LOVELAND HOMELESS SHELTER AND RESOURCE CENTER

PLANNED UNIT DEVELOPMENT ZONING DOCUMENT

TRACT 3 STEPHENSON SUBDIVISION LOCATED IN A PORTION OF THE SOUTHWEST QUARTER OF SECTION 12, TOWNSHIP 5 NORTH, RANGE 69 WEST OF THE 6TH PRINCIPAL MERIDIAN LOCATED IN THE CITY OF LOVELAND, COUNTY OF LARIMER, STATE OF COLORADO.

SHEET INDEX

SHEET 1 **COVER SHEET** SHEET 2 LAND USE PLAN

SHEET 3 USE, SITE AND BUILDING STANDARDS SHEET 4 SPECIAL SUPPLEMENTAL STANDARDS

LEGAL DESCRIPTION

TRACT 3 STEPHENSON SUBDIVISION LOCATED IN A PORTION OF THE SOUTHWEST QUARTER OF SECTION 12, TOWNSHIP 5 NORTH, RANGE 69 WEST OF THE 6TH PRINCIPAL MERIDIAN LOCATED IN THE CITY OF LOVELAND, COUNTY OF LARIMER, STATE OF COLORADO.

PROPERTY OWNER

FIRST CHRISTIAN CHURCH 2000 NORTH LINCOLN AVE

LOVELAND, COLORADO 80538

970.667.1318

970.492.5935

MICHAEL@LOVEDESCIPLES.ORG

APPLICANT / OPERATOR

HOMEWARD ALLIANCE 242 CONIFER STREET FORT COLLINS, COLORADO 80524

CONTACT: LEAH JOHNSON LEAH.EJ@GMAIL.COM

SITE PLANNING

BHA DESIGN INC. 111 S MELDRUM STREET, SUITE 110 FORT COLLINS, COLORADO 80521

CONTACT: ANGELA MILEWSKI AMILEWSKI@BHADESIGN.COM

ARCHITECT

SHOPWORKS ARCHITECTURE 301 W. 45TH AVE DENVER, CO 80216 720.681.6414

CONTACT: RIEKO ISHIWATA RIEKO@SHOPWORKSARC.COM

LAND USE STATISTICS

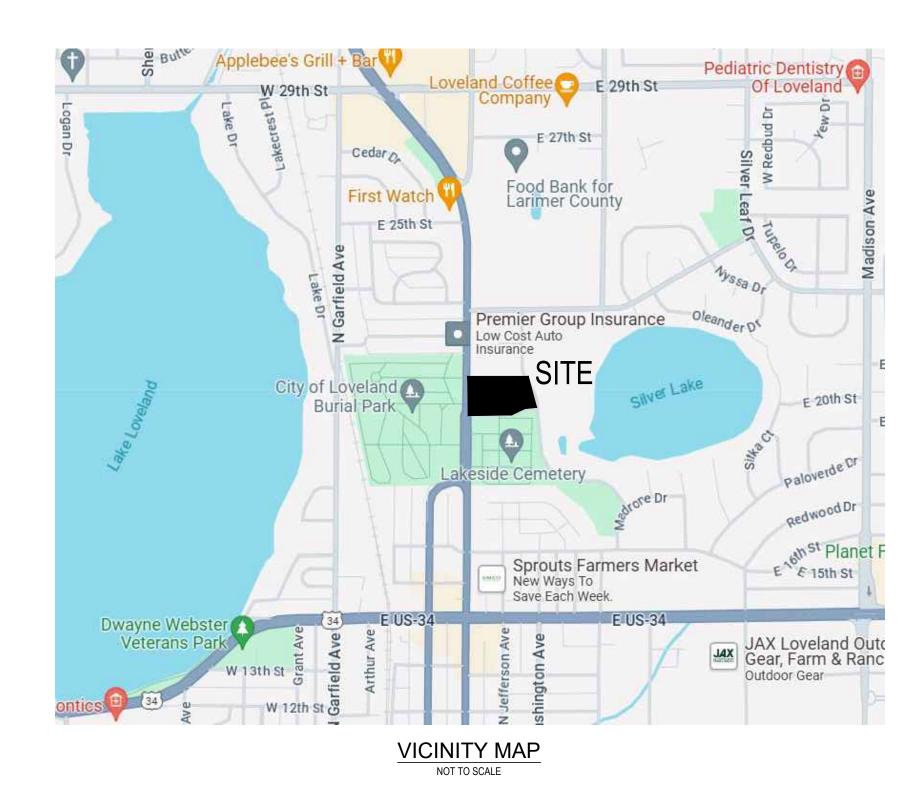
PUD SITE AREA: ± 4.21 AC

EXISTING ZONING: SPLIT ZONING ON EXISTING LOT: B-BUSINESS AND R1e-ESTABLISHED LOW DENSITY RESIDENTIAL

PROPOSED ZONING PUD, PLANNED UNIT DEVELOPMENT

NON-RESIDENTIAL FAR: 0.17 MAXIMUM

RESIDENTIAL DENSITY: N/A



APPROVAL SIGNATURES

THIS ZONING DOCUMENT WAS APPROVED BY THE LOVELAND CITY COUNCIL ON __ BY ORDINANCE #__ AND IS SUBJECT TO THE CONDITIONS LISTED THEREIN.

VERIFIED BY:

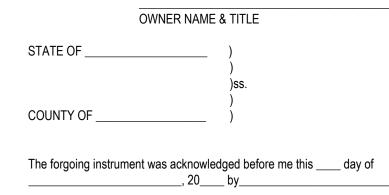
CURRENT PLANNING MANAGER

OWNER'S CERTIFICATE

Witness my hand and official seal.

KNOW ALL PERSONS BY THESE PRESENTS THAT:

_, being all the lawful record owner of the property shown on this Planned Unit Development, except any existing public streets, roads, or highways, do hereby certify that I/we accept the conditions and restrictions set forth on said plan and in the conditions of approval by the City of Loveland in Ordinance #_____, and that I/we consent to the recordation of any information pertaining thereto.



