

## ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team  
at [MileHighOrdinance@DenverGov.org](mailto:MileHighOrdinance@DenverGov.org) by **9 a.m. Friday**. Contact the Mayor's Legislative team with questions

Date of Request: October 29, 2025

Please mark one: ☐ Bill Request or ☒ Resolution Request

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

☐ Yes ☒ No

### 1. Type of Request:

☒ Contract/Grant Agreement ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text Amendment

☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change

☐ Other:

2. **Title:** (Start with *approves*, *amends*, *dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Approves a contract with the Colorado Village Collaborative (CVC) for \$1,612,493.00 with an end date of 12-31-2026 for the purpose of supporting programming and operations at the Steele Village Micro-Community, in Council District 9 (HOST-202581807).

3. **Requesting Agency:** Department of Housing Stability (HOST)

### 4. Contact Person:

|                                                                                              |                                                                               |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert) | Contact person for council members or mayor-council                           |
| Name: David Riggs                                                                            | Name: Polly Kyle                                                              |
| Email: <a href="mailto:Dave.Riggs@denvergov.org">Dave.Riggs@denvergov.org</a>                | Email: <a href="mailto:Polly.Kyle@denvergov.org">Polly.Kyle@denvergov.org</a> |

5. **General description or background of proposed request. Attach executive summary if more space needed:**  
(who, what, why)

This agreement is entered between the Department of Housing Stability (HOST) and the Colorado Village Collaborative (CVC) for the purpose of supporting programming and operations at the Steele Village Micro-Community. The agreement is to provide a one-year award not to exceed \$1,612,493.00 (General Fund). Shelter programming services include but are not limited to: shelter intake services; housing first; housing focused case management and navigation; pre-critical time intervention (pre-CTI); general case management; rapid resolution; mental, behavioral, medical, and substance dependency; benefits assistance; and workforce development.

6. **City Attorney assigned to this request (if applicable):** McKenzie Brandon

7. **City Council District:** Council District 9

8. **\*\*For all contracts, fill out and submit accompanying Key Contract Terms worksheet\*\***

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## Key Contract Terms

**Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):**  
Professional Services > \$500K

**Vendor/Contractor Name (including any dba's):** Colorado Village Collaborative

**Contract control number (legacy and new):** HOST-202581807

**Location:** 1600 N Downing St, Suite 700, Denver CO 80218

**Is this a new contract?** ☒ **Yes** ☐ **No** **Is this an Amendment?** ☐ **Yes** ☒ **No** **If yes, how many?** 0

**Contract Term/Duration (for amended contracts, include existing term dates and amended dates):**  
HOST-202581807 January 1, 2026 – December 31, 2026

**Contract Amount (indicate existing amount, amended amount and new contract total):**

| <i>Current Contract Amount</i><br><i>(A)</i> | <i>Additional Funds</i><br><i>(B)</i> | <i>Total Contract Amount</i><br><i>(A+B)</i> |
|----------------------------------------------|---------------------------------------|----------------------------------------------|
| \$1,612,493.00                               | N/A                                   | \$1,612,493.00                               |

  

| <i>Current Contract Term</i> | <i>Added Time</i> | <i>New Ending Date</i> |
|------------------------------|-------------------|------------------------|
| 1/1/2026 – 12/31/2026        | N/A               | N/A                    |

**Scope of work:**

### SERVICES DESCRIPTION

- A. Contractor will be responsible for adhering to the Shelter Program Standards document to be provided by HOST.
- B. Contractor will provide full operations and programming at Steele Village Micro-Community must be accessible to all guests, including those with Limited English Proficiency, equitable, inclusive, and hospitable.
- C. Partners are expected to make accommodations in accordance with the Americans with Disabilities Act (ADA), provide Language Access to persons with Limited English Proficiency (LEP), and ensure designated shelter sites comply with all applicable building codes, health regulations, and safety laws and regulations.
- D. Shelter Programming Services
  1. **Shelter Intake Services:** Contractor must accept approved referrals and offer intake services Monday through Friday between 9:00 am and 5:00 pm.
    - a. New clients must be entered into the Homeless Management Information Systems (HMIS).
    - b. During intake, the Client is expected to review community guidelines and sign a guest agreement that includes each element required by HOST. A sample guest agreement is provided here: <https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:d247cd07-ad34-4d7c-87cb-25a0a1a36253>

