

**Homeless Resource Center
Community Relations & Complaint Response Program
Annual Report - February 2023**

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 2022 – January 2023.

GERALDINE E. KING RESOURCE CENTER (GEK)

- | | |
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| <ul style="list-style-type: none"> • Laurie Hopkins, Shelter the Homeless • Lindsey Hector, Shelter the Homeless • Lisa Spencer, Shelter the Homeless • Princess Gutierrez, Shelter the Homeless • Bailey Peterson, Shelter the Homeless • Kallie McKown, Volunteers of America • Sue Ativalu, Volunteers of America • Dennis Faris, Volunteers of America • Amanda Christensen, Volunteers of America • Amy Stocks, Volunteers of America • Hoang Nguyen, Local Business Owner • Andrew Gustavson, Local Property Manager • David Kingston, Building Owner • Ted, Local Business Owner • Janelle Hartung, Neighbor • Allison Dupler, SLC Gov • Rebekkah Allen, SLC Gov • Michelle Hoon, SLC Gov • Andrew Johnston, SLC Gov | <ul style="list-style-type: none"> • Brittney, SLC Economic Development • Kristina Olivas, Downtown Alliance • Matthew Koopman, Unknown • Carrie Francis, Business Owner • Olivia, Unknown • Arlene, Neighbor • Austin Taylor, Neighbor • Taylor Phelps, Volunteer of America • GEK Residents (4), Anonymous • Allie, Unknown • Det. Bob Norgaard, SLCPD • Marie Stewart, SLCPD • Captain Dimond, SLCPD • Sgt. Sanders, SLCPD • Nancy Sylvester, State Board • Travis Nicholson, Utah State Bar • David Clark, Business Owner • Lizzie, Volunteers of America • GEK residents (4), Anonymous • Brandee Burnam |
|--|---|

GAIL MILLER RESOURCE CENTER (GMRC)

- Lindsey Hector, Shelter the Homeless
- Laurie Hopkins, Shelter the Homeless
- Lisa Spencer, Shelter the Homeless
- Princess Gutierrez, Shelter the Homeless
- Bailey Peterson, Shelter the Homeless
- Mike Young, The Road Home
- Sarah Strang, The Road Home
- Michelle Flynn, The Road Home
- Kat Kahn, The Road Home
- Claudia Payor, The Road Home
- James Woolf, The Road Home
- Jim Grisley, Local Business Owner
- Bob Danielson, Local Business Owner
- Allison Dupler, SLC Gov
- Michelle Hoon, SLC Gov
- Rebekkah Allen, SLC Gov
- Weston Clark, SLC
- Amy Hawkins, Ballpark Community Council
- Darin Mano, SLC Council Member
- Allen Lang, Client (GMRC)
- Dennis Faris, Volunteer of America
- Detective Meinzer, SLCPD
- Detective Fallows, SLCPD
- Captain Derek Dimond, SLCPD
- Lt. Andy Leonard, SLCPD
- Monica Weglinski, SLC Council Representative
- John Alaniz Luras
- Lucy Barnes
- Kristina Olivas, Downtown Alliance
- Brett Jensen, Brighton Bank
- Brittney, Unknown
- Stacey Adams, Communications Manager for 300 West
- GMRC residents (5), Anonymous

2. Summary of each community coordinating group meeting:

GERALDINE E. KING RESOURCE CENTER (GEK)

- **February 17, 2022 –**

- Service Provider Updates:

In 2021 the system served 5,179 unduplicated individuals with the Resource Centers operating at an average of 92% capacity. Security incidents across the system are up by 39 from the prior year, however trending downward this month. Within the neighborhood, there was one complaint from a community member regarding camping and excess trash in January. VOA is coordinating with the SLCo Health Department and 4th Street Clinic to hold vaccination clinics within the facility to help combat the Omicron variant that is impacting clients and staff.

- Engagement Team & Law Enforcement Updates:

Calls for services have remained steady over the last few months within the facility, but the area surrounding the facility has seen an increase, mostly for calls relating to camping.