Notary Public

Fort Collins, CO 80521

p. (970) 223-7577 www.bhadesign.com

111 S Meldrum Street, Suite 110

Landscape Architecture Urban Design Master Planning

Project:
LOVELAND HOMELESS SHELTER
AND RESOURCE CENTER

DEVELOPMENT HOMELESS SHE LNO PLANNED

Project Number: Date: 06.27.2024 Produced by: AKM

Sheet Number:

S1

LOVELAND HOMELESS SHELTER AND RESOURCE CENTER

R1e: ESTABLISHED LOW-DENSITY RESIDENTIAL (LAKESIDE CEMETERY)

LEGEND

R3: DEVELOPING HIGH-DENSITY RESIDENTIAL (SILVER LEAF APARTMENTS)

PROPERTY BOUNDARY

111 S Meldrum Street, Suite 110 Fort Collins, CO 80521 p. (970) 223-7577 www.bhadesign.com Landscape Architecture Urban Design Master Planning

LOVELAND HOMELESS SHELTER AND RESOURCE CENTER

PLANNED UNIT DEVELOPMENT

Date: 06.27.2024
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PLANNED UNIT DEVELOPMENT ZONING DOCUMENT

R1e: ESTABLISHED LOW-DENSITY RESIDENTIAL (BUSINESS) EXISTING ELECTRICAL LINE EXISTING ELECTRICAL EXISTING 8" SANITARY -SEWER LINE S 89° 36' 23" E 528.93 PROPERTY BOUNDARY EXISTING 8" SANITARY SEWER LINE EXISTING 4" WATER LINE PARCEL A +/- 4.21 AC ZONING: PUD FAR: 0.17 MAX. EXISTING FIRST CHRISTIAN CHURCH PERMITTED USES: 25,468 SF. PLACE OF ASSEMBLY (CHURCH) HOMELESS SHELTER EXISTING 6" -WATER LINE PROPERTY BOUNDARY N 88° 45' 30" W. 390.19 EAST 20TH STREET (2-LANE COLLECTOR) ROW WIDTH 60'

LOVELAND HOMELESS SHELTER AND RESOURCE CENTER

PLANNED UNIT DEVELOPMENT ZONING DOCUMENT

BULK STANDARDS

BUILDING TYPES NON-RESIDENTIAL

BUILDING HEIGHT EXISTING BUILDING TO REMAIN IS 53' HT

NEW STRUCTURES SHALL COMPLY WITH UDC BUILDING STANDARDS FOR B-BUSINESS ZONE

MINIMUM SETBACKS NEW STRUCTURES SHALL COMPLY WITH UDC SETBACKS STANDARDS FOR B-BUSINESS ZONE

PARKING PARKING IS EXISTING, NO NET NEW PARKING IS ANTICIPATED

LAND USE SCHEDULE

PERMITTED LAND USES	USE TYPE	USE STANDARDS
PLACE OF ASSEMBLY (I.E. CHURCH)	USE BY RIGHT	THIS USE SHALL COMPLY WITH THE STANDARDS ESTABLISHED IN THE UDC.
HOMELESS SHELTER	USE BY RIGHT	1. FACILITY SHALL BE OPERATED BY A GOVERNMENTAL ENTITY OR A FEDERALLY RECOGNIZED TAX-EXEMPT ORGANIZATION. 2. NO FACILITY SHALL BE OPEN FOR USE BY CLIENTS UNLESS THERE IS A REPRESENTATIVE OF THE FACILITY ON-SITE TO SUPERVISE AND OVERSEE THE CLIENTS.
		3. THERE SHALL BE A FENCE, WALL, OR OTHER OPAQUE BARRIER THAT IS A MINIMUM OF 6 FEET IN HEIGHT BETWEEN THE FACILITY AND ANY ADJACENT RESIDENTIAL USE.

NOTES

- 1. USE STANDARDS SHALL COMPLY WITH THE UDC STANDARDS FOR B-BUSINESS ZONE.
- 2. ANY USES NOT LISTED AS PERMITTED ARE PROHIBITED.

PUBLIC & PRIVATE IMPROVEMENTS

OVERALL - THE SITE IS THE HOME OF THE FIRST CHRISTIAN CHURCH. EXISTING ROADS AND UTILTIES SERVING THE SITE AND BUILDING ARE ANTICIPATED TO REMAIN IN PLACE AND BE MODIFIED TO SUPPORT THE SITE AND ITS USES AS REQUIRED.

SANITARY SEWER

THE PROPERTY IS LOCATED WITHIN THE CITY OF LOVELAND'S WASTEWATER SERVICE AREA. EXISTING WASTEWATER INCLUDES AN 8" SS MAIN IN NORTH LINCOLN AVENUE AND EXISTING 8" SS MAIN IN MAPLE DRIVE. THE EXISTING BUILDING HAS A 4" WASTEWATER SERVICE CONNECTED TO A MANHOLE ON THE 8" MAIN IN NORTH LINCOLN AVENUE. PROPOSED CHANGES TO THE BUILDING WILL BE ASSESSED AT THE TIME OF SITE DEVELOPMENT PLAN AND MODIFICATIONS TO THE WASTEWATER SERVICE WILL BE REVIEWED BY THE CITY OF LOVELAND FOR APPROVAL.

WATER SUPPLY

THE PROPERTY IS LOCATED WITHIN THE CITY OF LOVELAND'S WATER SERVICE AREA. EXISTING WATER INCLUDES A 4" WATER MAIN IN NORTH LINCOLN AVENUE, EXISTING 6" WATER MAIN IN E 20TH STREET, AND EXISTING 8" WATER MAIN IN MAPLE DRIVE. THE EXISTING BUILDING HAS A 1.5" SERVICE CONNECTED TO THE MAIN IN NORTH LINCOLN AVENUE. PROPOSED CHANGES TO THE BUILDING WILL BE ASSESSED AT THE TIME OF SITE DEVELOPMENT PLAN AND MODIFICATIONS TO THE WATER SERVICE OR FIRE FLOWS WILL BE SIZED BASED ON A WATER METER JUSTIFICATION LETTER IF APPROPRIATE AND REVIEWED BY THE CITY OF LOVELAND FOR APPROVAL..

FIRE PROTECTI

- FIRE PROTECTION IS PROVIDED BY LOVELAND FIRE RESCUE AUTHORITY. ALL FIRE CODE REQUIREMENTS WILL BE COMPLIED WITH FOR THE

 PROPOSED PROJECT.

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 **THE PROTECTION IS PROTECTION FOR THE P
- TWO FIRE HYDRANTS EXIST WITHIN THE SITE. ANY NEW FIRE HYDRANTS REQUIRED AT TIME OF SITE DEVELOPMENT PLAN SHALL BE INSTALLED TO MEET CITY OF LOVELAND FIRE RESCUE AUTHORITY REQUIREMENTS AND CITY OF LOVELAND WATER STANDARDS.
- SITE ACCESS WILL MEET LOVELAND FIRE RESCUE AUTHORITY ACCESS REQUIREMENTS INCLUDING SECONDARY EMERGENCY ACCESS.

