

External FAQ's: The Source Suspension & Employee Furlough

1. What happened to cause this?

TGTHR has faced significant reductions in expected funding from key public and private supporters, and the ongoing uncertainty of support from the federal government is also a consideration. While the recent background check delays affected our reopening timeline, they are not the reason for this decision. The core issue is economic. We can no longer sustain The Source with the level of secure funding required to operate it safely, effectively, and in alignment with our values and standards of care.

2. What specific budget cuts led to this decision?

TGTHR faced significant reductions in expected funding from key public and private supporters, and the ongoing uncertainty of support from the federal government is also a consideration.

3. How much funding did TGTHR lose, and from which agencies?

We are not releasing specific figures at this time as we continue to evaluate options and look for solutions to replace as much of the budget shortfall as possible.

4. Will The Source reopen?

The Source received permission from CDHS on May 9th to reopen, but as the financial picture became clearer, we made the difficult decision not to reopen, and The Source will cease programming, effective immediately.

5. Are we exploring ways to reopen or replace The Source?

Yes. We are looking at a variety of possibilities and will remain transparent should we find a path forward.

6. What is the plan for program participants during this time?

All program participants at The Source have been previously offered safe housing options when we closed on April 21st. We will be contacting our partners to communicate this change that previous participants will not have the option to return.

7. How does this affect youth homelessness in Boulder?

The loss of any resource for this vulnerable community is significant, and we are working with our local network to minimize the impact. Youth homelessness remains an urgent issue, and we're committed to addressing it through other TGTHR services.

8. Are we collaborating with other shelters or agencies?

Yes. We've notified our key partners and will be working closely with Urban Peak, The Landing/Matthews House, and other major referral partners. We've engaged with several partners in Boulder and the Front Range to support displaced youth with access to shelter and resources.

9. Are other programs at risk, or is TGTHR's licensing at risk?

Only the operations of The Source are impacted by this decision at this time. Our license is not suspended and is not at risk of suspension, and we continue to work closely with CDHS on our recent licensing issues. We received permission to reopen The Source on May 9th, but have determined that it is not the best route at this time. We anticipate permission to reopen Chase House any day now, and plan to do so.

10. Are other TGTHR programs operating at this time?

Yes, amid these changes, we continue to provide housing and supportive services through Nest56, 1440 Pine, and soon Chase House.

11. How are staff impacted by this?

We are implementing a 6-month furlough for all 19 Source team members, including 9 full-time staff, 4 part-time staff, and 7 relief staff. This means that while staff may be called back for their job, it is not guaranteed. This is an incredibly difficult step, as many have devoted years to supporting vulnerable youth in our community.

12. What support are staff being offered?

Employees have been provided severance, continued access to our Employee Assistance Program (EAP), and assistance with seeking unemployment. We have also encouraged team members to apply to any open positions in other programs at TGTHR.

13. Was the public or the Board of Directors notified in advance?

Yes, our board has been involved throughout this process. Employees, key funders, partner agencies, and the City and County of Boulder have also been informed.

14. Did TGTHR attempt other solutions before deciding to close The Source?

We did, and we continue to do so.

15. What was the issue with background checks a couple of weeks ago?

Following a routine annual licensing audit, the Colorado Department of Human Services (CDHS) identified administrative compliance items at TGTHR that need to be immediately addressed, primarily related to background check processes and staffing requirements. Staff background checks completed over the past 12+ months were not processed in a way that meets the State's requirements.

While all staff were background checked, this compliance gap meant that we had to redo these checks and temporarily close both programs, while we worked quickly to meet all corrective actions.

16. Was anyone harmed or put at risk due to the background check mistake?

No. This was not caused by an incident with staff or any occurrence in our programs whatsoever. This was uncovered during a routine internal audit by the state. Our licensure is not at risk or suspended.

17. Was the issue reported to regulators?

Yes, we informed the appropriate oversight entities and resolved the issue with revised procedures and additional safeguards.

18. If the background checks weren't the main reason for closure, why mention it?

We believe in transparency. The timing of the background check issue coincided with our financial strain, which accelerated an already difficult decision.

19. Are you exploring ways to reopen or replace The Source?

Yes. We are looking at a variety of possibilities and will remain transparent should we find a path forward.

20. What can the public or donors do to help?

Funding is the most urgent need. Donations to TGTHR will help stabilize existing services and allow us to explore reopening shelter operations. Advocacy and volunteer support are also welcome.

21. Will you release financial documents or reports?

Yes, we plan to release a year-end impact and financial report detailing this decision and our future plans, as we have since our founding in 1966.

QUESTIONS & COMMENTS: contactus@tgthr.org