- Problem Solving and Questions:

No questions or comments from the participants.

- **May 19, 2022 –**

- Service Provider Updates:

4 community complaints were made regarding camping, trash, and vandalism in the first quarter of the year. Spaces previously used for quarantine and isolation have reopened as common spaces. VOA is coordinating with local PD to implement K-9 searches in the facility. Various partners, 4th Street Clinic, Utah Naloxone, the Fire Department, and Ruff Haven have begun providing onsite services to clients. In the last three months, 40 clients have exited into housing and 161 within the last year.

- Engagement Team & Law Enforcement Updates:

An HRC squad with a Sergeant and 5 officers will be assigned to the Resource Center and surrounding area. The squads will begin with overtime shifts until staffing completes in 2023. Officers will be familiar with the population and the impact of the HRC to the neighborhoods. This will be funded through \$2.7 million of mitigation funds that were awarded to SLC. District 4 has seen a spike in aggravated assaults, and the increase surrounding the HRC has been seen at Park Place Apartments.

HEARTeam encourages residents to report nuisances (trash, bio-waste, etc.) on the SLCMobile app.

- Problem Solving and Questions:

The HOA is concerned about the need to be proactive regarding loitering on their park strip. Mitigation officers have been deployed to the area, so PD is confident that past issues will not arise this summer to the same extent.

Business owner will be hosting a block party during Pride weekend. They are also concerned about the unsightly boulders on 700 S from other property owners.

Neighbor is concerned about drug activity at Taufer Park. PD often engages in undercover operations at the park to address offenders.

Neighbor is frustrated about the crime taking place at the former Park Place Apartments

and is working through proper channels at the city to resolve issues.

- **August 18, 2022 –**

- Service Provider Updates:

15 individuals moved into housing over the last few months. VOA staff is combatting a difficult housing market but continues to work with landlords to make progress. Covid-19 testing has ceased due to the lack of positive cases unless someone is symptomatic.

- Engagement Team & Law Enforcement Updates:

The Downtown Ambassadors have increased their team from three to six with additional ongoing funding from SLC's general fund. Their goal is to deter unwanted behaviors through increased visibility, referring individuals to services, and respond to community concerns with appropriate resources. The area around the facility is patrolled by the Ambassadors who connect businesses with resources such as the SLCMobile app and the SLCPD Business Liaison program.

Calls for service have decreased within the facility; theft has the highest call volume. Outside of the facility, transient related issues are the most frequent calls followed by assisting EMS.

Resource are being deployed to Taufer Park to mitigate concerns from residents in the area. PD encourages residents to call dispatch if illegal activity is observed, so they can better allocate resources to the area.

- Problem Solving and Questions:

No questions or comments from the participants.

- **November 17, 2022 -**

- Service Provider Updates:

29 clients have been housed within the last quarter, and many have been placed into skilled nursing facilities. One client that was housed had over 600 nights in shelter and has been placed in to Permanent Supportive Housing. Staff worked to collect documents relating to her immigration status and connected her with home healthcare. VOA will connect clients to various services during the holiday week, including a services fair at the Salt Palace. People are encouraged to donate to Candy Cane Corner that provides Christmas items next month to those in need.

Clients have enjoyed participating in the neighborhood cleanup hosted by Sappa.

There's been a lot of participants who take advantage of the gift cards offered in the program.

- Engagement Team & Law Enforcement Updates:

There will be a rededication of Taufer Park for the 40th Anniversary to engage the space, provide a sense of community, and redesign elements of the park. This event will take place on March 11th, with planning meetings happening beforehand that involve the community.

Downtown Ambassador team is active in the Central City and Ballpark Area Tuesday - Saturday, noon to 8:30pm. The team is focusing on educating the community about their services and they're providing business in the area with the info cards below.

Areas of Service are Central City - 200 East to 500 West, 600 South to 900 South.

The HEATeam has hired an additional Community Coordinator to assist businesses and neighbors.

Sgt. Sanders will lead the HRC squad surrounding the GEK, and anticipates onboarding 5 full-time officers in 2023. The area surrounding the HRC has seen improvement due to an increase of police presence.