ROADWAYS

- PUBLIC ROADWAYS EXISTING ALONG THE PROPERTY PERIMETER INCLUDING NORTH LINCOLN AVENUE, EAST 20TH STREET, AND MAPLE
- THE PROPERTY WILL BE DEVELOPED IN ACCORDANCE WITH THE LARIMER COUNTY URBAN AREA STREET STANDARDS AND WITH THE CITY OF LOVELAND ADEQUATE COMMUNITY FACILITY ORDINANCE AND AS MODIFIED WITH THIS PUD.
- A TRAFFIC IMPACT STUDY HAS BEEN PROVIDED AS PART OF THIS PUD.

DRAINAG

THE EXISTING SITE GENERALLY DRAINS FROM THE NORTHWEST TO THE SOUTHEAST TO AN EXISTING DETENTION BASIN NEAR THE SOUTHEAST CORNER OF THE SITE. NO ADDITIONAL IMPERVIOUS SURFACE IS ENVISIONED TO BE NEEDED WITH THE PROPOSED LAND USES.

LOVELAND POWER AND COMMUNICATIONS

EXISTING DRY UTILITY LINES SERVICE THE SITE AND BUILDING. PROPOSED CHANGES TO THE BUILDING WILL BE ASSESSED AT THE TIME OF SITE DEVELOPMENT PLAN AND MODIFICATIONS TO POWER SERVICE OR TRANSFORMERS WILL BE IDENTIFIED TO ENSURE COMPLIANCE WITH CITY STANDARDS.

FLOODPL

THE PROPERTY IS NOT IN A FEMA FLOODPLAIN ACCORDING TO THE FIRM (FLOOD INSURANCE RATE MAP).

DESIGN STANDARDS

THE EXISTING CHURCH IS PLANNED TO BE RENOVATED AND REPURPOSED TO ACCOMMODATE PLANNED NEW USES. RENOVATIONS AND ALL NEW AND ACCESSORY STRUCTURES WOULD BE COMPATIBLE WITH THE CHARACTER OF THE EXISTING BUILDINGS AND SITE.









Landscape Architecture
Urban Design
Master Planning

Revision:	Date:

LOVELAND HOMELESS SHELTER AND RESOURCE CENTER

OVELAND HOMELESS SHELTER

E, SITE AND BUILDING STANDARDS

PLANNED UNIT DEVELOPMENT

Project Number:

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S3

EMERGENCY RESOURCE CENTER / SHELTER:

THIS SITE WILL INCLUDE TWO CO-LOCATED PROGRAMS: A DAYTIME RESOURCE CENTER/DAY SHELTER AND AN EMERGENCY OVERNIGHT SHELTER

THE PURPOSE OF THE PROGRAMS/SITE IS TO PROVIDE A RANGE OF SERVICES TO PEOPLE EXPERIENCING HOMELESSNESS, WITH THE PRIMARY GOAL OF HELPING PEOPLE OBTAIN AND MAINTAIN HOUSING. ALL SERVICES WILL BE PROVIDED IN COMPLIANCE WITH THE STATE OF COLORADO'S OFFICE OF HOMELESS INITIATIVE PROGRAM MODEL STANDARDS, AS WELL AS THE DEPARTMENT OF LOCAL AFFAIRS' IDENTIFIED BEST PRACTICES.

THIS FACILITY FALLS INTO TWO CATEGORIES: RESOURCE CENTER (INCLUDES DAY SHELTER) AND OVERNIGHT SHELTER (CONGREGATE). SPECIFIC TO **EACH OF THOSE FUNCTIONS:**

RESOURCE CENTER/DAY SHELTER:

THE RESOURCE CENTER PROVIDES OUTREACH, ENGAGEMENT, AND CONNECTIONS WITH PERSONS EXPERIENCING HOMELESSNESS TO THE SERVICES MEDICAL CARE, AND HOUSING OPPORTUNITIES NECESSARY TO EXIT HOMELESSNESS AND SECURE SAFE, STABLE HOUSING AS QUICKLY AS POSSIBLE. THE RESOURCE CENTER WILL BE A SINGLE BUILDING AND PROVIDE HOLISTIC PROGRAMMING AND SERVICES THAT ARE CONNECTED TO ONE ANOTHER REGARDING THE NEEDED PROVISIONS THAT HELP PEOPLE ESCAPE HOMELESSNESS.

THE FACILITY WILL SERVE AS THE PRIMARY ENTRY-POINT (FOR LARIMER COUNTY) INTO THE LOCAL COORDINATED ENTRY SYSTEM, KNOWN AS COORDINATED ASSESSMENT AND HOUSING PLACEMENT SYSTEM (CAHPS). THIS IS A CRUCIAL ROLE THAT INVOLVES IDENTIFYING EVERYONE EXPERIENCING HOMELESSNESS, CONDUCTING AN HMIS-COMPLIANT INTAKE, CONDUCTING A SHELTER DIVERSION QUESTIONNAIRE, COMPLETING A VULNERABILITY ASSESSMENT, AND ENSURING THAT EVERYONE IS ENTERED ONTO OUR BY-NAME LIST IN HMIS.

OVERNIGHT SHELTER:

OVERNIGHT CONGREGATE SHELTERS TYPICALLY INCLUDE COTS, BUNKS, MATTRESSES, OR OTHER ARRANGEMENTS IN A ROOM OR SERIES OF ROOMS WITH LIMITED PRIVATE SPACE. IN ADDITION TO MEETING HUD'S MINIMUM HABITABILITY REQUIREMENTS. SHELTER DESIGN SHOULD BE TRAUMA-INFORMED--ENSURING THAT SHELTER RESIDENTS FEEL SAFE WHILE STAYING IN SHELTER. BEST PRACTICES REQUIRE THAT BASIC AMENITIES AND PROGRAMMING BE BALANCED AS EXCESSIVE AMENITIES MAY CREATE INCENTIVES TO STAY AND ACTIVELY OPPOSE THE GOALS OF MOVING SHELTER RESIDENTS TO PERMANENT HOUSING.

