

**Good Neighbor Statement of Cooperation  
Made By  
Springs Rescue Mission  
Mill Street Neighborhood Association  
City of Colorado Springs Community Development**

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## **BACKGROUND**

The Springs Rescue Mission (SRM), together with a number of community partners, has assembled a plan to revolutionize the way our neighbors experiencing homelessness access, engage with and benefit from vital human services in Colorado Springs. The plan addresses the top three priorities outlined by the City of Colorado Springs in its *Initiative to End Homelessness*, which are 1) increasing access to emergency shelter, 2) developing a day center and 3) expanding outreach programs to reduce street homelessness. Meeting these needs requires the expansion of facilities at the Springs Rescue Mission Campus located at 25 W. Las Vegas Street to include:

**Emergency Shelter:** The expanded emergency shelter will provide 150 beds year-round for a total of 54,750 shelter nights. The existing winter shelter at SRM provides 60 beds during the cold weather season for a total of 9,462 beds per year. The expansion involves renovation of two SRM-owned properties.

**Day Center:** The full service day center will be the first of its kind in Colorado Springs. SRM's established and effective Resource Advocate Program (RAP) will operate in this space, with advocates providing more hours of casework than ever before. Partner agencies, including the Veteran's Administration, Aspen Pointe, and Peak Vista, that already work alongside RAP advocates at SRM will be provided permanent office space, creating a hub of vital and complimentary services for our chronically homeless neighbors. Programming will be augmented by laundry, shower, and computer lab facilities, which are currently dispersed or unavailable in Colorado Springs. The expansion involves the renovation of two properties currently under contract with SRM.

**Welcome Center and Courtyard:** The welcome center and courtyard will provide pet care and personal storage for guests while enabling SRM staff to efficiently connect clients to the services they most need, monitor their activity, and win their trust in a secure environment. A new building on property currently under contract with SRM is planned to facilitate these services.

**Food Services Center:** Operating the facilities listed above will require the expansion of the SRM kitchen.

- The new Samaritan's Kitchen dining room will seat 200 guests, more than double the current capacity. Square footage for food prep and storage will also double.
  - Mission Catering, a rapidly-growing social enterprise of SRM providing sustainable revenue streams, will have its own cooking space, allowing for growth of this program.
  - Mission Culinary Arts Academy, a program that teaches job skills to individuals enrolled in the residential addiction recovery program at SRM, will have its own classroom and training space.
- A new building on the SRM campus is planned to facilitate these services.

This Good Neighbor Statement of Cooperation provides information to the community on how residents and business owners located within the Mill Street neighborhood and adjacent to the SRM campus, SRM and the City will work together to communicate and resolve issues that arise from the expansion of services at the SRM campus.

From here, the word **"Community"** in this document refers to Mill Street neighbors and adjacent businesses, SRM and the clients at the campus, Continuum of Care and other key stakeholders in the City and County and reflects the shared commitment to good neighbor engagement. **"Neighborhood"** refers to the residences, businesses and organizations located in the Mill Street Neighborhood area generally bounded on the north by East Fountain Boulevard, on the south by Las Vegas Street, on the west by Conejos Street, and on the east by Tejon Street. **"Parties"** specifically refers to Mill Street Neighborhood Association (MSNA), SRM and the City of Colorado Springs Community Development (City).

## 1. PURPOSE

The purpose of this Good Neighbor Statement of Cooperation is to:

- Protect and meaningfully improve the quality of life in the Neighborhood and surrounding area and its attractiveness for economic activity.
- Hold all of the parties accountable to each other for building a better community.

## 2. GUIDING PRINCIPLES

The parties to this Good Neighbor Statement of Cooperation share a set of principles that underpin the commitments in this agreement:

- The SRM campus will provide life-saving services to unsheltered residents and help people living on the streets find a pathway out of homelessness. These services and facilities will help Colorado Springs build a more durable service delivery system that will benefit our community as a whole.
- The campus is proposed at a site located in a neighborhood that includes businesses, residences, and other human service providers. In providing the programs at the Springs Rescue Mission, the desirable qualities of the neighborhood should be protected, existing problems mitigated, and overall vibrancy and resilience of the neighborhood increased.
- On-going communication between the Mill Street Neighborhood, Springs Rescue Mission, the City of Colorado Springs and other organizations, such as the Continuum of Care, will be critical to resolving issues as they arise and to ensuring a safe and welcoming environment for residents, businesses, and the guests at Springs Rescue Mission.

