

## Family Tree Marshall Street Landing FAQ

December 2025



### What is Marshall Street Landing?

Marshall Street Landing is a permanent supportive housing program with 85 apartment units (a mixture of 1- and 2-bedroom) for individuals and families experiencing literal and chronic homelessness. Households must have incomes at or below 30% area median income. The facility has space for community gatherings, on-site staffing and service provision. Family Tree will provide on-site comprehensive, evidence-based services to help residents work toward goals and remain stably housed. The site will be professionally managed and staffed 24/7.

### What is Permanent Supportive Housing?

Permanent supportive housing (PSH) is an evidence-based housing model that allows people with one or more serious disabling conditions to stabilize their housing and address underlying conditions that often have gone untreated for many years. The combination of housing and supportive services creates a synergy that allows residents to take steps toward recovery and independence.

The purpose of PSH is to end chronic homelessness and promote independent living through the provision of a housing subsidy, trauma-informed case management, advocacy, information and referrals, crisis assistance, and community collaboration. We focus on the strengths of the program participants and use motivational interviewing approaches to assist participants in reaching long-term housing stability. Motivational interviewing is an evidence-based practice that involves a collaborative conversation style for strengthening a person's own motivation and commitment to change.

PSH is a housing intervention that provides affordable housing assistance with voluntary supportive services for people who are chronically homeless.

Program participants may be eligible for a lifetime; there is no maximum number of months provided.

### Who is eligible to live at MSL?

The residents moving in will be exiting homeless, have a disabling condition and will be earning 30% of the annual median income. We anticipate a majority of residents will also have a disability. The tenant selection plan for supportive housing apartments is required by the Division of Housing and includes an eligibility screening process for:

- Extremely low-income households where the head of the households is 18 years of age or older with documented lawful presence, a disabling condition, and a history of homelessness
- Eligible households will be referred either through the Regional Coordinated Entry System
- Eligible households referred through local community partners working with Family Tree and Jefferson Center for Mental Health to identify individuals who would benefit from PSH intervention
- Eligible households with a disabling condition
- Eligible households with long lengths of homelessness
- Eligible households with high utilization of publicly funded systems as determined by Medicaid usage

### How do eligible residents qualify to enter MSL?

- Residents must be referred to the program by an outside agency, which can happen two different ways.
- Coordinated entry: Client does a coordinated entry assessment with another service provider and then has a general referral to PSH programs across the Denver metro area. People with high priority in the community queue can be selected to apply for MSL. 40 CoC clients total.
- Community referral: Family Tree and partner agencies can refer individual clients. The waitlist is currently full and we are not accepting new referrals. Clients get selected from this list based on when they were referred, so we start with the first and work our way down. 45 clients total.

**Commented [CR1]:** @Ariana Badran this has been updated. Can you check to make sure this is the correct TSP.

**How much do residents pay for rent?**

Rent is calculated based on their income, which can be from a variety of sources including employment, benefits, or family or friend financial support. Residents pay 30% of their income in rent each month. People with zero income pay \$0. There are no security deposits or utility costs.

**What hours will the building be open?**

Marshall Street Landing is a 24/7 operation. Family Tree staff provides support from 8am-10pm daily, and we contract with a security company for overnight shifts from 10pm-8am.

**Will there be children living in the community?**

Yes, children can live here. The community space is intentionally designed for children and families and to welcome them into the community.

**Will pets be allowed?**

Yes, pets are allowed at MSL and we even have a small dog park.

**What is the staffing structure at MSL?**

We have a program director, five case managers, a clinical case manager, a therapist, a Life Skills director and coordinator, property management and maintenance, and overnight security. The building is managed 24/7 with supportive staff, property management, and/or security.

**What kind of support services are available for residents, including mental health access?**

Tenants receive Supportive services from Family Tree case managers and therapeutic services from Jefferson Center for Mental Health. Residents have access to life skills classes as well as other basic needs.

**What is security like at MSL?**

We want our residents to be safe, as well as the surrounding neighbors. The apartment building has one main secured entrance for residents and guests as well as an entrance from the parking garage. There is line of sight provided by cameras throughout the interior and exterior of the building and ample exterior lighting for ease of sight during nighttime hours. Professional security will be at the property 10pm-8am every night

**How was the MSL development funded?**

The development is funded through a mix of federal funding, state grants and private investor funds. The federal and state funds are awarded through a competitive application process.

**What are opportunities/needs for in-kind support and volunteering at MSL?**

We welcome volunteers and donors to get involved with MSL! We accept NEW items only including unexpired, perishable and non-perishable food, toiletries and hygiene items, basic comfortable/seasonally appropriate clothing, gift cards. Volunteers can provide front desk support or facilitate activities and events with residents.

**How will meals and holidays be managed at MSL?**

Guests are responsible for managing their own food and meals. Case managers can help residents get access to food if needed. We anticipate having some events and activities with shared meals, as well as holiday celebrations. We want to make holidays a special time for residents and their families. We will happily work with volunteers and donors to make that happen!

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That answer is 30% of their gross adjusted income. All utilities are included.

**Commented [CR3]:** Not sure this is universal language for a FAQ. Most people don't know what that means. Maybe it is who works at MSL? or something like that

**Commented [CR4R3]:** I wouldn't use 15:1 that again is not that understood by many folks. I would say something more like a program director, five case managers, a clinical case manager, a therapist, Life Skills director and coordinator, property management and maintenance and overnight security. The building is managed 24/7 with supportive staff, property management and/or security.