- Problem Solving and Questions:

Neighbors appreciate the additional resource deployed in the area and are seeing a marked difference in the neighborhood.

A neighbor reported a camp on SLCMobile but received a message to contact VOA. Staff recommends both inputting the report into the app under “Concerns Regarding Homelessness” as well as contacting VOA Outreach.

GAIL MILLER RESOURCE CENTER (GMRC)**• February 16, 2022 –**

○ Service Provider Updates:

In 2021 the system served 5,179 unduplicated individuals with the Resource Centers operating at an average of 92% capacity. Security incidents across the system are up by 39 from the prior year, however trending downward this month.

The Omicron variant significantly impacted the facility over the last month. The Road Home, in partnership with the SLCo Health Department and 4th Street Clinic is now including non-Covid vaccines in their on-site vaccination clinics. The vaccination rate is roughly 50%. 32 individuals living and working within the facility have tested positive for Covid-19, and guests are connected to a Quarantine and Isolation facility. 15 individuals have moved out into housing with varying levels of financial assistance. The Resource Center has been reaching full capacity every night and staff is working closely to connect those waiting for a bed with the overflow shelter.

○ Engagement Team & Law Enforcement Updates:

December & January saw an increase of 40 calls, mainly in theft and medical.

Individuals seeking to get out of the cold when the Resource Centers were full, called EMS. PD is working with the operator to mitigate theft calls within the facility. In the neighborhood, stolen vehicles are being left in the area due to a lack of police presence during 300 W construction. Law enforcement and the Engagement Team are finding ways to partner and build a sense of community. The HEARTeam is looking to facilitate a neighborhood clean up with a local business, similar to the area around the Geraldine King Center.

○ Problem Solving and Questions:

No questions or comments from the participants.

• May 18, 2022 –

○ Service Provider Updates:

1 community complaint was made in the first quarter surrounding the GMRC in regards to excess trash. Security incidents have increased from this time last year, namely drug and verbal altercation incidents. The operators are working with PD to implement K-9 searches within the facility, but have experienced delays with availability. A third security officer from Premier Security has been deployed during the swing shift at the Center to provide additional safety supports during the most busy hours.

Covid-19 cases have decreased to zero in April. As the pandemic tapers, resources are increasing, including partnering onsite with community organizations like the VA to connect veterans with housing, DWS to assist with employment and benefits eligibility, LDS Services teaching a 12-step treatment group, and First Step House providing peer support and referral services. The onsite health clinic run by 4th Street Clinic is moving away from the needs of Covid-19 and opening their services to more generalized care. 36 individuals were housed in the last three months. The Road Home is working closely with landlords to find eligible units in a tight housing market. Many individuals have housing vouchers, however market rents are often higher than the value of the voucher. Bed utilization averages 99% during March and April.

○ Engagement Team & Law Enforcement Updates:

Captain Dimond has been utilizing overtime shifts to mitigate camp sites in the area.

\$2.75 million in funding has been awarded to SLC to staff two squads for the Homeless Resource Centers that will be filled with the overtime mitigation squads until they can be fully staffed in 2023 with a dedicated Sergeant and team. SLC will also increase funding to expand the Downtown Ambassador program from three employees to six, providing additional resources to the neighborhood.

On view reports are increasing while calls for service are decreasing, which is supportive of officers having an increased presence in the area.

- Problem Solving and Questions:

A neighbor has seen a large uptick in drug use in the immediate neighborhood. Capt. Dimond will target problem areas that are frequently reported to dispatch.

A neighbor inquired with Det. Fallows about concerns regarding aggravated and sexual assaults. Det. Fallows shows that those assaults are not happening within the Center, but in the area outside of the facility. PD meets with the operator each week to discuss crime incidents. It's encouraged to assist victims of assault to report to police or to staff.

A resident is requesting better positioning of the crosswalk to safely cross 300 W during construction. The issue will be brought to the 300 W liaison to discuss safe alternatives.

