



August 1, 2018

Utah State Legislature  
Office of the Legislative Fiscal Analyst  
Attn: Chairs of the Social Services Appropriations Subcommittee  
Utah State Capitol Complex  
Salt Lake City, UT 84114

Re: Status Report of Recommendations from the Legislative Auditor General's "A Limited Review of Three Facilities Operated by The Road Home" (Report Number ILR 2018-A)

Dear Chairpersons of the Social Services Appropriations Subcommittee:

As owner of the three facilities operated by The Road Home described in the above-referenced report, Shelter the Homeless has taken the following actions in response to the recommendation regarding the required standards of conduct and enforcement of those standards for those residing in our facilities:

1. Revisions are being adopted for the Guest Expectations in shelter, including the House Rules at Palmer Court, and the Expectation Protocols for the Salt Lake Community Shelter; the Midvale Family Resource Center; and Palmer Court.
2. Standards of conduct and enforcement policies in each of the facilities have been established. A joint subcommittee including representatives from both agencies and members of the Collective Impact on Homelessness Steering Committee is being created for the sole purpose of providing additional policy guidance oversight.
3. Anonymous tip line signage is posted in all three facilities to encourage everyone to report suspected illegal substance use or any other suspected illegal activities.
4. A comprehensive rounding checklist has been developed for each of the three facilities, which includes staff signing and initialing the checklist of specific procedures to be included in rounds.

5. Working in conjunction with The Road Home, Shelter the Homeless, the State of Utah Department of Workforce Services, Department of Public Safety, and Kane Consulting, a Safety and Security plan has been produced. Efforts are underway to seek resources needed for full implementation. The proposal includes the addition of private security to supplement the team of the two security officers who are currently working in the downtown shelter. The additional officers would help with the operation of the metal detectors and oversee staff bag checks on an ongoing basis through June 2019.
6. Written procedures have been adopted for the check-in process which includes a thorough and consistent bag search, posting new signage and adopting the Guest Expectations Protocol which outlines actions that staff will take to address guests who are not following expectations such as those found with prohibited items.
7. From July 11 through July 25, The Road Home, in collaboration with Shelter the Homeless, the Department of Public Safety and the Department of Workforce Services, operated a two-week Pilot of the revised check-in/screening process in the men's shelter to test out that portion of the new Safety and Security Plan. Through resources raised by The Road Home and Shelter the Homeless, a walk-through metal detector was installed, hand-held detectors were purchased, and two additional Kane Security officers were hired to staff the screening area 24/7. The Road Home staff checked residents in and assigned beds and completed the bag search. Residents then emptied their pockets, walked through the metal detector and, if it indicated, Kane officers followed up with a wand search.

The goal of our community is to help identify and connect people experiencing homelessness with stabilizing supportive services to help resolve their housing crisis and return to stable housing as quickly as possible. Three new Homeless Resource Centers located in Salt Lake County are all currently under construction and are scheduled to open in July 2019. Each center will be secure, limited in size, and have stabilizing supportive services located at each center. There will be immediate access to the services needed to help stabilize crisis situations, and help individuals connect with the community resources they need to obtain permanent housing. These centers will provide not only a safe, warm place to sleep, but also offer services throughout the day including case management, employment services, meals, storage, housing navigators, and more. Centers will be served by mobile health clinics, and clients will have on-site access to a nurse manager. Proposals to operate each resource center are currently

being reviewed by an independent selection committee under the direction of Shelter the Homeless. It is anticipated that organizations selected to operate the centers will be announced in September 2018.

Shelter the Homeless is working with a multitude of stakeholders, including government agencies, the philanthropic community, and homeless service providers, to develop and support an integrated Coordinated Entry & Exit System. Coordinated entry is a standardized process for entry into the homeless response system and housing assessment which results in a coordinated referral process to prevention, housing and other related services. Proposals to manage and oversee the Coordinated Entry and Exit System must be submitted to Shelter the Homeless by August 1, 2018. We expect that the organization selected to manage and oversee the CES will be announced in September 2018.

Using a collective impact approach, Shelter the Homeless is working with service providers and other stakeholders to foster a culture of continuous improvement in our community's homeless response system, and ensure that homelessness is rare, brief, and non-recurring. We remain committed towards developing a more dynamic system to delivering effective stabilizing supportive services and ensure that individuals and families can attain and maintain housing.

Sincerely,



Harris H. Simmons  
Board President, Shelter the Homeless

*"More than at any other time, there is a lack of housing that low income people can afford. Without housing options, people face eviction, instability and homelessness. Affordable housing is key to addressing the needs of people experiencing homelessness."*

– National Alliance to End Homelessness