- THE MOST EFFECTIVE EMERGENCY SHELTERS ARE LOW BARRIER, MEANING THAT INDIVIDUALS CAN ACCESS SERVICES WITH MINIMAL TO NO
- EMERGENCY RESOURCE CENTER / SHELTER MEANS ANY FACILITY WITH THE PRIMARY PURPOSE OF PROVIDING RESOURCES AND A TEMPORARY SHELTER FOR PEOPLE EXPERIENCING HOMELESSNESS. EMERGENCY SHELTER, ALSO KNOWN AS SHELTER, PROVIDES A SAFE PLACE FOR THOSE EXPERIENCING HOMELESSNESS TO STAY TEMPORARILY. GUESTS DO NOT SIGN LEASES OR OCCUPANCY AGREEMENTS AND ARE NOT CHARGED RENT

IN ADDITION TO PROVIDING A SAFE SPACE AND CONNECTING GUESTS TO HOUSING AND SERVICES, EMERGENCY SHELTER IS DESIGNED TO REDUCE THE HARM ASSOCIATED WITH UNSHELTERED HOMELESSNESS, SUCH AS FROSTBITE, EXPOSURE, VICTIMIZATION, VIOLENCE, EXPLOITATION, AND TRAUMA. RATHER THAN USING A STANDARD OR PRE-DETERMINED LENGTH OF STAY FOR ALL GUESTS, IT IS A BEST PRACTICE TO BASE LENGTH OF STAY ON

PERSON-CENTERED METRICS FOR HOW LONG HOUSEHOLDS NEED TO RESOLVE HOUSING BARRIERS; THE INDIVIDUALIZED APPROACH IS MORE LIKELY TO RESULT IN POSITIVE EXITS FROM SHELTER TO HOUSING.

B. DESCRIPTION OF THE FACILITIES OPERATION

AS DESCRIBED ABOVE, THE FACILITY WILL BE A DAY CENTER AND A ONE-STOP SHOP OF RESOURCES FOR PEOPLE WHO ARE HOMELESS OR AT-RISK OF HOMELESSNESS IN LOVELAND, COLORADO. MULTIPLE INDEPENDENT NONPROFITS WILL OPERATE OUT OF THE BUILDING TO COLLABORATIVELY SERVE PEOPLE EXPERIENCING HOMELESSNESS OR AT-RISK OF HOMELESSNESS. WE EXPECT TO UNDERTAKE THE FOLLOWING ACTIVITIES AT THE PROPOSED 24/7 FACILITY:

- PROVIDE A ONE-STOP LOCATION FOR ALL PEOPLE EXPERIENCING HOMELESSNESS TO ACCESS SERVICES FROM NUMEROUS AGENCIES.
- OPERATE DAY CENTER SEVEN DAYS PER WEEK.
- PROVIDE CORE SERVICES, INCLUDING SHOWERS, LOCKERS/STORAGE, LAUNDRY, MAIL, COMPUTER ACCESS, AND MORE.
- PROVIDE FOOD, INCLUDING BREAKFAST, LUNCH AND DINNER.
- SCREEN ALL PEOPLE FOR SHELTER DIVERSION (A BEST PRACTICE THAT ATTEMPTS TO DIVERT PEOPLE FROM ENTERING HOMELESSNESS THROUGH FAMILY REUNIFICATION, LANDLORD MEDIATION, ETC.)
- CONDUCT INTAKES, ENTER DATA INTO HMIS (HOMELESS MANAGEMENT INFORMATION SYSTEM, A STATE-WIDE DATABASE UTILIZED BY HUNDREDS OF AGENCIES) AND PROVIDE ACCESS AND "WARM HAND-OFFS" TO THE ONSITE INDEPENDENT NON-PROFIT PARTNERS. RESOURCES INCLUDE: BEHAVIORAL HEALTH, CASE MANAGEMENT, RESOURCE NAVIGATION, SENIOR SERVICES, FAMILY SERVICES, EMPLOYMENT, HOUSING SEARCH AND
- OVERSEE ONSITE ACCESS TO CRISIS INTERVENTION AND SUBSTANCE USE DISORDER INTERVENTIONS, INCLUDING PEER NAVIGATION.
- PROVIDE 24/7 DAY AND OVERNIGHT SHELTER.

STAFF LEVELS: THE PROPOSED CENTER STAFFING COULD INCLUDE A TOTAL OF 20-30 FULL-TIME STAFF OR CONTRACTORS, INCLUDING FACILITY MANAGER, SUPPORT STAFF, SECURITY PERSONNEL, MAINTENANCE/JANITORIAL WORKER, DAY AND NIGHT CENTER COORDINATORS.

SERVICES PROVIDED: THE CENTER WILL OFFER NECESSITIES SUCH AS MEALS. SHOWERS. STORAGE AND LAUNDRY FACILITIES. MULTIPLE AGENCIES WILL BE ONSITE TO PROVIDE SERVICES SUCH AS (BUT NOT LIMITED TO): CASE MANAGEMENT AND RESOURCE NAVIGATION - TO HELP PATRONS ACCESS RESOURCES FOR HOUSING, EMPLOYMENT, AND HEALTHCARE. COUNSELING AND MENTAL HEALTH SERVICES AND MORE WILL ALSO BE PROVIDED ON-SITE.

- PATRONS: MUST CHECK IN AT THE FRONT DESK IF THEY ARE UTILIZING THE FACILITY. PLEASE SEE THE CODE OF CONDUCT BELOW FOR MORE
- SERVICE PROVIDERS: A MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN A NONPROFIT ORGANIZATION AND THE OWNER/OPERATOR OF A BUILDING OUTLINES THEIR COLLABORATIVE EFFORTS TO PROVIDE SERVICES TO THE HOMELESS POPULATION. THE MOU SPECIFIES EACH PARTY'S RESPONSIBILITIES, INCLUDING THE NONPROFIT'S PROVISION OF VARIOUS SUPPORTIVE SERVICES AND THE OWNER'S MAINTENANCE AND SECURITY OF THE FACILITY. IT DETAILS FINANCIAL ARRANGEMENTS, SUCH AS RENT AND COST-SHARING, AND ESTABLISHES PROTOCOLS FOR COORDINATION, COMMUNICATION, AND PROBLEM RESOLUTION. ADDITIONALLY, IT ADDRESSES CONFIDENTIALITY, MONITORING AND EVALUATION OF THE PARTNERSHIP'S EFFECTIVENESS, AND CONDITIONS FOR TERMINATION. THIS AGREEMENT ENSURES A CLEAR, COOPERATIVE RELATIONSHIP TO FACILITATE THE SUCCESSFUL OPERATION OF THE HOMELESS SERVICES PROGRAM.
- VOLUNTEERS: VOLUNTEERS ARE REQUIRED TO PARTICIPATE IN SPECIFIC AGENCY INTAKE PROCESS AND TRAINING AND ARE REQUIRED TO SIGN A RELEASE OF LIABILITY AND CODE OF ETHICS. DEPENDING ON THE VOLUNTEER OPPORTUNITY, THERE COULD BE BACKGROUND CHECKS AND ADDITIONAL TRAINING.

