsite by VOA and 4th Street Clinic and the SLCo Health Department are administering vaccinations. Residents suggest providing a referral benefit to help their friends get vaccinated.

Tracy Aviary met with VOA, STH, and the HEART team to discuss the community garden proposal that was discussed in the previous meeting. Shelter the Homeless is partnering with the Salt Lake City Arts Council to install a mural in the courtyard this summer.

Residents are concerned for their safety around the facility. Unsheltered individuals are lingering outside of the GEK, blocking the sidewalk, and intimidating residents.

- Engagement Team & Law Enforcement Updates:

The Health Department is providing “No Camping” signs that local PD will be able to enforce. SLC and SLCPD are working together to abate the encampment outside of the center. Residents suggest creating an area for camping that’s maintained for individuals to congregate with services and away from current areas where there are issues. SLC is supporting a Tiny Home Village that should assist unsheltered individuals by next March and is also aware of requests for sanctioned camping.

Residents are concerned about a drone that has been spotted flying in the courtyard several times. The women are concerned about their privacy and safety. It’s confirmed that this drone has a camera attached to it and is flying near the second floor.

- **September 9, 2021 –**

- Service Provider Updates:

Kallie McKown is the new Director of GEK and has worked at GMRC and MRC previously. Three guests have tested positive for Covid over the last month, and contract tracing is taking place to minimize the spread. GEK is continuing to implement mask policies and coordinate with 4th Street Clinic for vaccinations.

The courtyard mural is completed in partnership with Shelter the Homeless and SLC Arts Council. Residents have been working with staff to move the garden project along, and vegetables are being utilized in meals.

- Engagement Team & Law Enforcement Updates:

Crime statistics have decreased over the last few months. Det. Meinzer attributes this to increased presence in the area. The majority of calls in the area around the GEK are related to transient problems, likely those who are unsheltered.

- Problem Solving and Questions:

Ted has seen an increase in biowaste and trash near his business and believes the crime stats don't capture what he's seeing. Det. Meinzer recommends reporting these types of issues on the SLC Mobile app as well as reporting to dispatch. This approach will not only address the current problem but will help to allocate additional resources to the area. The HEART team has worked to identify areas of special concern to prioritize responsiveness from the SLC Mobile app.

Andrew has installed boulders on his property's park strip to decrease camping and loitering, however the city is concerned about the lack of greenspace. Dennis will connect with Andrew to discuss further.

Camping near the tree on the park strip has been a concern for the residents and neighbors. Shelter the Homeless is installing flood lights on the facility to increase lighting, and also installing landscape design to decrease the available space for loitering. VOA, security, SLC, and police have been coordinating to keep that area clear.

- **November 18, 2021 -**

- Service Provider Updates:

Staff is trained and conducts rapid Covid tests to keep infections low. The vaccination rate is 30% and incentives are provided to residents. Housing placements are lower than the previous year due to Covid. The area of concern outside the GEK that was addressed in the previous meeting has been mitigated to create a safer area. Flood lights, landscaping, and coordinating with security and law enforcement have proved to be a successful strategy. Candy Cane Corner is accepting donations of toys and Christmas items for families experiencing homelessness during the holidays.

- Engagement Team & Law Enforcement Updates:

SLC is working on a 24-hour parking ordinance to decrease those camping in RVs and vehicles. In the meantime, outreach teams are working to connect them to resources. Biowaste and excess trash should be reported on the SLC Mobile app.

Det. Meinzer advocated for overtime shifts to be allocated near the HRC to be proactive in the area. This has caused calls for service to decrease because officers are onsite mitigating issues before it becomes a concern for neighbors.

o Problem Solving and Questions:

Tony is a neighbor and is frustrated by the landscaping mitigation efforts outside of the GEK because it has pushed loitering to other parts of the area, namely outside his apartment complex.