- **August 17, 2022 –**

- Service Provider Updates:

Covid-19 infections have remained minimal throughout the summer, allowing staff to focus efforts on providing more robust services. In the second quarter, 28 individuals moved out into housing.

The Road Home will host a townhall in which progress and a Q&A will be presented regarding the 300 W construction.

- Engagement Team & Law Enforcement Updates:

The Downtown Ambassadors have increased their team from three to six. Their goal is to deter unwanted behaviors through increased visibility, referring individuals to services, and respond to community concerns with appropriate resources. Ambassadors will connect with businesses to educate them on resources such as the SLC Mobile app and the SLCPD Business Liaison program. Ambassadors are trained in de-escalation to assist individuals in crisis and will encourage individuals to move along when loitering outside of businesses.

Mitigation Efforts: Since the HRC has opened, STH has installed and repaired lighting fixtures along Paramount and High Aves. and current construction will install 12 new fixtures along 300W. SLCPD is exploring adding security cameras to Paramount Ave and 300 W. STH is working through the steps needed to increase the height of the west facing fence near the building entrance. Increased security patrols and proper signage has been implemented to increase perimeter security. SLC holds a contract with Advantage Services to clean the area around the Resource Center.

The most frequent calls for service were thefts, agency assist, and assault investigations. PD meets with The Road Home weekly to problem solve issues within the facility and immediate neighborhood. Stratified policing will be a new strategy deployed by SLCPD. Statistics and data will drive police resources to address areas of most concern.