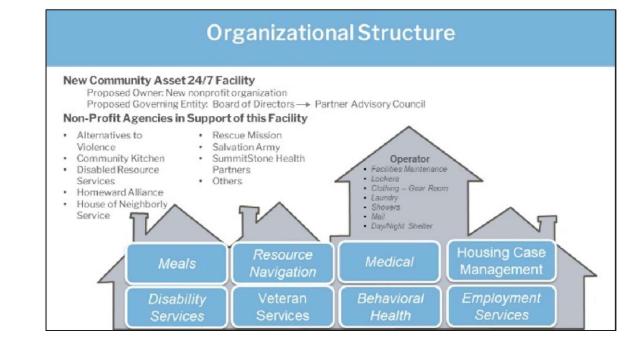
FACILITY MAINTENANCE: THE FACILITY MAINTENANCE RESPONSIBILITIES WILL BE SHARED BETWEEN THE BUILDING OWNER AND FACILITY OPERATOR. DAY-TO-DAY UPKEEP, OVERSEEING FACILITY MAINTENANCE, USING CONTRACTORS AND COLLABORATING WITH PARTNER AGENCIES, WILL FALL UNDER THE PURVIEW OF THE FACILITY OPERATOR AND THE OVERSIGHT FOR LARGER BUILDING REPAIRS SUCH AS ROOF REPAIR, BUILDING REPAIR, TREE PRUNING, FURNACE, HOT WATER HEATER ETC. WOULD FALL UNDER THE PURVIEW OF BUILDING OWNER/LLC.

C. ORGANIZATIONAL OUTLINE

BUILDING OPERATIONAL RULES:

THE 24/7 CENTER WILL BE PRIVATELY OWNED BY A NEWLY FORMED NON-PROFIT ORGANIZATION. PLEASE SEE THE IMAGE OF THE ORGANIZATIONAL STRUCTURE BELOW.

- BOARD OF DIRECTORS: THE FACILITY WILL BE OVERSEEN BY A NEW NON-PROFIT ORGANIZATION'S BOARD OF DIRECTORS (NEW NON-PROFIT PROPOSED NAME "LOVELAND HOMELESSNESS SOLUTIONS"). THE NON-PROFIT IS CURRENTLY UNDERWAY AND ANTICIPATED TO BECOME OFFICIAL DURING THE DUE DILIGENCE PROCESS (6 MONTHS).
- PARTNER ADVISORY COUNCIL: AN ADVISORY COUNCIL MAY BE COMPRISED OF LOCAL NON-PROFITS, COMMUNITY REPRESENTATIVES, AND HOMELESS ADVOCATES TO PROVIDE ADDITIONAL GUIDANCE.



D. OPERATOR QUALIFICATIONS AND EXPERIENCE

TO ENSURE EFFECTIVE MANAGEMENT AND SERVICE DELIVERY. THE IDEAL OPERATOR FOR A HOMELESS CENTER AND RESOURCE CENTER SHOULD MEET THE FOLLOWING QUALIFICATIONS:

ESTABLISHED EXPERIENCE:

- RESULTS DRIVEN: PROVEN TRACK RECORD OF EXPERIENCE IN MANAGING HOMELESS CENTERS AND PROVIDING COMPREHENSIVE SERVICES TO HOMELESS POPULATIONS.
- COLLABORATIVE ENGAGEMENT: DEMONSTRABLE KNOWLEDGE OF LOCAL AGENCIES IN PROVIDING HOMELESSNESS SERVICES SUCH AS. BUT NOT LIMITED TO RESOURCE NAVIGATION, PEER NAVIGATION, FOOD, EMPLOYMENT, HEALTH RESOURCES, EMERGENCY CENTER, HOUSING RESOURCES, HMIS DATA COLLECTION, CAHPS PARTICIPATION.

ORGANIZATIONAL SIZE AND CAPACITY:

- LARGE SCALE OPERATIONS: THE ORGANIZATION SHOULD HAVE A HISTORY OF OPERATING SIMILAR FACILITIES.
- STAFFING: ADEQUATE STAFFING LEVELS TO SUPPORT A LARGE-SCALE CENTER, INCLUDING COLLABORATING WITH AGENCIES THAT PROVIDE EXPERIENCED CASE MANAGERS, SOCIAL WORKERS, MENTAL HEALTH PROFESSIONALS, AND ADMINISTRATIVE STAFF.

FINANCIAL STABILITY:

- FUNDING SOURCES: A DIVERSE RANGE OF FUNDING SOURCES, INCLUDING GOVERNMENT GRANTS, PRIVATE DONATIONS, AND PARTNERSHIPS
- BUDGET MANAGEMENT: DEMONSTRATED ABILITY TO MANAGE LARGE BUDGETS AND ALLOCATE RESOURCES EFFECTIVELY.

DEEP UNDERSTANDING OF HOMELESSNESS:

- POPULATION NEEDS: IN-DEPTH KNOWLEDGE OF THE CHALLENGES AND NEEDS SPECIFIC TO THE HOMELESS POPULATION, INCLUDING MENTAL HEALTH, SUBSTANCE ABUSE, JOB TRAINING, AND HOUSING PLACEMENT.
- TRAUMA-INFORMED CARE: PROFICIENCY IN TRAUMA-INFORMED CARE PRACTICES TO PROVIDE SUPPORTIVE AND SENSITIVE SERVICES. REGULATORY COMPLIANCE:
- LOCAL AND FEDERAL REGULATIONS: FAMILIARITY WITH LOCAL, STATE, AND FEDERAL REGULATIONS GOVERNING HOMELESS CENTERS AND
- RESOURCE CENTERS. • HEALTH AND SAFETY STANDARDS: ADHERENCE TO HEALTH AND SAFETY STANDARDS TO ENSURE A SAFE AND SECURE ENVIRONMENT FOR

RESIDENTS. **DATA-DRIVEN PRACTICES:**

- OUTCOME MEASUREMENT: CAPABILITY TO COLLECT AND ANALYZE DATA, SPECIFICALLY IN HMIS, TO MEASURE PROGRAM OUTCOMES AND IMPROVE SERVICE DELIVERY.
- REPORTING: ABILITY TO GENERATE COMPREHENSIVE REPORTS FOR STAKEHOLDERS, INCLUDING FUNDERS, GOVERNMENT AGENCIES, AND THE
- DATA COLLECTION FROM CLIENTS: SYSTEMATICALLY AND REGULARLY GATHER INPUT AND FEEDBACK FROM INDIVIDUALS WITH LIVED EXPERIENCE OF HOMELESSNESS TO INFORM AND IMPROVE SERVICE DELIVERY. THIS INCLUDES CONDUCTING SURVEYS, FOCUS GROUPS, AND ONE-ON-ONE
- INTERVIEWS WITH CURRENT AND FORMER CENTER RESIDENTS. CLIENT ADVISORY BOARDS: ESTABLISH CLIENT ADVISORY BOARDS CONSISTING OF INDIVIDUALS WITH LIVED EXPERIENCE TO PROVIDE ONGOING

PARTNERSHIPS AND NETWORKS:

- COMMUNITY ENGAGEMENT: STRONG RELATIONSHIPS WITH LOCAL COMMUNITY ORGANIZATIONS, HEALTHCARE PROVIDERS, LAW ENFORCEMENT, AND OTHER RELEVANT ENTITIES.
- ADVOCACY: ACTIVE PARTICIPATION IN ADVOCACY EFFORTS TO ADDRESS SYSTEMIC ISSUES RELATED TO HOMELESSNESS.

INSIGHTS AND RECOMMENDATIONS FOR PROGRAM ENHANCEMENTS AND POLICY DEVELOPMENT.

CLIENT-CENTERED SERVICES:

- PERSONAL VULNERABILITY ASSESSMENTS: CONDUCT COMPREHENSIVE INTAKES/ASSESSMENTS TO UNDERSTAND EACH CLIENT'S UNIQUE NEEDS, STRENGTHS, AND GOALS.
- CUSTOMIZED SUPPORT PLANS: DEVELOP PERSONALIZED SUPPORT PLANS THAT ADDRESS HOUSING, EMPLOYMENT, EDUCATION, HEALTH CARE, AND OTHER ESSENTIAL SERVICES. ACTIVELY INVOLVE CLIENTS ENSURING THEIR VOICES ARE HEARD AND RESPECTED. IN CUSTOMIZING THEIR SUPPORT PLANS TO HELP INDIVIDUALS AND FAMILIES TRANSITION OUT OF HOMELESSNESS.
- MULTIDISCIPLINARY TEAMS: UTILIZE MULTIDISCIPLINARY TEAMS INCLUDING CASE MANAGERS, SOCIAL WORKERS, HEALTHCARE PROVIDERS, AND EMPLOYMENT COUNSELORS TO PROVIDE HOLISTIC SUPPORT.
- COORDINATED REFERRALS: STREAMLINE REFERRALS TO EXTERNAL AGENCIES FOR SPECIALIZED SERVICES SUCH AS MENTAL HEALTH TREATMENT, SUBSTANCE ABUSE COUNSELING, AND LEGAL ASSISTANCE.

OPERATIONAL PROFICIENCY

- **FACILITY MANAGEMENT:**
- MAINTENANCE: EXPERIENCE IN MAINTAINING AND OPERATING CENTER FACILITIES, ENSURING THEY ARE CLEAN, SAFE, AND WELCOMING.
- LOGISTICS: EFFICIENT LOGISTICAL MANAGEMENT TO ENSURE SMOOTH DAILY OPERATIONS, INCLUDING MEAL SERVICES, SECURITY, CENTER AND

CULTURAL COMPETENCE

DIVERSITY AND INCLUSION:

- CULTURAL SENSITIVITY: COMMITMENT TO CULTURAL COMPETENCE AND INCLUSIVITY, ENSURING SERVICES ARE ACCESSIBLE AND RESPECTFUL TO ALL INDIVIDUALS, REGARDLESS OF THEIR BACKGROUND.
- TRAINING PROGRAMS: ONGOING STAFF TRAINING ON CULTURAL SENSITIVITY, ANTI-DISCRIMINATION, AND DIVERSITY ISSUES.

BY ENSURING THAT THE OPERATOR MEETS THESE QUALIFICATIONS, THE HOMELESS CENTER AND RESOURCE CENTER CAN PROVIDE HIGH-QUALITY, EFFECTIVE, AND COMPASSIONATE SERVICES TO THOSE IN NEED, FOSTERING A SUPPORTIVE ENVIRONMENT THAT PROMOTES STABILITY AND RECOVERY, AND HELP MAKE HOMELESSNESS RARE, SHORT LIVED AND NON-RECURRING.

E. SAFETY AND SECURITY PLAN

A SAFETY AND SECURITY PLAN WILL BE DEVELOPED WITH PROJECT PARTNERS AND WILL INCLUDE (AT MINIMUM): IDENTIFICATION OF MUTUAL GOALS (SUCH AS MAINTAINING A PEACEFUL, SAFE AND CLEAN NEIGHBORHOOD AND COMMUNITY), ESTABLISHING SECURITY POLICIES AND PROCEDURES (SUCH AS MAINTAINING 24/7 SECURITY), MAINTAINING THE SHELTER SITE AND GROUNDS IN GOOD CONDITION, ESTABLISHING AND UPHOLDING A CODE OF CONDUCT FOR ALL INDIVIDUALS, AND DEVELOPING AND MAINTAINING FUNCTIONAL CHANNELS OF COMMUNICATION. IN ADDITION, AND MORE SPECIFICALLY THE FOLLOWING ITEMS COULD BE IMPLEMENTED (ALSO SEE SECTION E BELOW FOR ADDITIONAL INFORMATION):

- SECURITY PERSONNEL: TRAINED SECURITY GUARDS WILL BE ON-SITE DURING OPERATIONAL HOURS TO ENSURE THE SAFETY OF PATRONS AND
- SURVEILLANCE: SECURITY CAMERAS WILL BE INSTALLED THROUGHOUT THE FACILITY AND ITS PERIMETER.
- EMERGENCY PROCEDURES: A DETAILED EMERGENCY RESPONSE PLAN WILL BE IN PLACE, INCLUDING EVACUATION PROCEDURES AND COORDINATION WITH LOCAL LAW ENFORCEMENT AND EMERGENCY SERVICES. THERE WILL BE A CLOSE WORKING RELATIONSHIP WITH FIRST
- SURROUNDING LAND USES: THE FACILITY IS DIRECTLY ADJACENT TO A CEMETERY, A BUSINESS AND AT LEAST ONE HOUSING COMMUNITY. REGULAR COMMUNICATION AND POTENTIAL SECURITY ACTIVITY WITH NEARBY BUSINESSES AND NEIGHBORS WILL BE MAINTAINED TO ADDRESS ANY
- SIGNAGE: CLEAR SIGNAGE WILL BE POSTED AROUND THE PROPERTY TO AID IN ENFORCEMENT.
- PERIMETERS: FENCING/BARRIERS WILL BE ESTABLISHED AND IMPLEMENTED ACCORDING TO CODE AND PUD PROCESS.

F. GOOD NEIGHBOR PLAN

THE PURPOSE OF THIS GOOD NEIGHBOR POLICY IS TO FOSTER A POSITIVE RELATIONSHIP BETWEEN THE 24/7 DAY AND OVERNIGHT SHELTER AND RESOURCE CENTER AND THE SURROUNDING COMMUNITY. THIS POLICY OUTLINES THE COMMITMENTS OF THE SHELTER TO ADDRESS COMMUNITY CONCERNS, PROMOTE SAFETY, AND ENSURE HARMONIOUS COEXISTENCE.

- ENHANCE COMMUNITY RELATIONS: BUILD TRUST AND MUTUAL RESPECT BETWEEN THE SHELTER, ITS CLIENTS, AND THE SURROUNDING COMMUNITY.
- PROMOTE SAFETY AND SECURITY: ENSURE A SAFE ENVIRONMENT FOR SHELTER CLIENTS, STAFF, AND NEIGHBORHOOD RESIDENTS.
- MAINTAIN CLEANLINESS AND ORDER: KEEP THE SURROUNDING AREA CLEAN AND WELL-MAINTAINED.

 FOSTER COMMUNICATION: ESTABLISH CLEAR CHANNELS OF COMMUNICATION BETWEEN THE SHELTER, COMMUNITY MEMBERS, AND LOCAL AUTHORITIES.

COMMITMENTS OF THE SHELTER AND RESOURCE CENTER

- SAFETY AND SECURITY
- EMPLOY PROFESSIONAL SECURITY PERSONNEL TO MONITOR THE PREMISES 24/7.
- INSTALL AND MAINTAIN SECURITY CAMERAS AROUND THE FACILITY'S PERIMETER.
- IMPLEMENT AND ENFORCE STRICT VISITOR POLICIES TO ENSURE THE SAFETY OF CLIENTS AND NEIGHBORS.
- COLLABORATE WITH LOCAL LAW ENFORCEMENT TO ADDRESS ANY SECURITY CONCERNS PROMPTLY

- MAINTAIN A QUIET ENVIRONMENT WITHIN AND AROUND THE SHELTER, ESPECIALLY DURING NIGHT HOURS (10 PM TO 7 AM).
- EDUCATE CLIENTS ON RESPECTING NOISE LEVELS AND AVOIDING DISRUPTIVE BEHAVIOR.

CLEANLINESS AND MAINTENANCE

- ENSURE REGULAR CLEANING AND MAINTENANCE OF THE SHELTER PREMISES AND SURROUNDING AREAS.
- PROVIDE SUFFICIENT WASTE DISPOSAL FACILITIES AND CONDUCT FREQUENT TRASH COLLECTION
- ORGANIZE COMMUNITY CLEAN-UP EVENTS TO FOSTER A SENSE OF SHARED RESPONSIBILITY.

COMMUNITY ENGAGEMENT

- ESTABLISH A COMMUNITY ADVISORY COMMITTEE COMPOSED OF SHELTER REPRESENTATIVES, LOCAL RESIDENTS, BUSINESS OWNERS, AND OTHER
- HOLD REGULAR MEETINGS (QUARTERLY) TO DISCUSS CONCERNS, PROVIDE UPDATES, AND SEEK FEEDBACK FROM THE COMMUNITY.
- CREATE A PHONE NUMBER FOR COMMUNITY MEMBERS TO REPORT CONCERNS OR INCIDENTS RELATED TO THE SHELTER

CLIENT CONDUCT

- ENFORCE A CODE OF CONDUCT FOR CLIENTS THAT PROMOTES RESPECTFUL AND CONSIDERATE BEHAVIOR TOWARDS NEIGHBORS.
- OFFER TRAINING PROGRAMS FOR CLIENTS ON COMMUNITY INTEGRATION AND RESPECTFUL NEIGHBOR PRACTICES.
- ADDRESS ANY INCIDENTS OF INAPPROPRIATE BEHAVIOR PROMPTLY AND TRANSPARENTLY.

SUPPORT SERVICES

- PROVIDE COMPREHENSIVE SUPPORT SERVICES TO HELP CLIENTS TRANSITION OUT OF HOMELESSNESS, INCLUDING JOB TRAINING, HEALTHCARE, COUNSELING, AND HOUSING ASSISTANCE.
- COLLABORATE WITH LOCAL ORGANIZATIONS TO OFFER ADDITIONAL RESOURCES AND SUPPORT FOR CLIENTS.

COMMUNICATION AND TRANSPARENCY

EMERGENCY PREPAREDNESS

- PUBLISH A REGULAR NEWSLETTER DETAILING SHELTER ACTIVITIES, UPCOMING EVENTS, AND ANY CHANGES TO POLICIES OR OPERATIONS.
- MAINTAIN AN UP-TO-DATE WEBSITE WITH INFORMATION ABOUT THE SHELTER, SERVICES OFFERED, AND CONTACT INFORMATION FOR COMMUNITY
- FACILITATE OPEN HOUSE EVENTS FOR COMMUNITY MEMBERS TO VISIT THE SHELTER, LEARN ABOUT ITS OPERATIONS, AND MEET STAFF
- DEVELOP AND SHARE AN EMERGENCY RESPONSE PLAN WITH THE COMMUNITY, DETAILING PROCEDURES FOR VARIOUS EMERGENCY SCENARIOS.

RESPECT AND UNDERSTANDING

REVIEW AND EVALUATION

COMMUNITY MEMBER RESPONSIBILITIES ENGAGEMENT AND FEEDBACK

- PARTICIPATE ACTIVELY IN COMMUNITY ADVISORY COMMITTEE MEETINGS AND OTHER ENGAGEMENT OPPORTUNITIES
- PROVIDE CONSTRUCTIVE FEEDBACK AND SUGGESTIONS TO THE SHELTER TO IMPROVE OPERATIONS AND COMMUNITY RELATIONS.
- TREAT SHELTER CLIENTS AND STAFF WITH RESPECT AND UNDERSTANDING.
- RECOGNIZE THE SHELTER'S ROLE IN ADDRESSING HOMELESSNESS AND SUPPORT ITS EFFORTS TO HELP VULNERABLE POPULATIONS.
- CONDUCT ANNUAL REVIEWS OF THE GOOD NEIGHBOR POLICY TO ASSESS ITS EFFECTIVENESS AND MAKE NECESSARY ADJUSTMENTS.

