Neighborhood Cleanliness, Maintenance, and Appearance

What have we heard?

- Concerns about litter, appropriate trash disposal and loitering
- Concerns about possible effect on property values and neighborhood parking
- That this topic is a lower priority compared to public safety

Addressed in working draft GNA

- Helping Hands removes trash/debris on facility grounds, adjacent sidewalks and rights of way
- Helping Hands conducts regular walkthroughs of the facility and around the location for cleanliness, maintenance, loitering, and livability concerns
- Ample parking will be available at the building parking lot for staff, participants, and visitors
- Helping Hands maintains landscaping, lighting, and exterior appearance
- Helping Hands engages with staff, outreach teams, and local partners to resolve concerns

Place comments/questions using sticky note(s) here

Community Engagement

What have we heard?

- Concerns about means of communication, miscommunication, and transparency
- Concerns about who to call if there is a non-emergency concern
- Questions about escalation process and response times
- Desire for continued communication and volunteer opportunities

Addressed in working draft GNA

- Provide clear contact information to submit non-emergency questions and concerns
- Regular community updates (program summaries, operations updates, community responses)
- All concerns will be documented, reviewed, and tracked for accountability and continuous improvement
- Review community feedback to identify patterns, communication gaps, or operational issues that may need follow-up

Place comments/questions using sticky note(s) here

Public Safety & Program Eligibility

What have we heard?

- Concerns about screening for sex offenders and violent crimes
- Concerns about who to contact if a crime is being committed, private property is trespassed upon, or someone experiences a mental health emergency

Addressed in GNA

- Helping Hands is available 24/7, trained in de-escalation, and partners with law enforcement, crisis response teams, fire and emergency medical services, and community corrections
- Helping Hands will address unauthorized camping or loitering within 500 feet (outside of private property which would be subject to law enforcement)

Addressed Elsewhere

- New Board of County Commissioners approved shelter screening policy
- Moving forward, Department of Housing Services will not refer anyone to county-funded transitional housing or shelter for individuals with residency restrictions

Place comments/questions using sticky note(s) here

Participant Expectations & Responsibilities

What have we heard?

- Concerns about noise disruptions and enforcement of a curfew
- Concerns about participants engaging in criminal or threatening behavior, loitering, drug and alcohol use, and weapons

Addressed in working draft GNA

- Helping Hands enforces a Participation Agreement that participants must sign which states:
    - Violence, threats, harassment, intimidation, discriminatory conduct, retaliation, and weapons prohibited and 10 p.m. to 7 a.m. curfew required
    - Participants are not permitted to use, possess, distribute, or be under the influence of alcohol, illegal substances, or unauthorized substances on-site
    - No trespassing on private property, loitering in surrounding neighborhoods, and respecting nearby residents, businesses, and public spaces

Addressed Elsewhere

- Participants who violate Participation agreement are held accountable
- All participants are subject to the law. Helping Hands will work with law enforcement as needed.

Place comments/questions using sticky note(s) here

Program Security

What have we heard?

- Concerns about availability and training of staff, including overnight coverage
- Concerns about controlling access to the building, security cameras, and visitor policies
- Concerns about response to violations of the program rules

Addressed in working draft GNA

- Participants are responsible for their visitors' conduct while on or near the property. Visitors may be required to check in with staff, follow posted rules and leave when directed by staff
- Helping Hands will respond to violations of the Participation Agreement. These can include written warnings, safety planning, recovery support, and program exit
- Building design includes 9 interior security cameras and 46 exterior security cameras

Addressed Elsewhere

- Contract language will include staffing levels, overnight coverage, and required staff training

Place comments/questions using sticky note(s) here