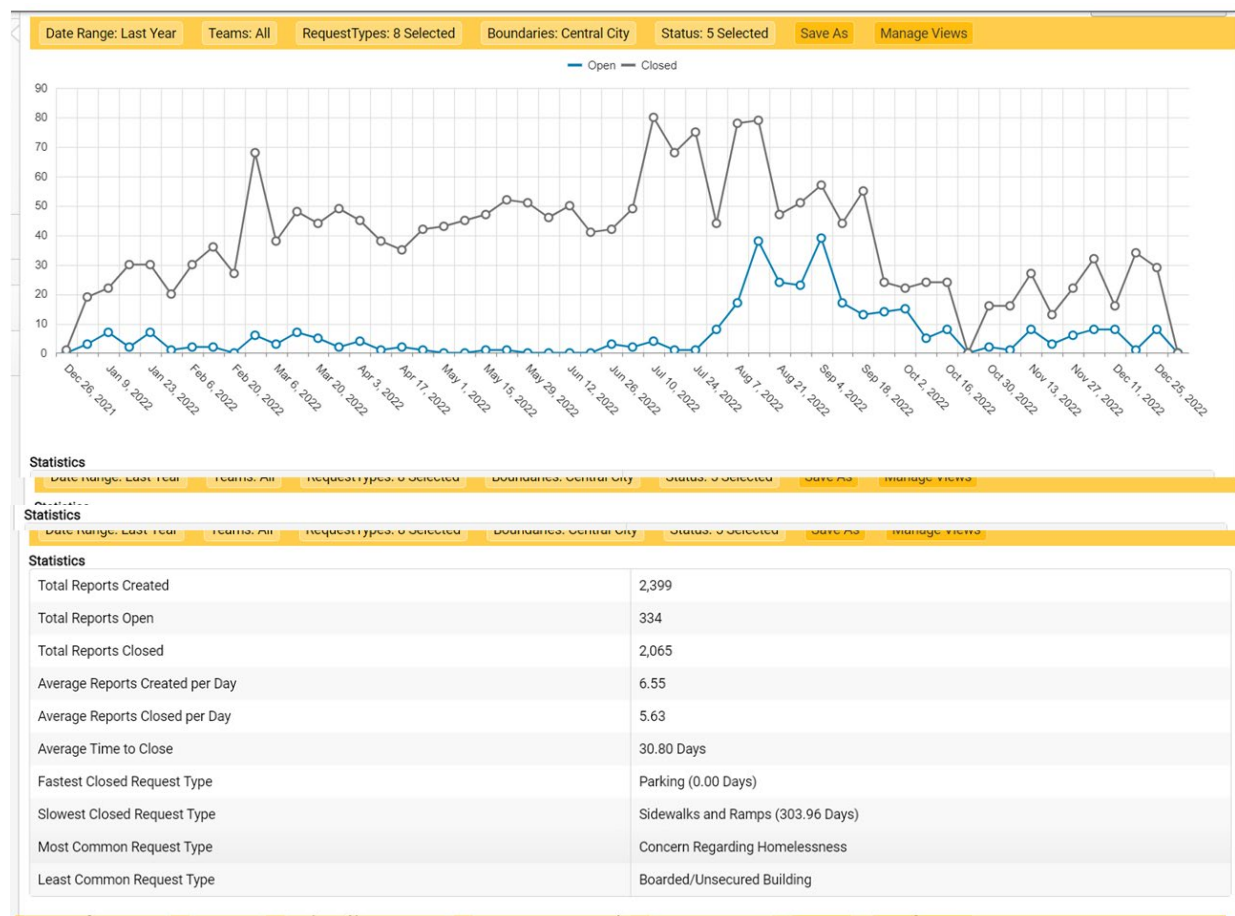
- Problem Solving and Questions:
 - Were there any design elements considered to address safety on 300W? Members of the HRC and neighborhood were consulted to address concerns they had regarding lighting and safe sidewalks.
 - How is safety handled at HRCs when issues exceed contracted security's ability to handle? PD should be called for those instances as well as all issues of concern in the neighborhood where security is not present.
 - Neighbors are concerned about loitering. PD encourages neighbors to call dispatch.
 - Neighbor is concerned about drugs and weapons getting into the facility. All individuals seeking services are searched for illegal and banned items. The Road Home is partnering with PD to coordinate searches with the K-9 unit.
- **November 16, 2022 –**
 - Service Provider Updates:
 - The vacancy rate across SLCo is historically low, posing challenges to moving individuals out of the facility and into housing. Shelter capacity has remained full, including the state's mandate to increase beds by 50 additional individuals. Tracy Aviary transports individuals to the Jordan River Nature Center to provide a different space to engage with clients. The Road Home has engaged with PD's social work team to coordinate services with high utilizers.
 - Engagement Team & Law Enforcement Updates:
 - Waterline work to individual properties has completed long 300W. This has caused shutoffs to the HRC but is now resolved. The project is behind schedule but should be wrapped up within 6-8 weeks. The entire project should be complete by the end of July. Downtown Ambassadors have extended their service area to include 300W. There are five locations of winter overflow supported by transportation to each location. The HEARTeam will bring on a second Community Engagement Coordinator to assist in issues regarding homelessness.
 - PD has begun the stratified policing model to identify and deploy resources in areas of most need. On view calls for services have increased due to more officers in the neighborhood available to respond. Sgt. Meinzer will head the HRC squad from mitigation funding. The HRC squad will replace patrol to streamline and personalize police involvement at and surrounding the facility. The busiest days of the week are Monday-Wednesday, which will inform scheduling of the appointed officers.
 - Problem Solving and Questions:
 - Neighboring property owner will be building over 300 new units across 300 W.
 - The Engagement team and operator have tried to connect with the townhome project in front of the HRC.
 - Resources are requested to financially compensate businesses for negative impacts as a result of the HRC.
 - Council Member is concerned that a constituent has not been allowed access to the meeting, however the constituent's behavior violated rules of decorum.

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

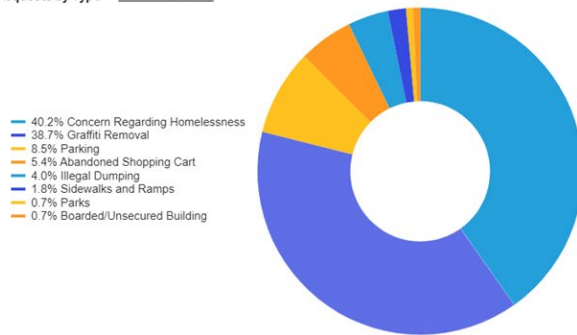
The following data has been compiled from reports made through the SLCMobile app regarding concerns related to the impacts of the Homeless Resource Centers within their corresponding districts. Community members are encouraged to utilize this resource to streamline a robust response system that exists with various partners including SLC, Volunteers of America, Utah, and Advantage Services to mitigate issues of concern. Beyond the data is a detailed workflow that outlines the coordination of resources used to respond to each complaint made through the app.

2022 HRC DATA

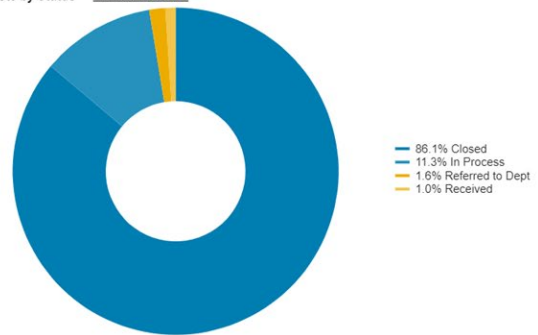
CENTRAL CITY



Requests by Type [Switch to Totals](#)



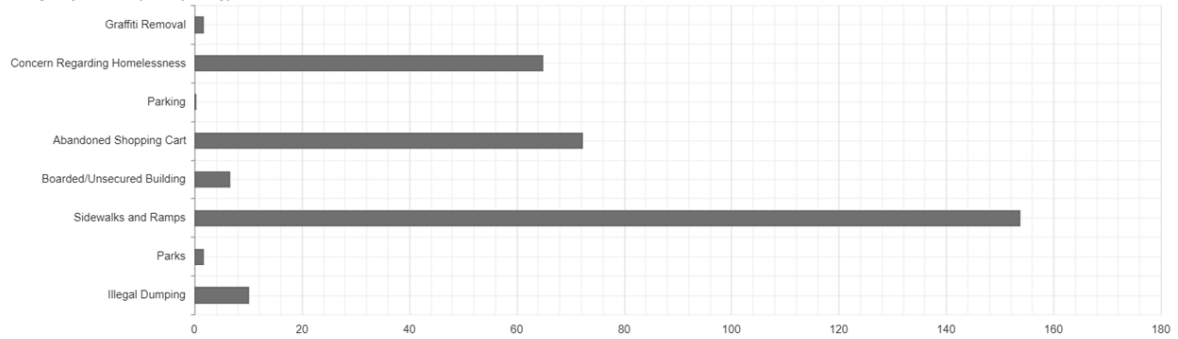
Requests by Status [Switch to Totals](#)