David Clark wants to know what resources are being provided to individuals who are homeless and are seemingly unproductive. Inside the GEK, housing is the primary goal and minimizing barriers to obtaining housing or employment. Outside the GEK, outreach teams are connecting with those individuals to connect them to resources. Resources can include connection to substance use treatment or an ID.

Janelle is concerned about good Samaritans bringing food and supplies to unsheltered individuals, who create an immense amount of trash and waste. Biowaste is also a frequent concern and is under the impression that the city will not clean this up because it's on private property. SLC clarified that private property will be cleaned up if reported on the SLC Mobile app.

GAIL MILLER RESOURCE CENTER (GMRC)**• March 17, 2021 –**

○ Service Provider Updates:

The Road Home coordinates with 4th Street Clinic to conduct weekly Covid-19 testing. If a resident tests positive, they are taken to one of the County's facilities for two weeks to quarantine and recover. There are additional rooms set aside at GMRC for residents with symptoms to quarantine while they wait for a test. In total, 102 vaccinations have been given at GMRC, 67 of those are residents and 35 are staff. GMRC's capacity is operating at 95-100% occupancy, and staff is coordinating with other HRCs to place residents into shelter. Winter overflow shelters will close on April 14th, which will increase the need for immediate affordable housing to assist with the lack of capacity systemwide. There are additional funds that may be able to assist with homeless services but would be best put toward a permanent solution to the seasonal increase of those experiencing homelessness. Construction will begin this summer on 300 West. The project will take approximately two years and will have impacts on traffic and businesses.

Two bills are of note in the current legislative session. H.B. 347 focuses on the structure and governance of homeless services, namely a state homeless coordinator as well as a council that will report to the governor and improve local coordination. Additionally, \$50 million will be made available to affordable housing and homeless services; \$25 million will preserve existing affordable housing, \$10 million will build new affordable housing, and \$15 million will go toward homeless services that will be matched by philanthropic community.

○ Engagement Team & Law Enforcement Updates:

The abandoned building on 238 Paramount has not yet been demolished, and there are currently no updates on a timeframe for completion. A demolish ordinance cannot move forward until there's a building permit for the site.

Shopping carts will be removed by Romax 2-3 times per week and should be reported on the SLC Mobile app. Walmart isn't engaged in coordinating the return of their carts.

Det. Meinzer meets every other week with Matt Melville at GMRC and has confirmed that appropriate action is taken when drugs are found within the Resource Center. Crime reports are down from this point last year, and a new online reporting system will be implemented so officers can stay out in the community.

○ Problem Solving and Questions:

A camp on the west side of 300 West has been causing issues for local businesses. The upcoming city project on that street is hopeful to alleviate those issues and improve lighting along the street.

Zoning is proposed for an SRO, although Ballpark residents are not supportive. Neighbors and businesses feel that the Ballpark community is doing their part to provide services and would like other areas to contribute more.

• May 19, 2021 –

○ Service Provider Updates:

To contain the spread of Covid-19, residents are continually asked to wear masks and social distance in addition to onsite rapid testing. This week one resident was positive and sent to a quarantine facility. 34% of residents are vaccinated, which is slightly above the rate of general the population. YTD, 61 individuals have entered into a positive housing

exit, and residents are finding employment with businesses in the area. On any given night, the capacity is at least 95% full, most heavily utilized by men.

- Engagement Team & Law Enforcement Updates:
The engagement team has been meeting with local businesses and hearing concerns of camping. There was an abatement of a camp near Lowe's that has dispersed camping. The construction on 300 West has begun and causing significant barriers to access the facility. There will be one lane of traffic in each direction, which has caused delays. The construction will additionally cause a decreased police presence because officers will be avoiding the traffic as well as a delay in response time for emergency services. The top five calls for service include 9-1-1 hang-ups, transient problems, domestic violence, suspicious circumstance, and emergency assistance.
- Problem Solving and Questions:
The abandoned building at 238 Paramount was demolished to decrease unwanted activities. Jim Grisley has seen more trash and jaywalking lately, and will install an additional trash can outside. A "No Parking" sign was destroyed and needs to be reported on SLC Mobile app for replacement.