## 3. COMMUNICATION & COMMUNITY ENGAGEMENT

### 3.1 Communication

Communication and transparency are important to developing and maintaining positive relationships. Towards that end, the Parties commit to the following:

- Hosting at least two meetings a year – generally one in May and one in November – with the MSNA, SRM, City, and area businesses. SRM will lead in scheduling the meetings. The City will arrange for participation from CSPD. All parties will provide support and input.
  - Within the first year of operations, the Parties will evaluate the need for an advisory committee to provide a forum for ongoing communication and furthering community relationships. The advisory committee would develop the agendas for the two annual neighborhood meetings and prepare meeting notes to share with the community.

- SRM will distribute its regular newsletter (issued six times a year) to neighbors and businesses in the area and include updates on progress toward construction and outcomes in service delivery. The newsletter will include contact information for SRM.
  - The February newsletter will include an annual report of activities.
- The City will maintain contact lists for the key parties in this agreement. In addition, all neighbors will be mailed a postcard with contact information for reporting issues.
- SRM and MSNA will identify SRM program services that will benefit the Mill Street Neighborhood residents such as meals, food and clothing distribution, employment, and other services related to health and welfare

### 3.2 Campus Design and Operation

The land use approval for the SRM campus will launch a more robust process for finalizing design features and operational procedures. The Parties will be engaged in this process.

- SRM will inform and seek comment from the MSNA and Mill Street businesses as it relates to certain operational concerns that may impact the neighborhood. Among these are hours of operation, policies and procedures concerning entry and exit, and overflow.
- The City will maintain an Emergency Cold Weather Shelter Plan to address cold weather emergencies. The plan will be made available via the City's website and summarized in the SRM newsletter.
- SRM will seek input from the MSNA, Neighborhood and Community relating to the outward facing campus aesthetics. This includes signage, exterior fencing, and entryway design.

### 3.3 Cleanliness

Neighbors and businesses desire a clean neighborhood.

- SRM will continue to work with the City, MSNA, and Community to support regularly scheduled cleanups along the creek behind the SRM campus.
- The Parties will coordinate and provide volunteer support for performing at least two Neighborhood clean ups.

## 4. SAFETY & SECURITY

The investment of resources to better serve people experiencing homelessness should also result in a safer neighborhood for residents and businesses.

- The City will work with the parties to schedule Crime Prevention Through Environmental Design (CPTED) training for residents and businesses and to host a crime prevention and safety meeting for the neighborhood.

- The City will assist MSNA in establishing and SRM will participate in a Neighborhood Watch program.
- SRM will work with the Community to coordinate outreach in the Neighborhood. The goal is to evaluate the impact of the shelter and mitigate issues before they become problems, build relationships with neighbors, and guide people who are experiencing homelessness to the services at the SRM campus.

## **5. NEIGHBORHOOD PRESERVATION PLAN**

The City of Colorado Springs Community Development Division will convene the MSNA, residents, businesses and human services organizations within the Neighborhood to update the Mill Street Preservation Plan (2001). The plan will communicate a vision for the Neighborhood and address infrastructure needs (sidewalks, curb and gutter, lighting), wayfinding, safety, and housing preservation and rehabilitation. The City will work to identify funding for making short and long term improvements.

## **6. MONITORING PLAN**

SRM staff will prepare an annual report to the community regarding the operations and outcomes related to the SRM campus. This report will protect the privacy of guests and will be shared via current email lists and on the SRM website. The report will include an annual summary and progress report of the following:

- (a) the operations at the site for the prior year;
- (b) the number and types of complaints and responses, community outreach, relationships, and activities;
- (c) guest successes, such as the average length of stay and number of people moved into housing.

## **7. AMENDMENTS**

The Parties will review this Statement annually at the neighborhood meeting scheduled in November (as described in paragraph 3.1 above) and consider any proposed changes. Amendments will be made in writing and will be preceded by a notice to the neighborhood as part of the meeting agenda. The City will be the steward of the document and provide copies to the Parties and the public.

## **8. SIGNATORIES**

The Parties to this agreement are listed below. Parties may be added when the Statement is amended per paragraph 7 above.

The Parties to this Good Neighbor Statement of Cooperation have signed below.

\_\_\_\_\_  
Springs Rescue Mission

\_\_\_\_\_  
Date

By:

\_\_\_\_\_  
Mill Street Neighborhood Association

\_\_\_\_\_  
Date

By:

\_\_\_\_\_  
City of Colorado Springs Community Development

\_\_\_\_\_  
Date

By: