

Salt Lake City Homeless Resource Center Community Relations & Complaint Response Program 2024 Annual Report *Filed - February 2025*

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. In accordance with the CUP, this report is required to include the following information:

- ❖ A list of individuals who have participated in the community coordinating group meetings;
- ❖ A summary of each community coordinating group meeting topics and discussion;
- ❖ 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.

2024 Overview

Shelter the Homeless (STH) is the owner of the Geraldine E. King (GEK) and Gail Miller (GMRC) Resource Centers and is the holder of the Conditional Use Permit (CUP) overseen by Salt Lake City (SLC) that allows the use of these facilities as Homeless Resource Centers (HRC). STH manages contracts and partnerships that provide a robust support system to individuals experiencing homelessness within the facilities and mitigate impacts in the surrounding neighborhoods as outlined in **Attachment A**.

Shelter the Homeless, in coordination with the HRC operator, which is The Road Home (TRH) at the GMRC and Volunteers of America (VOA) at the GEK, hosts quarterly Neighborhood Advisory Council (NAC) Meetings. These serve as the "community coordinating group meetings" as required by Salt Lake City in the CUP. The purpose of NAC meetings is to serve as a platform for ongoing neighborhood and HRC communications, address the impacts of the HRCs within the immediate community, and to inform neighboring businesses, residents, and HRC clients about available resources for clients and neighbors to overcome challenges. Shelter the Homeless aims to support

the provision of emergency shelter to individuals experiencing homelessness through building strong community partnerships, and this engagement with neighbors, SLC police, SLC Homeless Engagement and Response Team (HEARTeam), service providers, and HRC residents supports this mission.

Outside of these quarterly meetings, there are several methods of communication in which neighboring businesses and residents can report their complaints. As outlined in **Attachment B**, neighbors should report all criminal complaints to the police. Issues regarding drugs and vandalism, which have been persistent neighborhood complaints, have continued to decline because of the coordination and presence of the HRC Police Squads. The HRC Squads are paid for by a grant award SLC receives through the State Mitigation Funds. The HRC Squads submit their own reporting and data tracking of incidents and activities as a requirement of this funding source. The SLC Mobile/mySLC App, monitored by the HEARTeam, should be utilized to resolve complaints about trash, camping, bio-waste, and shopping carts. The HEARTeam also manages contracts with Advantage Services (a local nonprofit supporting formerly homeless individuals in job training and employment) for trash cleanup around the HRCs and Downtown Ambassadors to assist with a variety of homelessness resources. As an additional layer of support and coordination, the Community Liaison, also paid for by the State Mitigation Funds grant, connects neighbors with resources through SLC's mobile app, the HEARTeam, police, and the operator, to mitigate impacts in the communities neighboring the HRCs. The HRC operators are also available to receive calls directly on their front desk phone that's staffed 24/7. If complaints are made through this channel, staff will complete a form that will alert STH of the complaint for tracking and response.

The NAC meetings have been a useful tool that assesses the efficiency of these lines of communication and coordination that are happening each day. Shelter the Homeless has maintained formal guidelines (**Attachment C**) for these meetings, which include a selection process for Neighborhood Advisory Council members, outlines the meeting structure and agenda, and Rules of Decorum. This information can be found on STH's website where a dedicated NAC page outlines the meeting guidelines, current NAC membership, video recordings of past meetings, links and a schedule of future meetings, and the CUP Annual Reports posted for neighbors and the public to reference. These proactive measures foster transparency and engagement within the neighborhoods of the HRCs.

Throughout 2024, STH collaborated with its partners to focus on several initiatives aimed at improving the neighborhood and enhancing the experience inside the facilities. These efforts targeted key concerns, including loitering, shopping carts, drug use and paraphernalia, and better support for overflow residents.

Over the past year, significant efforts have been made to communicate and reinforce to individuals in the vicinity that loitering is not permitted in the immediate vicinity of the HRCs. Each facility faces unique challenges based on its geographic location and layout. GEK struggles with limited visibility from its entrance and several abandoned buildings nearby, while GMRC's dead-end street and long entryway, lacking steady public foot traffic, can encourage congregation. In response, STH partnered with Premier Security, the contracted security team onsite 24/7, to implement loitering checks every 20–30 minutes. During these checks, security officers take photos of the street to document a clear

area. When necessary, officers proactively engage with individuals, encouraging them to seek services inside or move along. If an individual becomes escalated or refuses to comply, security officers coordinate with operator staff to deescalate the situation before involving law enforcement or mental health services. At GMRC, intensive coordination between security, operator staff, and police significantly reduced response times, resolving most loitering incidents within 60 seconds by the end of the year.

Shopping carts remain a concern in the community, particularly around GMRC due to its proximity to Walmart. Addressing this issue required a collaborative, multi-agency approach. STH worked with the HEARTeam to advocate for increased private business responsibility in managing their carts. Police began issuing warnings and confiscating carts when necessary. Security, operator staff, and law enforcement made a concerted effort to collect carts multiple times daily and bring them inside the facility gates for later retrieval. The HEARTeam provided additional support by filling in gaps until securing a partnership with a private company for regular cart collection. While these efforts have significantly reduced the visibility of carts in the neighborhood, continued work is needed to fully mitigate the issue.

The HRCs, along with the larger community, faced growing challenges related to the increasing presence of fentanyl pills. Despite ongoing efforts by the security team, confiscations at check-in and within the facilities increased. This concerning trend led to a coordinated response involving STH, Premier Security, the operator, and the HRC Squads to refine practices that would more effectively deter and intercept drug activity. **Attachment D** outlines the collective strategies implemented to enhance resident safety.

Finally, the HRCs responded to an extended call for additional overflow beds beyond the winter months, evolving into a year-long program. Without proper resources, overflow residents were forced to sleep in temporary conditions—some on thin mats placed on concrete, others with no designated storage for their belongings. STH collaborated with operators to assess site-specific challenges and secure funding to address them. With funding in place, the necessary resources were deployed to improve sleeping arrangements for overflow residents, aligning them with the year-round dorms in bunks with assigned storage containers for belongings. Providing stable sleeping conditions and adequate storage fosters a sense of security, ultimately helping residents better engage with available resources.

2024 was a year that demonstrated marked success in reducing crime around the HRCs. The HRC Squads played a pivotal role in preventing and mitigating issues in the neighborhood, contributing to a safer and more stable environment. Police continued to report a decrease in crime, a positive shift that was felt by neighboring businesses and residents alike. This ongoing support was instrumental in enabling STH and its partners to address the challenges outlined above, making meaningful progress in improving both the surrounding neighborhood and the overall experience within the facilities. Through strong collaboration and persistent effort, these initiatives have laid the foundation for lasting positive change.

❖ **List of individuals who have participated in the community coordinating group meetings during the reporting period, February 2024 – January 2025.**

Gail Miller Resource Center Meeting Attendees

Neighborhood Advisory Council Member Attendees

Micah Alba	Lindsey Hector	Sgt. Nate Meinzer	Dennis Faris
Allison Dupler	Michelle Goldberg	Amy Hawkins	Residents of GMRC

Neighborhood Advisory Council Members Not in Attendance

Alexandra Chaus	Tracy Sjostrom
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Additional Attendees

Bailey Peterson	Josie White	Laurie Hopkins	Nick Coleman
Collin Datwyler	Karrie Smith	Lillian Varas-Carter	Rebekkah Allen
Delfia Valenzuela	Katie Riser	Michelle Flynn	Sara Vranes
Det. Fallows	Kaye Mickelson	Michelle Hoon	Shasta Galyon
Hannah Regan	Kelly Lake	Mike Young	Stephen Fanale
John Alaniz-Luras	Kristina Olivas	Nicholas Meyer	

Geraldine E. King Resource Center Meeting Attendees

Neighborhood Advisory Council Member Attendees

Kallie McKown	Dennis Faris	Austin Taylor
Lindsey Hector	Allison Dupler	Brandee Burnam
Sgt. Ryan Sanders	Hoang Nguyen	Residents of GEK

Neighborhood Advisory Council Members Not in Attendance

Deborah Candler

Additional Attendees

Amanda Christensen	Emogene Hennick-Dunn	Laurie Hopkins	Rebekkah Allen
Andrew Johnston	Hoang Nguyen	Lillian Varas-Carter	Rhianna Riggs
Bailey Peterson	Janelle Hartung	Michelle Hoon	Shasta Galyon
Ben Engel	Josie White	Nicholas Meyer	Stephen Fanale
Collin Datwyler	Kristina Olivas	Olivia Dawson	Megan Warren

❖ **A summary of each community coordinating group meeting;**

Gail Miller Resource Center

February 21, 2024

Service Provider Updates:

Kelly Lake is discontinuing her role as the business representative of the NAC, which will be filled by Michelle Goldberg. Following up from the previous meeting, police have increased parking enforcement, SLC has improved response times to address bio-waste within one business day, and shopping cart pick up is being coordinated with Walmart and SLC to address more quickly. Despite the addition of the 50 winter beds, there are still over 140 individuals turned away each week, highlighting the need for more beds year-round. Last year, 125 individuals were assisted into housing by case managers. TRH is conducting focus groups with residents to improve practices inside the HRC. TRH is working with legislators to support legislation that will bring resources to the GMRC neighborhood.

Community Outreach/Business/Resident Updates:

Mia Jensen joins the team as the new contact for issues in the neighborhood. There are 5 legislative bills regarding homelessness, specifically a “broken windows” fund that this neighborhood has advocated for. There are a total of 900 additional beds available this winter, including HRC Flex and Code Blue. John Margetts continues to coordinate and sponsor neighborhood cleanup with businesses and shelter residents. A business owner is advocating for additional resources and hours allocated to the HRC Police Squad. The community should report issues on the app so that it can be reflected later in the annual report. This documentation supports resources in the neighborhood.

SLC HEART Team Updates:

Reporting has been minimal with one report of a cart, no reports of bio-waste, and three reports of trash in the last three months. People should report issues even if they remediate it themselves. They’re able to make a note that it has been taken care of in the app, and the issue gets logged for data driven resource allocation in the future. Without reports, the city cannot be proactive in mitigating recurring issues. Downtown Ambassadors are making referrals and picking up trash in the neighborhood. The Love Your Block program is available to neighbors that will provide funds for improvements and activating undeveloped spaces. Neighbors are invited to participate in a hygiene kit drive for HRC residents in April.

Law Enforcement Updates:

Winter overflow beginning as a 24/7 program has decreased incidents compared to the previous year that began as a nightly program. Violent crime has drastically decreased, and vandalism is down by 69%. Calls for service are down by 41% due to the police having an active presence in the area. The recent drug K-9 search was successful and no drugs were found. Request for the community to report all criminal activity. Fit to Recover does 8 classes per month inside GMRC. The coin program, initiated by Sgt. Meinzer to positively connect businesses with unhoused individuals, is ongoing; please contact Sgt. Meinzer to get more coins. Police are helping individuals register their bikes, which can be done online. A DMV event is being coordinated with police, the operator, and STH to assist

residents in obtaining an ID.

Community Feedback/Q&A:

Q: Business owner requests that operator staff report shopping carts.

A: STH, Premier Security, TRH staff, and HRC Squad currently collects carts and brings them inside GMRC gates to be picked up. This collection happens multiple times per day but does not solve the volume seen in the neighborhood. Reporting carts on the app will bring additional resources to the issue.

Q: Neighbor asked about the 24/7 Response Line.

A: The dedicated line is the front desk of GMRC, which is staffed 24/7. The concern will be directed to STH who will then connect with HEARTeam and/or police.

May 15, 2024

Service Provider Updates:

A shuttle stop at the facility has been allocated to the Advantage Services shuttles, which connects all the HRCs. A parking spot within the front parking lot has been redesignated for that purpose.

The City Council has voted to extend the overflow program in the facility. This will allow for an additional 535 beds across the HRC system to remain online. Currently, 30 additional beds are open at GMRC. That number should increase to 50 as resources and clearance become available. Two additional case managers will be hired to support clients in overflow beds. Case management services were previously unavailable to those utilizing overflow beds. Additionally, there will be an increase in the Advocate, Facilities, and Kitchen teams.

The number of individuals who are turned away from services due to lack of bed capacity has decreased slightly but remains at 107 instances per week, highlighting the need for extra beds within the community.

Premier Security continues to complete rounds in the area immediately surrounding the facility, often accompanied by HRC staff so loitering and other concerns are addressed in a timely manner. Security continues to complete personal property searches, including bags and clothing, and utilizes the magnetometer on each individual entering the facility as well as completing random searches within the facility throughout the day. HRC staff meet with PD and STH weekly to ensure concerns and issues are continuously addressed. Recently, HRC case management staff have been collaborating with PD social workers to understand how best to serve residents. Residents are able to attend monthly townhall meetings where they are able to ask HRC staff questions, give feedback, and learn about available resources.

Several residents who have moved into housing have since connected with Fit to Recover and received scholarships.

HRC staff is working with Salt Lake City Justice Court to provide residents with access to the Familiar Faces Program every Wednesday. This program is intended to help reoffenders navigate the legal system so recidivism is reduced. University of Utah's Pro Bono Initiative comes once every two

months to provide residents with legal services. HRC staff transports residents to attend Salt Lake City's Homeless Court. Residents are able to work with staff to become enrolled in the Path Program through IHC to access mental health resources and case management assistance.

Community Outreach/Business/Resident Updates:

The redesignating of the parking spot in the facility lot for the shuttle has helped deter loitering and congestion on Paramount Avenue. Communications with neighboring business owners helps in understanding how the protocol for residents who are exited from the facility is affecting the community immediately outside of facility and if there are any changes that should and can be made to the protocol. The exit protocol and any loitering on facility property will continue to be monitored closely by staff and security.

Complaints from neighboring businesses and community members have been relatively low. There has been a slight uptick in graffiti and foot traffic as the weather warms.

SLC HEART Team Updates:

Thank you to the Ballpark community members and local businesses who volunteered and donated resources and space for the barbecue and hygiene kit handout. 200 hygiene kits were distributed, and 300 meals were served to facility residents and other community members.

The SLC Mobile app continues to be the best way for community members and business owners to report issues within a quarter mile around the facility. Reports through the app regarding trash, bio waste, and encampments peaked in February. These reports have been decreasing or remaining consistent in the past couple of months. The HEARTeam is now working through multiple channels to address concerns about abandoned shopping carts in the area. Advantage Services is continuing to clean the area surrounding the facility Monday through Friday. The Downtown Ambassadors are continuing regular rounds around the neighborhood; these rounds include connecting homeless individuals with resources as well as trash pickup.

Neighborhood Business Improvement Program (NBIP) Grant applications are open until May 31st. Businesses can apply for up to \$50,000 to improve their facades.

Law Enforcement Updates:

The HRC police squad continues to focus on reducing drug use and dealing in the area surrounding the facility. Additional overtime hours have been approved which will allow the squad an extra day in their schedule when possible.

Community Feedback/Q&A:

Community Feedback: Great work, Liberty Squad!

August 21, 2024

Service Provider Updates:

The shuttle service should not be greatly impacted by the Paramount Avenue construction with the schedule remaining intact.

Security is checking that Paramount Avenue is clear of unauthorized vehicles and loitering every 15 to 20 minutes.

The next NAC meeting will be held on November 13th.

The overflow season was extended through the spring and summer months. Capacity at the Resource Center has remained at an additional 30 to 35 beds, prioritizing women.

During the 2024 calendar year, over 50 people moved out of the Resource Center and into permanent housing.

The Road Home Housing Department is undergoing a deep restructuring with the intention of broadening the scope of client, landlord, and property management engagement. Work to increase mental health services within the center is gaining traction. The partnership with First Step House remains a valuable resource for center guests experiencing substance use issues.

Community Outreach/Business/Resident Updates:

There has been an increase in bio-waste found on or around properties. There is concern over resources being misused if the waste is reported through the SLC Mobile app, but the business owner cleans up before the app can dispatch someone.

There is concern over the temporary deployment of some HRC Squad officers to Liberty Park, diverting resources from the HRC neighborhood.

Reporting bio-waste issues through the app is still the most effective way to collect data for proactive resource allocation.

Paramount Avenue construction will begin at the end of August. Crews will start at the east end and work toward the intersection. Construction is expected to last around four weeks. Two-way traffic should remain open throughout construction with exceptions lasting an hour or so. There will be partial sidewalk closures with full closures announced ahead of time.

SLC HEART Team Updates:

The SLC Mobile app will be transitioning to MySLC with refined categories for easier reporting of neighborhood issues and data collection.

The reported neighborhood concerns regarding homelessness dropped from 42 in July of 2023 to 2 in July of 2024. This speaks to the impact of Advantage Services, the HRC Police Squads, and the Downtown Ambassadors all working within a quarter mile of the Resource Center. Bio-waste concerns remain consistent with some drop between July and August. Reports of camps within a quarter mile of the facility spiked between June and July and then fell slightly from July to August.

The Downtown Ambassadors were able to clean 149 block faces during the month of July.

The HEART Team has been researching and recommending how to increase bathroom access for the unsheltered around the city.

Law Enforcement Updates:

Half of the HRC Squad was temporarily deployed to Liberty Park for about 40% of each scheduled shift. Other resources have since been allocated to Liberty Park and the HRC Squad has been able to return full-time to the area around the Resource Center.

In 2023, the HRC Squad handled 2,374 calls for service. There tends to be an increase in calls with the rise of outside temperatures. Officers interacted with local businesses over 5,000 times and conducted 98 operations. There were 49 felony arrests. 289 coins were given out by businesses through their coin program.

The Police Department has been working with large businesses in the area to reduce the number of abandoned shopping carts. Citations have been issued to some individuals found in repeated possession of a shopping cart outside of the business' property.

There will be a new chain of command beginning in October with one captain and the addition of a lieutenant. Beginning in November, there will be a sergeant and two additional officers on the squad which should allow for more coverage.

Community Feedback/Q&A:

Q: How can we better accommodate disabled guests with access to restrooms?

A: There are two private ADA restrooms upstairs, TRH will connect and assess what needs are not being met.

Q: What is the point of the Paramount Avenue construction, will there be additional streetlights or is it just road maintenance?

A: The construction will include resurfacing and repairing sidewalks, replacing curb and gutter and street surface.

Q: What resources are available, and which steps should be taken when someone is on the nearby street having a mental health crisis?

A: If it is not a criminal issue, center staff should be alerted. If Dispatch is contacted, it should be communicated that it is a mental health concern specifically. If there is a threat of violence the police should be contacted.

November 20, 2024

Service Provider Updates:

To report non-criminal disturbances by an individual, contact Dennis Faris during normal business hours or the Gail Miller Resource Center front desk after hours. To report any criminal activity, please contact SLCPD and 911 for emergencies.

The shelter is currently at capacity with 250 residents. New positions have been hired to support the residents, including a Guest Services Lead and some additional dorm leads. With coordination between staff and security, the average response time to loitering in front of the building has been reduced to 92 seconds.

There have been 2,300 instances of someone being turned away from a bed in the system since August. GMRC makes up about 40% of those instances. There were 39 move-outs between September and November.

The HRC squad has been able to coordinate monthly K-9 walkthroughs of the facility.

Community Outreach/Business/Resident Updates:

The Code Blue temperature threshold has been changed from 15 degrees to 18 degrees. There have been no Code Blue called within Salt Lake County. The winter plan includes an additional 982 beds added to the system including Ville 1990, a non-congregate 24/7 shelter option. That is an increase from 600 additional winter beds from last year. As of August of 2024, a reported 9,800 Utahns were experiencing homelessness for the first time, with over 4,700 of those being in Salt Lake County.

The Utah Homeless Services Board has directed the Office of Homeless Services to come forward with three viable locations for the proposed HRC campus model by the end of 2024. Ongoing conversations will occur at the beginning of 2025 related to programmatic options. No decisions have been made regarding land acquisition or a specific timeline for rollout.

No sites within the Ballpark Community are being considered for the proposed homeless services campus. There will be a Town Hall tomorrow, November 21st from 6 to 8 pm at the Thomas Monson Center.

SLC HEART Team Updates:

The MySLC app is up and running. Anything you would have reported in the SLC Mobile app, please report here. The reporting categories related to homelessness have been changed from concerns regarding homelessness to four separate categories related to homelessness. You can now report an encampment, trash needs and abandoned belongings, bio-waste concerns, and abandoned shopping carts. Clean requests and bio-waste reports have been steadily declining since June.

Paramount Avenue was reconstructed in the fall to rehabilitate aging roadways, sidewalks and driveways, and to improve drainage. Crews will return to raise manhole covers and pour concrete.

Disruptions will be minimal.

Law Enforcement Updates:

The HRC squads will now be reporting to Commander Derek Diamond (instead of the Captain designation). The newly formed policing structure has resulted in tasking the merger of both HRC Squads, unifying how the squads will together work citywide. The HRC squad boundaries have been expanded, and they will be cross-covering the GEK and vice versa.

Efforts have been focused on camps and carts along the 300 West corridor. Calls generally decrease as weather cools.

Community Feedback/Q&A:

Community Feedback: It's felt that there has been a total disregard for business owners near the resource centers from the City and the County and a request to please consider them in plans moving forward.

Q: What is the winter limit for the number of overflow residents?

A: Shelter census expands up to an additional 25% until spring with an additional 10% for Code Blue nights, totaling 35% more beds.

Q: What accommodation or changes to shelter operations will be implemented during winter?

A: An additional security guard is added to the schedule during these months, along with additional operator staff.

Q: Will the shelter close next year as part of the new plan for a centralized campus?

A: No, the shelter will remain open.

Q: Have the HRC squads seen an impact on data with the new cross coverage?

A: Calls for service are down from last year.

Geraldine E. King Resource Center
February 22, 2024

Service Provider Updates:

The HRCs are five months into overflow with two months to go. There will be a ramp down in services with support from the city providing hygiene kits. Security stats compared to last year's overflow are better as well as better feedback from clients and community members. With regards to code blue, a little over 30 unduplicated individuals have been served. This past calendar year, 841 unduplicated women accessed shelter at GEK. Over 5000 hours of case management with clients were provided and 139 of those clients exited into either housing or treatment or healthcare facility.

Community Outreach/Business/Resident Updates:

So far, there have been roughly 15 code blue events this season. Guests have not been turned away on code blue nights specifically. Extra code blue beds have been made available by the Second and Second Coalition 'movie nights', leaving 85 at the original location and an additional 65 in the new location. There are now also 50 code blue beds available in the basement of the Valley Behavioral Health building at 1020 south Main Street. The MVP program in Sandy is now open but still ramping up to the fill the 165 beds with clients. The micro-shelter community at 300 south and 600 west has 50 beds.

Upgrades to the Taufer Park playground are expected to start in May of this year.

SLC HEART Team Updates:

A neighborhood barbecue has been tentatively scheduled for April 10th in collaboration with the GEK. Additionally, a client hygiene kit drive is scheduled for April with drop-offs set for the 2nd. A hygiene kit packing event will be held after donations are received and sorted and the kits will be handed out at the neighborhood barbecue.

The SLC HEART Team is still managing reports through the SLC Mobile app in various ways with the help of Sgt. Sanders and the HRC squad as well as Advantage Services and the Downtown Ambassadors.

Law Enforcement Updates:

The HRC police squad is temporarily operating with three full-time officers. Camping at Taufer Park has decreased, which has slowed incidences in the neighborhood surrounding the GEK. Arrests have been focused on people coming into the area to commit crimes and not those receiving services. The squad has organized multiple clothing drives for residents. Advantage Services is being utilized when there is cleanup needed after a camp is abandoned. Calls for service increased when overflow began but have steadily decreased since. The squad will start bicycle patrol of the neighborhood as weather warms.

Community Feedback/Q&A:

Abandoned buildings continue to be a challenge. Downtown Ambassadors have been doing a great job picking up trash.

Q: Can we get closer to real time calls for service?

A: <https://slcpd.com/open-data/>

May 16, 2024

Service Provider Updates:

This winter, 394 different clients were served utilizing overflow beds. In total for the fiscal year, around 850 different clients were served. There is still one quarter remaining this fiscal year and 85 clients have been housed, which is up from 71 in total last fiscal year. Case management hours for April were close to 1000 hours. Of clients who stayed in the facility for one week or more, 88% engaged with case management services. There were 288 different volunteers in the month of April, still leaving a 29% gap in volunteer opportunities needing to be filled. 12,387 meals were served.

Clients have requested an increase in the cross-time allowance at the crosswalk on 700 south and State Street to improve safety. The City is researching a resolution.

Community Outreach/Business/Resident Updates:

Community Liaison: The community has been very engaged, and things are going well. Issues like loitering on the street in front of the facility have been dealt with in an appropriate and timely manner by HRC staff, Premier Security, and the HRC police squad. VOA's Homeless Outreach teams are beginning to target areas in the surrounding communities to try and reduce crime and connect people to resources.

Within the last year, the neighborhood has seen a great reduction of encampments and loitering on the street and in vacant buildings with the help of the HRC police squad. The neighborhood has been very engaged in litter cleanup and things are continually improving.

Construction between 6th and 7th South and State Street is currently being completed. The construction between 7th and 8th South and State Street is on hold. A temporary mid-block crossing will be installed between Sapa and Dragonfly Wellness to improve safety.

The Taufer Park playground rebuild will take place May 30th through June 1st.

SLC HEART Team Updates:

The neighborhood barbecue and hygiene-kit drive was a success thanks to community volunteers and local businesses donating resources and space. Around 200 hygiene kits were distributed to residents of the facility as well as other community members. Nearly 250 meals were served with

the help of volunteers. The SLC HEART Team will keep the group informed of any future activities.

The SLC Mobile App continues to be one of the best ways to inform the SLCHEART Team of issues in the neighborhood so that concerns are addressed as quickly as possible. Reports through the app have remained largely consistent over the last quarter; these include an increase in reports of abandoned shopping carts, but reports in other areas remain low. The Rapid Intervention Team in conjunction with Advantage Services will continue to clean in front of the facility Monday through Friday. The Downtown Ambassadors are continuing to complete regular rounds in the neighborhood which include welfare checks, connecting people with resources, and trash pickup.

Law Enforcement Updates:

The HRC police squad is working on getting police-only parking in some locations near the facility to deter loitering, camps, and cars parking in the sidewalk. Crime in the neighborhood and throughout the city is increasing slightly as temperatures increase. Crime reported in Taufer Park has remained consistently low. In the two-block radius surrounding the facility, calls have been consistent with reports of camping and trespassing. Violent crime reports in the area remain low. The squad will continue to monitor these trends. Drug dealing arrests and weapons seizures have been a priority of the squad to improve overall neighborhood safety. As arrests go down in the two-block radius surrounding the facility, the HRC police squad will consider expanding their patrol area.

Community Feedback/Q&A:

Community Feedback: A noticeable difference in the activity outside of GEK, not as many people and negative activity.

Q: Why was 450 south Main Street so bad?

A: The grass, shade, and proximity to Trax have made the area a prime location for drug dealing and other crime. The HRC police squad as well as other police squads have been prioritizing the location and enforcing no trespassing which has mostly cleared the area.

August 22, 2024

Service Provider Updates:

The crosswalk timer on 7th South has been extended by six seconds and that has been beneficial for guests of the facility. Signs have been put up at the driveway west of the facility designating police parking only to help mitigate loitering and unauthorized vehicles.

The center will be celebrating their five-year anniversary with a resource fair in partnership with Salt Lake City, the HEART Team, and multiple community providers on August 30th. There will be a raffle with prizes and food.

More than 3,000 individuals have been served in the last five years with 24,742 recorded hours of case management. 439 reported clients were exited to permanent housing. 79 reported clients exited

to treatment. 1,433 reported clients were exited to other positive destinations meaning somewhere other than the street or incarceration. The average length of stay has remained consistently around 130 days due to lack of community housing and resources.

VOA staff is working with clients directly on feedback and issues they may encounter in the system.

Community Outreach/Business/Resident Updates:

Neighborhood reports concerning homelessness are down. Landscaping along the sidewalks is the only remaining construction item on State Street between 6th and 8th South. There should not be any further impact to pedestrians or traffic.

There has been an uptick in camping and loitering with warmer temperatures which has impacted Tauffer Park. There is concern that drug use and bio-waste issues are increasing within the camps, but issues are being reported as they are detected. The temporary deployment of HRC Squads to Liberty Park has created a lag in response time to these reports.

SLC HEART Team Updates:

The SLC Mobile app will be transitioning to MySLC.

The HEART Team has begun using new programs to track and analyze the report data coming in from the SLC Mobile app which will assist in proactive resource allocation. Between 2023 and 2024 there has been a significant decrease in reports concerning homelessness in the quarter mile around the Resource Center. Many of the bio-waste reports come from around the Liberty Senior Center. The HEART Team is working with them directly to address these issues. There was a spike in camping reports in February and June with decreases in July and August. Reports of abandoned shopping carts and clean requests remain consistent with a recent decrease.

The Downtown Ambassadors were able to clean 216 block faces, made 360 business contacts, and continue to do wellness checks and referrals for service.

Law Enforcement Updates:

There has been an increase in calls for service from May to July which is typical as temperatures warm up, with most calls regarding trespassing and camping. There has been an increase in property crimes and drug crimes with violent crimes remaining the small minority of calls. Overall, there has been a 17% decrease in calls for service since July of 2023. The HRC Squad remains focused on drug and weapon arrests around the facility.

The HRC Squad assisted in the rebuild of the Tauffer Park playground and hosted three classes for the residents of the facility including Street Safety, Interacting with Police, and Online Reporting.

Community Feedback/Q&A:

Community Feedback: It could be helpful to include non-emergency calls with SLC Mobile data.

November 21, 2024

Service Provider Updates:

To report non-criminal disturbances by an individual, contact Dennis Faris during normal business hours or the shelter's front desk after hours. To report any criminal activity, please contact SLCPD and 911 for emergencies.

The facility is at 250 residents for winter overflow. 45 residents have exited into permanent housing since July which is up from last year. Through the end of December, all of our donations will be matched up to \$200K.

Community Outreach/Business/Resident Updates:

The winter response plan will add an additional 982 beds to the system, which is up from 600 beds last year. No code blue calls have been made this year so far. The code blue threshold has been changed from 15 degrees to 18 degrees or below including wind chill for two or more hours.

SLC HEART Team Updates:

The MySLC app is up and running. Anything you would have reported in the SLC Mobile app, please report here. The reporting categories related to homelessness have been changed from concerns regarding homelessness to four separate categories related to homelessness. You can now report an encampment, trash needs and abandoned belongings, bio-waste concerns, and abandoned shopping carts. There has been an increase in bio-waste reports from October to November. Camp reports peaked in June and have steadily declined since then. Clean requests peaked in August and decreased.

Law Enforcement Updates:

During November the number of calls for service has decreased significantly. The bulk of calls for service are for non-violent issues such as trespassing, illegal camping, or other homeless-related calls. Violent crime calls remain very low in the area. Since August of this year the HRC squad has made 46 felony arrests and 60 misdemeanor arrests. Taufer Park has seen an increase in camping and drug related calls for service.

Both HRC squads have begun cross-covering the facilities. This split in coverage has allowed the squads to maintain a larger timeframe where both facilities are covered and aims to improve response times.

Community Feedback/Q&A:

Community Feedback: Activity around the parks has died down as the weather has cooled.

Q: Are 46 felony arrests in the area above average for the HRC squad?

A: That number is typical.

Q: Can you drop off donations any time?

A: You must sign up for a time on the VOA website.

❖ **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.**

The HRC operator front desk staff answer a general phone that is monitored 24/7 for neighbors to report their complaints to the operator. The operator staff is adept at completing a Google form detailing the complaint, which is subsequently forwarded to STH, and then coordinated with SLC HEARTeam for a resolution of the issue. In 2024, STH amplified awareness of the phone line in meetings, handouts, and when addressing issues, which increased its utilization as a platform to report complaints. Neighbors often resolve complaints through alternative channels such as directly calling/texting the Community Engagement Liaison or the HRC Squad Sergeant. The primary method advertised for complaints is the SLC Mobile/mySLC app, which results in quick response times and resolutions for non-criminal complaints.

- **The complaints logged below have either been emailed to STH or communicated directly to the operator either via the 24/7 phone line or shelter staff.**

Complaints made to the Gail Miller Resource Center

February 2024

Business owner emailed a complaint regarding SLC's response to another business owner's complaint regarding graffiti, broken windows, and stolen tools.

- Steps taken: STH connected with the HEARTeam to follow up with the individual. The vandalism and thefts were reported to police.

March 2024

Business owner emailed a complaint about an increase in drug use activity in front of the GMRC.

- Steps taken: STH followed up with the contracted security team to implement more frequent checks of the exterior of the property to decrease illicit activity.

Business owner emailed a complaint about an individual defecating on their property.

- Steps taken: STH connected with the security team to include this area in their increased patrols.

Business owner emailed asking about the "New and Improved Security Team."

- Steps taken: It is unclear what the business owner could have been referring to. No changes were made to the contracted security company, however security operations are always changing and adjusting to current trends to better address issues and concerns. The HEARTeam and Community Engagement Liaison followed up directly with the business owner.

Business owner emailed to report that someone had vandalized their delivery truck and an extension cord.

- Steps taken: STH connected with the Community Engagement Liaison to follow up with the business owner, ensure a police report was filed, and identify ways to support the owner and surrounding businesses.

May 2024

Business owner emailed a complaint about a security officer who was towed from the business' property because they had parked illegally. The officer was subsequently upset and disrespectful toward their staff.

- Steps taken: Community Engagement Liaison followed up to apologize on behalf of the security team. It was also requested that the business owner reach out to the 24/7 phone line or text the Community Engagement Liaison to have the vehicle moved. The security officer was reprimanded and all officers reminded that parking at surrounding businesses was not allowed.

June 2024

Business owner emailed a complaint regarding their need to report issues each time for the concerns to be resolved. They did not want the responsibility of reporting problems that affected their business and believed that issues would be prevented if police were present 24/7.

- Steps taken: STH recognizes the positive impacts of consistent policing and continues to advocate for expanded hours of the HRC Squads and the resources necessary to do so.

August 2024

Business owner emailed a complaint about a woman with a shopping cart who was in the street. A customer of the business hit the woman while driving and is upset about the damage done to the customer's vehicle.

- Steps taken: It was asked if the accident victim was in need of medical attention and if the police needed to be called to report the incident.

A neighboring customer called to report an individual who was cutting down a tree on GMRC property.

- Steps taken: The security team went outside to make contact with the individual to halt the activity and prevent damage to the landscaping.

September 2024

Business owner emailed a complaint about cars parked in her parking lot that were not her customers.

- Steps taken: It is unclear who parked in their parking lot and for how long, but the operator reminded all staff, volunteers, and residents where appropriate parking areas are located and that parking at surrounding businesses was not allowed.

November 2024

Business owner called to report that someone associated with GMRC was parked in their parking lot.

- Steps taken: The operator reminded staff, volunteers, and residents where the appropriate parking areas are located and that parking at surrounding businesses was not allowed.

TRH staff connected with business owner to follow up regarding complaints made during the quarterly NAC meeting. The complaint involved operator staff not responding to incidents in front of the facility.

- Steps taken: Specific incidents could not be identified to follow up on. Resolutions such as increased security patrols and other solutions provided in the NAC were discussed.

Business owner called to make a complaint about a shelter resident who was going through their dumpster and that the resident assaulted their staff when confronted.

- Steps taken: Community Engagement Liaison followed up to make sure the business owner's staff was doing all right. The incident was discussed with the operator and HRC Squad Sergeant. The resident was exited from the facility for their actions.

Neighboring business staff called to make a complaint about a shelter resident attempting to feed their dogs through the property fencing.

- Steps taken: The operator followed up with the resident about their behavior to emphasize it was not appropriate and to cease feeding the animals.

Complaints made to the Geraldine E. King Resource Center

November 2024

Neighboring apartment building manager called to report a shelter resident that posed as a VOA employee and made complaints about the apartment complex to their staff.

- Steps taken: Operator staff connected with the resident about the behavior to emphasize it was not appropriate and to cease the activity.

Business owner made an in-person complaint about unsheltered individuals camping near his property, starting fires, and leaving drug paraphernalia.

- Steps taken: The issues were discussed with the HRC Squad Sergeant and the Community Engagement Liaison. Both followed up directly with the business owner to resolve the illegal camping and monitor future activity.

- **Salt Lake City addresses non-criminal complaints related to impacts of homelessness via a mobile app that's managed by the HEARTeam. The SLC Mobile app was relaunched in 2024 to mySLC. The data below is reflective of reports gathered from both platforms.**

SLC Mobile/mySLC App

The mySLC app (formerly SLC Mobile) is a free phone application utilized by SLC residents, service providers, and police to make reports about issues across the city. This platform can also be accessed through an online portal on a desktop. This system has been improved each year since its implementation by reducing response times, increasing staff management of reports, and improving data collection. Once a report has been made, SLC staff contact the appropriate division to resolve the issue. For example, when a report has been made regarding illegal camping, the SLC HEARTeam connects with outreach teams, police, and Advantage Services to begin coordinated mitigation efforts. When reports are made concerning excess trash or bio-waste, SLC staff deploy Advantage Services with whom they hold a contract to clean identified areas of the city. Reports are responded to within 24 hours and the concern is resolved within 24-72 hours. The neighborhoods surrounding the HRCs are treated with priority, and most items can be addressed within 24 hours. Resources are data driven and proactive measures are utilized when reports in an area remain consistently high. For example, if there are daily reports of excess trash, the SLC HEARTeam will work with Advantage Services to deploy a clean team to the area before a report has been made. Having a centralized 24/7 reporting mechanism that has a dedicated team coordinating with service providers and police to respond to issues has been a successful tool when utilized. STH is grateful for this partnership and support from Salt Lake City.

The charts below illustrate the volume of reports made within roughly 1/2 mile of the respective HRC

in 2024. These reports accurately reflect the statements shared in each HRC NAC meeting. Neighbors of the GMRC have incurred a lower utilization rate of the app, and instead have used emails, phone calls, or have relied on community partners to report complaints. As a result, complaints of bio-waste, and shopping carts are typically voiced in the NAC meetings each quarter. Additionally, the primary complaint in the GMRC neighborhood is loitering, which has been effectively addressed outside of the city's app. Neighbors of the GEK demonstrate a higher utilization rate of the SLC Mobile/mySLC app as a resource to mitigate their concerns, citing successful engagement and results. The following data shows that the GEK neighborhood has made almost three times the number of reports as the GMRC neighborhood, translating to more than three times the level of resources deployed to the area. The SLC HEARTeam, Community Engagement Liaison, service providers and police will continue to advocate for use of the app for neighborhood complaints and concerns to ensure appropriate levels of resources in each HRC neighborhood.

Gail Miller Resource Center: SLC Mobile/mySLC App – Reported Concerns within ½ mile of HRC

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Totals
Abandoned Shopping Cart	17	23	35	12	7	2	3	4	2	6	0	8	119
Boarded/Unsecured Building	0	0	0	0	0	0	0	0	0	0	0	0	0
Concerns Regarding Homelessness (Includes Cleans and Bio-Cleans requests)	11	29	10	14	1	11	19	26	10	7	1	5	144
Graffiti Removal	9	28	5	7	5	9	5	3	4	1	0	4	80
Illegal Dumping	1	2	1	2	0	4	2	3	1	0	0	0	16
Parking	14	12	8	7	10	5	14	11	11	0	0	0	92
Parks	0	0	0	0	0	0	0	0	0	1	0	0	1
Sidewalks and Ramps	0	0	0	0	0	1	0	6	1	0	0	0	8
													460

Geraldine E. King Resource Center: SLC Mobile/mySLC App – Reported Concerns within ½ mile of HRC

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Totals
Abandoned Shopping Cart	26	24	21	22	30	1	3	0	2	3	0	1	133
Boarded/Unsecured Building	0	1	0	2	0	2	0	1	0	0	0	2	8
Concerns Regarding Homelessness (Includes Cleans and Bio-Clean Requests)	61	71	43	57	71	38	59	70	72	18	13	23	596
Graffiti Removal	24	35	27	25	31	22	12	20	26	18	6	13	259
Illegal Dumping	1	5	4	7	1	2	8	4	1	0	0	0	33
Parking	27	21	19	10	10	11	17	11	8	0	0	0	134
Parks	2	0	0	0	1	4	4	4	4	0	0	0	19
Sidewalks and Ramps	0	0	1	4	2	1	2	1	1	0	0	0	12
													1194

Each number represents a report made by a resident, business owner/staff, service provider, community partner, and police. Reports represent unique issues that have been categorized into different categories chosen by the complainant. Below are examples of issues that fall under each category.

Abandoned Shopping Cart: A shopping cart that has left a nearby store and has been discarded on a public sidewalk or private property.

Boarded/Unsecured Building: Concern regarding the security of an abandoned or derelict building.

Often involving someone who has broken the entering in search of shelter.

Concerns Regarding Homelessness: Loitering involving someone perceived to be experiencing homelessness, encampments that are occupied or abandoned, large amounts of trash that have accumulated, warming fire, bio-waste, and paraphernalia.

Graffiti Removal: Request for graffiti removal on public or private property.

Illegal Dumping: Large items discarded in public or private spaces, such as chairs, Christmas trees, car parts, water heater, and other miscellaneous items.

Parking: Cars that have been left in inconvenient places, parked illegally, parked for too long.

Parks: Items in public parks that inhibit its enjoyment, such as hazardous tree branches, paraphernalia, broken sprinklers, and broken glass.

Sidewalks and Ramps: Sinkholes and debris on sidewalks, such as broken glass, and tree branches.

Attachment A

Homeless Resource Center Services and Care Coordination

- STH contracts with Volunteers of America, Utah and The Road Home at GEK and GMRC respectively as the facility operator that manages daily client services, building maintenance, case management, community donations for residents, and many other aspects of care coordination.
- Premier Security is contracted to provide a minimum of 2 highly trained officers 24 hours seven days per week.
- Catholic Community Services provides two hot meals each day and the operator provides breakfast.
- Utah Community Action manages coordinated entry and client intakes to ensure individuals seeking shelter are able to access an available bed throughout the system.
- Fourth Street Clinic provides onsite medical care and coordination weekly.
- Operators partner with many agencies to supplement resources within the facility. These partners include but are not limited to First Step House for substance use recovery coordination, Health Department for mammograms and vaccinations, and Ruff Haven for pet resources.

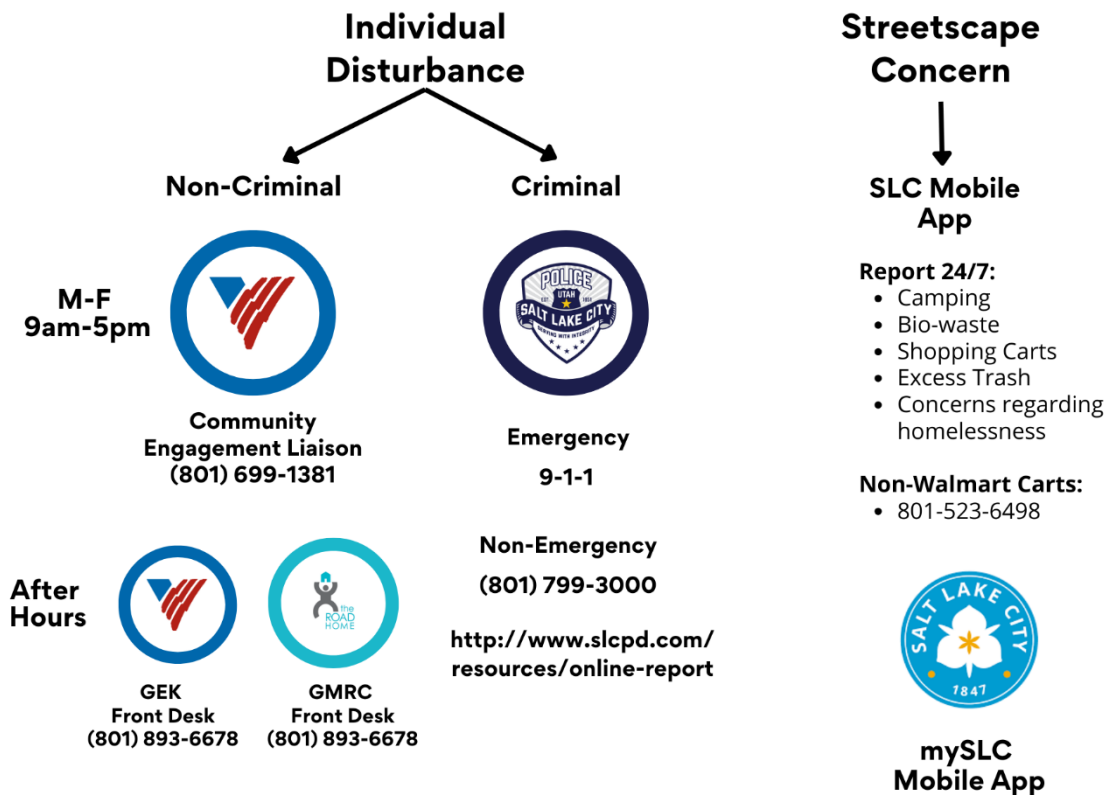
Neighborhood Partnerships and Mitigation Efforts

- Bi-weekly, a nearby business owner near each HRC supports a neighborhood trash cleanup effort by providing gift cards to HRC clients that participate in picking up litter in their community. The Community Engagement Liaison has helped to build this program which is coordinated by the operator.
- Salt Lake City HEARTeam hosts monthly meetings with STH, HRC operators, Premier Security, and SLCPD to review compliance of the Conditional Use Permit, discuss concerns in the neighborhoods, review data, and problem solve barriers to recurring issues. Any issues that arise are solved collectively and in accordance with the Conditional Use Permit.
- Shelter the Homeless worked with Salt Lake City to obtain a lease and Memorandum of Understanding for the use of office space within the HRCs for the purpose of hosting the dedicated HRC Police Squads.
- Shelter the Homeless staff, Community Engagement Liaison Dennis Faris, and members from the HEARTeam monitor the HRC neighborhoods weekly and make reports on the SLC Mobile/mySLC app to allocate appropriate data driven resources to the area.
- Salt Lake City contracts with Advantage Services to clean the area around the HRCs 2 hours per day, five days per week. The HEARTeam manages this contract and works closely with STH and the Community Engagement Liaison to allocate resources.
- The Community Engagement Liaison meets with neighboring businesses and residents to build rapport, connect them to resources, and tracks concerns that are then coordinated between police and service providers weekly.

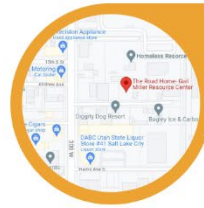
Attachment B

The infographics below were updated in 2024 and distributed to the NAC meeting attendees. This tool is intended to provide neighbors of the HRCs an overview of the roles and responsibility of each community partner and to outline the best methods of communication for issues they may encounter.

Homeless Resource Center Neighborhood Complaint Process



Homeless Resource Centers Who Does What?



Owner



- Coordinate Mitigation Resources w/ SLC
- 2 Hot Meals
- On-site Security
 - Loitering on Property
- HRC Transportation
- Facility Upkeep

Operator



- 24/7 Response Line
- Bi-weekly Community Cleanup
- Shelter Services
- Housing Resources
- Case Management/Referrals
- Volunteer Opportunities

mySLC Mobile App



mySLC

Remediates:

- Camping
- Bio-waste
- Shopping Carts
- Excess Trash
- Concerns regarding homelessness

SLC HEARTeam

Manages:

SLC Mobile Reports

AS Clean Team

- Trash pick up

M-F 2 hrs

Downtown Ambassadors

- Tues-Sat 12pm-8:30pm (801) 541-6662
- Assists with ADA/ Right of Way blockages, reports concerns on mySLC, & trash pick up

Community Engagement Liaison

M-F 9am-5pm (801) 699-1381

- Connects with neighbors to report concerns on mySLC and coordinates resources to mitigate concerns

HRC Squad

1 Sgt. 5 Officers

40 hrs/wk

- Crime
- Camping
- Open Fires
- Community Engagement

Attachment C

Neighborhood Advisory Council Guidelines

Shelter the Homeless (STH) supports a standing Neighborhood Advisory Council (NAC) to serve as the primary platform for ongoing neighborhood and HRC communications. This group includes HRC staff, city staff, and representatives from the surrounding neighborhood. The purpose of this council will be to offer recommendations on how to become better neighbors, address the impacts of the HRCs within the immediate community, and to inform neighboring businesses, residents, and HRC clients about available resources for clients and neighbors to overcome challenges.

Council Members

Members of the council need to demonstrate a strong commitment to ensuring the HRC achieves its goal of providing emergency shelter to individuals experiencing homelessness through building a strong community partnership. Lived experience members will be compensated commensurate with the Salt Lake Valley Coalition to End Homelessness guidelines.

Representatives from each of the following groups shall be included in the Neighborhood Advisory Council:

Appointed Members – the owner, operator, police department, city, and community liaison appointments will be made by STH based on staff position, in consultation with the HRC operator, and will occur as needed due to a vacancy.

- A representative from the HRC, HRC Director or HRC designee;
- STH, Operations Manager or STH designee;
- HRC Squad Sergeant or police department representative;
- Community engagement liaison representative;
- SLC HEARTeam representative; and
- Chair of the community council or designee from the community council, whose boundary encompasses the site.

Selected Members – the business, resident, school, and lived experience, representatives will be selected by STH, in consultation with the Appointed Members, and will occur every two years or as needed due to a vacancy. Each selected council member will be asked to serve for a minimum of two years so that they may develop a full understanding of the needs of the neighborhood. The lived experience council member serves a flexible term based on interest.

- a business located within ¼ mile of the site;
- a resident who lives within ¼ mile of the site;
- a school, if any, within ¼ mile of the site; and
- an individual who has previously received or is currently receiving services from the HRC.

Meeting Structure

Publicly advertised quarterly meetings with the Neighborhood Advisory Council will be organized by STH in consultation with the HRC operator. Meetings will be advertised within the HRC, on the STH website and operator's website, and a sign will be posted on the public street at least ten (10) days in advance. Meetings will typically be held virtually to support participation from the community, although in-person meetings may also be an occasional format. An email list of participants will be

maintained, and meeting notifications will be sent in advance of the meeting.

Meeting Agenda – the agenda will specify the goals of the meeting, provide an opportunity for reporting, and will be managed by rules of decorum, which will assist in having a respectful and solution-oriented exchange. The agenda will include:

Quarterly reporting from members from their respective community points of view, focusing on resources being deployed to support the HRC and the neighborhood, challenges being addressed in the HRC and in the neighborhood, and proposed solutions to issues or ideas to maximize community engagement.

- Reports may include data and analysis of the information to provide context to the issue being discussed and insights on how resources are being deployed.
- An open, time-limited comment section for all attendees will be scheduled at the end of each meeting to address questions and additional problem-solving, time-permitting.

Rules of Decorum and Engagement – the meeting will be managed by rules of decorum to provide clear expectations for the behavior of all participants and to provide clear notice of the consequences for failure to adhere to these expectations. STH, in consultation with the Appointed Members, may determine that a participant is violating the Rules and may remove the individual from the meeting, limit that individual's participation moving forward, and for repeated violations and/or egregious behavior, a participant may be prohibited permanently. Rules are as follows:

- Listen to the speaker and avoid interrupting others as reports are delivered
- Respect each other's differing thoughts or opinions
- For virtual meetings, mute yourself unless you're talking, keep your video on if you feel comfortable doing so, and use the chat feature for questions
- Refrain from vulgar and aggressive language
- Respect the safety and privacy of HRC clients
- Engage with council members outside of NAC meetings as an additional avenue to continue community participation and address concerns

Reporting

It is the responsibility of STH, in conjunction with the Community engagement liaison, the SLC HEARTeam and the HRC operator, to compile and present an annual report to the Neighborhood Advisory Council on or before February 15th each year. This document must be provided to the city-planning director as well. The annual report shall include at least the following information:

- List of individuals who have participated in the community coordinating group meeting;
- A summary of the agenda and content of each community coordinating group meeting;
- A summary of complaints received from the community by the Community engagement liaison and the SLC HEARTeam ; and
- An explanation of how complaints have been addressed/resolved.

GMRC Members as of January 2024 –

- Micah Alba, GMRC Director
- Lindsey Hector, STH Operations Manager
- Nate Meinzer, HRC Squad Sargent
- Dennis Faris, Community Engagement Liaison
- Allison Dupler, SLC HEARTeam

- a business located within ¼ mile of the site; Michelle Goldberg (Diggity Dog)
- a resident who lives within ¼ mile of the site; (Enclave Apartment Complex Manager, Alexandra Chaus)
- a school, if any, within ¼ mile of the site; Challenger or Horizonte
- Amy Hawkins, Chair of the Ballpark community council or community council designee
- an individual who has previously received or is currently receiving services from the HRC

GEK Members as of January 2024 –

- Kallie McKown, GEK Director
- Lindsey Hector, STH Operations Manager
- Ryan Sanders, HRC Squad Sargent
- Dennis Faris, Community Engagement Liaison
- Allison Dupler, SLC HEARTeam
- a business located within ¼ mile of the site; Hoang – Sapa, Jen – Maven District
- a resident who lives within ¼ mile of the site; Austin
- a school, if any, within ¼ mile of the site; Salt Lake Arts Academy
- Rhianna Riggs, Chair of the Central City Neighborhood Council or neighborhood council designee
- an individual who has previously received or is currently receiving services from the HRC

Attachment D

HRC Increased Drug Procedures

In March 2024, Premier Security reported a significant increase in drugs and paraphernalia found at the HRCs, surpassing usual trends. Shelter the Homeless collaborated with HRC Operators to review existing policies and develop a strategy aimed at reducing the presence of drugs in the facilities and responding effectively to spikes in drug-related incidents within the community. This strategy includes participation from community partners and incorporates feedback from individuals with lived experience and staff members.

Exit Grid

During our review, inconsistencies between facilities were found in the Exit guidelines utilized at the HRCs. Specific updates were made to create a supportive approach for individuals to achieve stability after engaging in illicit behaviors related to drug use and other non-violent actions. The exit length was standardized across facilities and additional resources offered to the individual. For example, The Road Home has implemented a mandatory referral program with First Step House, leading to individuals exiting the shelter for residential treatment where their long-term stability can be better supported.

Identifying Hiding Places

For privacy reasons, restrooms are not monitored by cameras, which has resulted in an increase in illicit activities. HRCs collaborate with police monthly to identify potential hiding places in restrooms. Premier Security will continue to check these areas of concern during their daily rounds.

K-9 Searches

HRC Operators partner with local law enforcement to conduct K-9 drug detection searches at least once per quarter. Additional resources are needed to respond to increases in drug-related incidents at the HRCs. STH has worked with the HRC Squads to request and implement K-9 searches that are conducted once per month.

Signage

Shelter the Homeless purchased clear signage for the HRCs to emphasize that these are drug-free facilities. The signage will remind shelter guests that security will be actively looking for contraband and promote a drug-free culture within the facilities.

Progressive Measures

Premier Security will conduct randomized in-depth searches of persons and/or belongings when an increase in contraband has been shown in the previous week's data. HRC Operators have piloted a policy designed to address individuals who are repeatedly caught with drugs or paraphernalia inside the facility. This policy recognizes that individuals caught repeatedly with contraband may have additional items stored in their belongings. HRC Operators will coordinate with Premier Security to conduct re-searches of these individuals' belongings inside the shelter if they meet a threshold of incidents within a set timeframe.