• SOLICIT FEEDBACK FROM THE COMMUNITY AND SHELTER CLIENTS TO INFORM THE REVIEW PROCESS.

• CONDUCT REGULAR EMERGENCY DRILLS IN COORDINATION WITH LOCAL EMERGENCY SERVICES.

CONCLUSION

THIS GOOD NEIGHBOR POLICY AIMS TO CREATE A SUPPORTIVE AND HARMONIOUS ENVIRONMENT BY PROMOTING MUTUAL RESPECT, SAFETY, AND COLLABORATION BETWEEN THE SHELTER AND THE COMMUNITY. BY ADHERING TO THESE COMMITMENTS, THE SHELTER WILL CONTRIBUTE POSITIVELY TO THE NEIGHBORHOOD AND FOSTER A SENSE OF COMMUNITY WELL-BEING.

G. CODE OF CONDUCT

• RULES AND REGULATIONS: THE CENTER WILL ENFORCE STRICT RULES PROHIBITING CRIMINAL ACTIVITIES, INCLUDING THEFT, VIOLENCE, AND THE SALE, PURCHASE, POSSESSION, OR USE OF ALCOHOL OR ILLEGAL DRUGS ON THE PREMISES.

THE CENTER IS A SAFE ZONE AND AN ENVIRONMENT OF MUTUAL RESPECT. PLEASE FOLLOW THE GUEST GUIDELINES BELOW WHILE SEEKING

• ENFORCEMENT: ANY VIOLATION OF THE CODE OF CONDUCT WILL RESULT IN IMMEDIATE INTERVENTION BY STAFF, WHICH MAY INCLUDE REMOVAL FROM THE PREMISES AND REFERRAL TO APPROPRIATE SERVICES FOR SUPPORT. EXAMPLE OF REQUIRED GUEST GUIDELINES AGREEMENT:

1) ALL GUESTS AND VISITORS TO THE CENTER MUST CHECK IN AT THE FRONT DESK BEFORE ACCESSING SERVICES. 2) CAMPING IS NOT ALLOWED ON THE PROPERTY.

3) LOITERING IS NOT ALLOWED ON THE PROPERTY DURING HOURS OF OPERATION AS WELL AS ON THE GROUNDS/PARKING LOT WHEN WE ARE CLOSED. ANYONE ON THE PROPERTY MORE THAN 30 MINUTES BEFORE OR AFTER BUSINESS HOURS WILL BE CONSIDERED TRESPASSING.

4) GUESTS MAY NOT LEAVE PERSONAL PROPERTY, INCLUDING VEHICLES, BICYCLES, SHOPPING CARTS OR SUITCASES ON PROPERTY AFTER THE

- CENTER HAS CLOSED FOR THE DAY. 5) AGGRESSIVE BEHAVIOR INCLUDING VERBAL THREATS, HARASSMENT, INTIMIDATION, FOUL, OR ABUSIVE LANGUAGE, AND HATE SPEECH TOWARDS STAFF, VOLUNTEERS OR OTHER GUESTS WILL RESULT IN IMMEDIATE RESTRICTION OF SERVICES. THE CENTER STAFF WILL DETERMINE LENGTH OF RESTRICTION BASED ON A PRE-ESTABLISHED ACTION/CONSEQUENCE CHART AND SEVERITY OF THE INFRACTION. THIS ENSURES THAT THERE WILL
- BE CONSISTENT DISCIPLINARY ACTIONS TAKEN AND SETS BEHAVIORAL STANDARDS. 6) NO WEAPONS ARE ALLOWED ON THE PROPERTY. FIREARMS AND EXPLOSIVES WILL RESULT IN IMMEDIATE RESTRICTIONS FROM SERVICES.

7) NO DRUG OR ALCOHOL USE/DISTRIBUTION WILL BE PERMITTED ON THE PROPERTY. 8) PLEASE DO NOT BRING FOOD TO SHARE ONTO THE PROPERTY AND PLEASE DISPOSE OF TRASH IN WASTE BINS.

- 9) CHILDREN MUST ALWAYS REMAIN WITH THEIR PARENT OR GUARDIAN WHEN ON CENTER PROPERTY, INCLUDING OUTSIDE AND IN THE PARKING LOT.
- 10) NO TOBACCO USE IS ALLOWED INSIDE THE BUILDING, INCLUDING CHEW, DIP, AND VAPOR. SMOKING OUTSIDE WILL BE ALLOWED ONLY IN DESIGNATED AREAS.
- 11) ANIMALS/PETS POLICY: ONLY WELL-BEHAVED PETS ARE ALLOWED ON THE CENTER PROPERTY. ALL ANIMALS BROUGHT ONTO THE GROUNDS AND INTO THE BUILDING MUST BE ALWAYS LEASHED AND UNDER THE CONTROL OF THE OWNER. ANIMALS MAY NOT BE LEFT UNATTENDED OR MISTREATED. ANY ANIMAL DEEMED TO BE AGGRESSIVE OR DANGEROUS BY LOCAL AUTHORITIES OR CENTER STAFF WILL BE DENIED ACCESS TO THE CENTER. OWNERS MUST CLEAN UP AFTER THEIR PETS. ALL ANIMAL WASTE MUST BE PROPERLY DISPOSED OF IN THE OUTDOOR TRASH CANS FAILURE TO FOLLOW THESE GUIDELINES WILL RESULT IN YOUR ANIMAL BEING RESTRICTED FROM THE PROPERTY.
- 12) PLEASE CLEAN UP AFTER YOURSELF, CHILDREN AND/OR ANIMALS.

THIS DETAILED SUPPLEMENTAL INFORMATION AIMS TO PROVIDE A COMPREHENSIVE OVERVIEW OF THE PLANNED HOMELESS CENTER, ENSURING IT OPERATES EFFICIENTLY AND HARMONIOUSLY WITHIN THE COMMUNITY.

111 S Meldrum Street, Suite 110 Fort Collins, CO 80521 p. (970) 223-7577 www.bhadesign.com

Landscape Architectur Urban Design Master Plannin

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