- **September 22, 2021 –**

- Service Provider Updates:
Covid-19 protocols and testing are still in place, with a continued coordination with quarantine for positive cases. Vaccination rates within the facility are trending higher than SLCo general population. Capacity within the facility averages 95% full each night, making available beds difficult to connect to for unsheltered individuals. The Road Home has been preparing to move individuals into the Magnolia apartments owned by Shelter the Homeless and providing move out kits to assist their transition. Matthew Melville will be stepping down as Director of GMRC and leaving The Road Home.
- Engagement Team & Law Enforcement Updates:
Det. Meinzer has been working the GMRC to understand crime statistics in an effort to deter incidents. Crime reports peaked in June, however an increased presence decreased incidents by August. Officers have been helpful in deescalating mental health crises at GMRC. New officers have begun training to supplement the 16% decrease in the force. The engagement team has been working on a pilot program to assist RVs in repairs to become mobile to decrease camping. Funding is available to improve public façades in the neighborhood.
- Problem Solving and Questions:
The SLC Mobile app should be utilized to report camping, biohazards, and shopping carts. City Council is considering a budget amendment to fund an expansion to the Downtown Ambassadors program as an approach to mitigation. Bod Danielson is concerned with the lack of resources for individuals with mental health and substance use disorders. The Huntsman Center has broken ground on a mental health receiving center. Connecting individuals to resources is difficult, however GMRC is working with First Step House to offer resources within the center.
- 300 West Project:
This is the largest street project SLC has undertaken, which has involved continued engagement with local businesses and neighbors. A new sidewalk is complete and

underground utilities are being replaced. Gift certificates will be given to transient individuals resistant to moving along and impeding construction efforts. Emergency services will coordinate with construction managers to decrease response times seen because of the road work.

- **December 1, 2021 –**

- Service Provider Updates:

Mike Young is the new Director of GMRC, formerly the Director of the Men’s Resource Center. Rapid Covid-19 tests, vaccinations, and flu shots are offered to residents. The bed capacity averages 97% full each night, and 20 individuals moved from shelter into housing in the last month.

- Engagement Team & Law Enforcement Updates:

Neighbors are encouraged to continue reporting issues on the SLC Mobile because it helps the city allocate resource to the area. SLC has undertaken a pilot program to address car camping and RVs to get vehicles in working condition. The expansion of the Downtown Ambassadors program is being finalized and will roll out soon.

Police presence in the area has increased to be proactive in the neighborhood to decrease calls for service. This presence has mainly been addressing an increase in drug crimes. The top five calls for service were transient related, unwanted persons, 9-1-1 hang-ups, medical assist, and theft investigations.

- Problem Solving and Questions:

Jim Grisley would like to know what resources are being allocated to housed neighbors and businesses. The façade grant was made available to the local business, which was utilized by Jim’s business, and the city is increasing lighting and no parking areas near GMRC. The issues seen in the surrounding area would be best resolved by creating affordable housing. Jim would like to discuss moving the GMRC to another area to decrease the issues of drug use he sees outside his business.

3. Summary of complaints and explanation of how they have been addressed/resolved.

The following is a list of complaints we have received from community members regarding the Homeless Resource Centers and/or surrounding community. An explanation is included on how each complaint was addressed/resolved.