Average Days to Close per Request Type

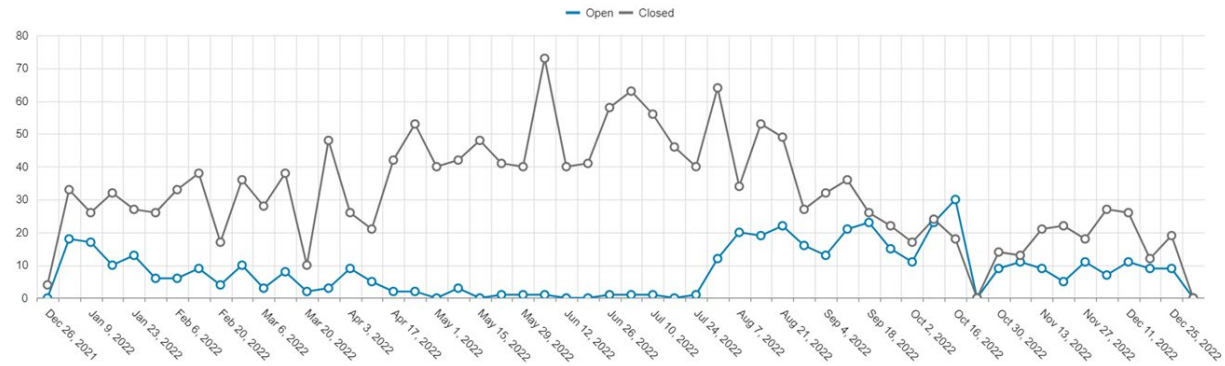
Average Days to Close per Request Type

Average Days to Close per Request Type



BALLPARK

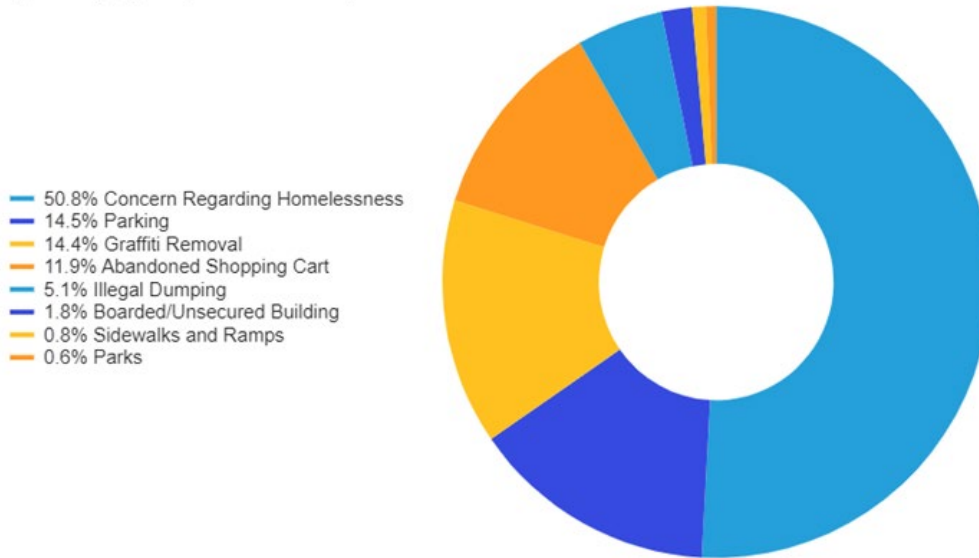
Open/Closed by Day



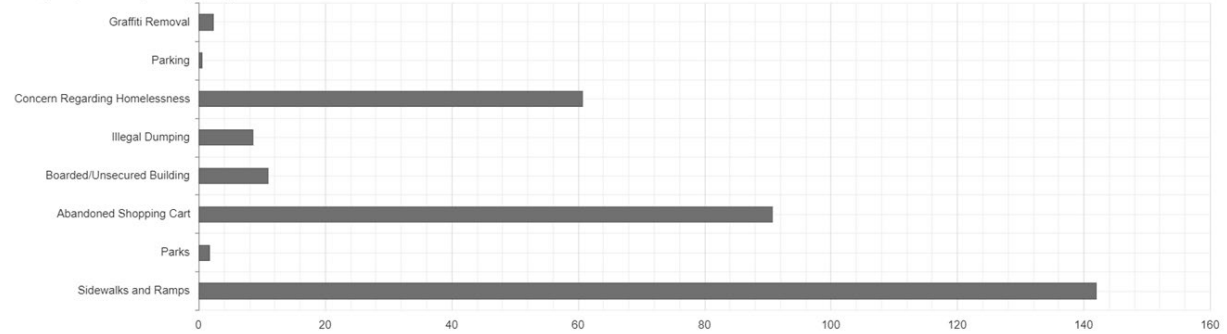
Statistics

Total Reports Created	2,183
Total Reports Open	443
Total Reports Closed	1,740
Average Reports Created per Day	5.96
Average Reports Closed per Day	4.75
Average Time to Close	40.34 Days
Fastest Closed Request Type	Parking (0.00 Days)
Slowest Closed Request Type	Sidewalks and Ramps (303.18 Days)
Most Common Request Type	Concern Regarding Homelessness
Least Common Request Type	Parks

Requests by Type [Switch to Totals](#)



Average Days to Close per Request Type



Open/Closed by Day

Open Closed