DATE	LOCATION	REPORTED ISSUE	RESOLUTION
7-Jan-21	1195 South 300 West	A camp has popped up on the South side of their building, off of Lucy Ave. It has grown each day. Individuals are going through their dumpster and leaving trash nearby.	CM has engaged with residents of two tents who were not very receptive. We will continue our attempts
11-Jan-21	110 W 900 S	Large camp, health concerns	VOA engaged to offer shelter and resources
12-Jan-21	126 Albermarle Ave	Camp with health concerns	VOA engaged to offer shelter and resources
13-Jan-21	150 W 1400 S	Growing camp	VOA engaged to offer shelter and resources
14-Jan-21	51e 900 S	Camp on the sidewalk	VOA engaged to offer shelter and resources
21-Jan-21	150 W 1400 S	Camp reported with a habitat for humanity truck	VOA engaged to offer shelter and resources
2-Feb-21	675 S State	Large camp	VOA engaged to offer shelter and resources
8-Feb-21	675 S State St	Women from GEK being targeted by men in camp	VOA engaged to offer shelter and resources
24-Feb-21	147 E 900 S	People sleeping in S/E corner of garage	Nothing was found
16-Mar-21	382 Van Buren Ave	Camp in front of the building	VOA engaged to offer shelter and resources
16-Mar-21	238 Paramount Ave	People loitering, property being used for illegal activity	VOA engaged to offer shelter and resources
18-Mar-21	161 E 700 S	Shelters set up east of GEK	VOA engaged to offer shelter and resources
18-Mar-21	1528 S 300 W	Camp	VOA engaged to offer shelter and resources
6-Apr-21	147 E 900 S	People sleeping in parking garage	Nothing found
7-Apr-21	729 S 200 E	Camp on private property between two buildings.	VOA engaged to offer shelter and resources
8-Apr-21	1528 300 W	Individuals possibly camping, trash and needles	No camping found. Just loitering.

8-Apr-21	208 E 800 S	Camp on private property	VOA engaged to offer shelter and resources
13-Apr-21	660 S 200 E	male camper on park strip threw a bottle and hit female employee walking on the sidewalk	Outreach continues to occur regularly. PD assistance has been requested.
15-Apr-21	31 E 700 S	Camp	VOA engaged to offer shelter and resources
19-Apr-21	700 S State	Camp	VOA engaged to offer shelter and resources
25-Apr-21	208 E 800 S	Camp, on private property, children reported with group	Braden engaged with woman in structure last week. When I stopped by yesterday the woman and structure were gone. No children observed in her structure, and she reported there were none, couldn't see inside well enough to confirm.
25-Apr-21	1556 S 300 W,	Camp	VOA engaged to offer shelter and resources
28-Apr-21	75 W 900 S	Camp	VOA engaged to offer shelter and resources
29-Apr-21	280 E 600 S	Individual Structure	VOA engaged to offer shelter and resources
19-May-21	746 S 300 E,	Camp	VOA engaged to offer shelter and resources
25-May-21	832 S Jefferson St	Camp-This is a compilation of 5 calls into one	Camp moved on do to neighbor pressure
27-May-21	155 E 900 S	Camp	VOA and SLPD continue to engage persons loitering near this address
14-Jun-21	743 S 200 E,	Concerns of Camp growth	VOA and SLPD continue to engage persons loitering near this address
16-Jun-21	332 E 500 S	camping outside empty business on door step.	VOA outreach attempted to engage, but didn't find clients
17-Jun-21	700 S 300 E	Camp/Individuals in Taufer park	individuals loitering. In a public park. Not camping.
18-Jun-21	431 Hoover Pl,	Two women have set up camp behind 437 E. Deb's Pl.	Private property. Referred to Civil Enforcement
20-Jun-21	734 S 200 E,	people attempting to relieve themselves private garage drive	Advantage Services is requested to clean biowaste
2-Jul-21	511 S 200 W	camp is starting to block access to sidewalk in Street with trash litter and human feces	VOA continues to engage, meanwhile PD is enlisted to also enforces accessibility laws
7-Jul-21	1031 S W Temple	man set up camp—tenants are concerned	VOA case manager assisted client in accessing available shelter options
8-Jul-21	757 S 400 E	Camp	campers in front of rec center. VOA continues to engage to offer shelter and

			available resources. Area is also slated for abatement by SLC
9-Jul-21	1587 S Main St,	partying, drugs, littering, broken glass. Happening at night.	Referred to PD, with additional assistance requested from Advantage Services
9-Jul-21	544 Denver St,	Camp	no camp found
15-Jul-21	700 S 300E	Camp	VOA continues to engage, while PD also enforces laws
19-Jul-21	142 s 500 e	Homeless man named Michael needs assistance with services, maybe a new tent as reported by neighbor	VOA attempted to locate Michael, but no luck
19-Jul-21	840 S Roberta St	Camp-Littering and leaving shopping carts with garbage that isn't picked up by Ace disposal.	VOA requested Advantage Services assistance to clean trash
22-Jul-21	723 S 200 E,	3 Tents, 5 individuals camping in front of home	VOA and SLPD continue to engage persons loitering near this address
23-Jul-21	711 S 200 E,	Camp- feeling unsafe	VOA and SLPD continue to engage persons loitering near this address
23-Jul-21	711 S 200 E,	Camp in parking strip- trash	VOA and SLPD continue to engage persons loitering near this address
25-Jul-21	721 S 200 E	increasing amount of homeless persons camping in front of property.	VOA and SLPD continue to engage persons loitering near this address
25-Jul-21	721 S 200 E,	individual comes onto our porch and property to do drugs	VOA and SLPD continue to engage persons loitering near this address
25-Jul-21	723 S 200 E,	Fear of camp outside home	VOA and SLPD continue to engage persons loitering near this address
1-Aug-21	208 E 800 S	Group camped on private property in the east carport at least 10 people and tents	Property owner called PD. PD engaged and moved along the campers
3-Aug-21	208 E 800 S,	Camping and vandalism on private property, urination and defecation on property, littering, obstructing sidewalk	VOA asked Advantage Services to clean biowaste and litter. Campers are continuing to be engaged by case managers and encouraged to find other shelter
4-Aug-21	111 W 800 S,	People congregating in alley between west temple and Jefferson	VOA didn't find anyone. Must have been temporary loitering.
10-Aug-21	341 E Beldon Pl,	Campsite in Beldon Par	VOA engaged campers with resources like needed food and water. Encouraged to accept offer of shelter. Continued engagement until campers were no longer there.
11-Aug-21	865 S 200 E,	Camp	VOA Mitigation Team engaged to assist campers to find shelter. This was imperative due to proximity to school across the street that is starting soon.

13-Aug-21	1425 Jefferson St	Lots of stuff, possible camp	VOA requested Advantage Services to clean up litter. Abandoned shopping carts were reported to ROMAC
27-Aug-21	125 Lucy Ave	Individuals hanging out in alley	VOA Outreach checked, but all is clear now
31-Aug-21	1533 S Main St,	Individuals blocking door	VOA Outreach checked, but all is clear now
5-Sep-21	777 S 200 E	Individuals camping in driveway and refusing to move. Called the police	PD engaged and moved along the campers
22-Oct-21	855 State St,	camping behind the family dollar	Continuous engagement by VOA Mitigation Team encouraged camper chose to move along on his own.
31-Oct-21	247 E 900 S,	Camp with dog	Camper was contacted and offered shelter. Chose to move on.
23-Nov-21	1453 300 W,	Individual with large amount of items	Client was engaged by Mitigation Team case management and alternate shelter was found
30-Nov-21	860 S Roberta St	Single structure	No campers found. Some trash. Advantage Services notified to clean up
12-Dec-21	170e 800 s	Camp	No clients found at this time. Advantage Services was requested to clean the space of debris.
14-Dec-21	170 E 800 S	Trash and camp	No clients found at this time. Advantage Services was requested to clean the space of debris.
24-Dec-21	208 E 800 S	Individual in the carport east side	VOA Mitigation Team engaged clients and found alternative shelter. As of 1Jan22, the building now has a new tenant and they have maintained cleanliness here.