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2. **Housing First:** Utilize low-barrier, Housing First Model programming that is designed to encourage shelter entry through progressive engagement and maximize successful exits into permanent and stable housing.
  3. **Housing Focused Case Management and Navigation:** Primary activities will include conducting housing assessment, coordinating co-living opportunities, promoting successful housing retention education and skills development, landlord outreach and engagement, other services that promote long-term stability and well-being.
  4. **Pre-Critical Time Intervention (Pre-CTI)** services will be offered to all guests. Pre-CTI are early, time-limited support services offered to individuals before they exit shelter to permanent housing. Services include securing all vital documents needed to apply for housing, mapping support systems, training on living in permanent housing, and a warm handoff to housing navigators or housing Partners.
  5. **General Case Management:** Partners are expected to clearly outline the case management activities that constitute successful program participation by the shelter guest. These activities include, but are not limited to, life skills and healthy relationships development and education, housing search and placement, peer navigation, transportation assistance, comprehensive benefit enrollment, and obtaining vital documents.
  6. **Rapid Resolution:** Contractor must engage in a Rapid Resolution conversation with shelter guests. Specifically, Rapid Resolution focuses on:
    - a. Divert clients from shelters at the point of entry when appropriate.
    - b. Explore immediate housing options, such as reuniting with family, moving in with friends, or finding other safe and appropriate alternatives.
    - c. Provide limited financial or problem-solving support, like transportation costs, security deposits, short-term mediation with landlords or family members, or small rent payments.
  7. **Mental, Behavioral, Medical, and Substance Dependency:** Activities may include referrals or direct services such as counseling, crisis intervention services, access to substance dependency groups, treatment, and detox programs, on-site or off-site health services including physician-level care and pharmacy services, and referrals for tests.
  8. **Benefits Assistance:** Assist guests with applying for, or maintaining, benefits such as health insurance, income support, and/or food assistance.
  9. **Workforce Development:** Partners should include activities that promote employment education and expand job opportunities.
- E. NCS Operations
1. Shelter Operations will facilitate environments that are safe, hygienic, accessible, equitable, inclusive, and hospitable to all eligible shelter guests.
  2. Services must provide regular and emergency general building repair and maintenance services such as trash removal from premises to exterior dumpsters, exterior litter removal, pest control, snow removal from sidewalks and egress/regress areas, changing light bulbs, minor repairs to plugged toilets and leaky faucets, and others as necessary.
  3. Custodial and Janitorial services, including sanitation, cleaning, and other activities and responsibilities required to facilitate shelter environments that are safe and hygienic.
  4. Contractor must conduct inspections of the facility on a weekly basis and report back to HOST. Inspections include the exterior of the building, building systems, common areas, and individual units.
  5. Laundry Services must provide laundered linens at minimum every seven (7) consecutive days of guests' stay or provide access to laundry units for self-service.
  6. Contractor will communicate regularly with HOST if they are unable to meet the expectation of rooms being turned over within a week of client discharge.

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- F. Contractor will provide, or coordinate meals that meet the appropriate public health requirements. Food safety and transportation, and meals must be prepared with Serve Safe Guidelines. Services must be inclusive of
  - 1. Full meals which includes three daily meals that meet adult daily nutritional needs;
  - 2. Food transportation, delivery and utensils; and/or
  - 3. Meal preparation which includes bulk purchases of ingredients necessary to prepare meals.
- G. Contractor will provide security services including, but not limited to security personnel (patrolling), and the timely reporting of critical incidents to HOST representatives. Partners must provide a security plan that includes patrolling requirements (hourly walk-about, times of operations); emergency evacuation plans (including critical incident in case of violent crimes); provided trainings related to staff and guest safety and security (active shooter drills, conflict de-escalation, lock-down procedures, etc.)
- H. Community Relations: Collaborate with community stakeholders, the City, and other organizations to foster positive relationships with the local community to reduce any negative impacts associated with the site and address any concerns. Partners will be expected to:
  - 1. Attend one monthly meeting of the local Registered Neighborhood Organization(s) where the site is located.
  - 2. Provide community members a phone number to call to report concerns
  - 3. Monitor the perimeter of the site to ensure it remains safe and clean, reporting any concerns to the City by contacting 311 or 911.

### **III. ROLES AND RESPONSIBILITIES FOR BOTH PARTIES**

- A. Contractor will:
  - 1. Operate the site according to HOST's Program Standards and the requirements outlined in this Agreement.
  - 2. Work with City to host any City-designated sensitivity training on an annual basis.
  - 3. Provide any online modular sensitivity training developed and provided by the City to all new direct-service staff within 15 days of hire date. Ensure direct-service staff complete training refresher on a biennial basis.
    - a. Sensitivity Training is available at this [https://denvergov.org/media/denvergov/housingstability/context\\_of\\_homelessness/story.html](https://denvergov.org/media/denvergov/housingstability/context_of_homelessness/story.html)
    - b. The Executive Director or their delegate is required to complete and sign the "Statement of Completion of Required Training: Informed, Compassionate, and Positive Interactions with Persons Experiencing Homelessness" form biennially and submit to HOST.
  - 3. Post the City and County of Denver's Anti-Discrimination Office signage in an area where information is available to staff and program participants.
  - 4. Ensure completion of requisite training as outlined by HOST Program Standards document.
  - 5. Obtain consumer feedback on a regular basis. Gathering and utilizing consumer input ensures that the services provided effectively address the needs and preferences of the individuals/households served by this contractor. The City reserves the right to issue specific guidelines on the methods for collecting and integrating consumer feedback which may include use of a third-party evaluator. Details will be outlined in Program Standards documents. Consumer feedback will be reviewed with the Contractor during monitoring and site visits by HOST.
  - 6. Provide grievance policy and procedure to HOST within the first 90 days of this contract and annually or as updates are made thereafter. Grievance policies and procedures must be approved by HOST.
  - 7. Complete a security assessment and provide a security plan for each shelter site that must be reviewed and approved by HOST within the first 90 days of this contract and annually or as updates are made thereafter. Security plan requirements will be detailed in HOST Program Standards document.

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B. The City will:

1. Provide signage that includes information about the City and County of Denver's Anti-Discrimination Office in both Spanish and English.
2. Provide access to sensitivity training and curricula for other required trainings for staff.
3. Provide access to the HOST Program Standards document and HOST will communicate any changes or updates made to the document and ensure that the most current version is made available to partners in a timely manner.

**IV. EQUITY ACCESS AND OUTCOMES**

- A. The Department of Housing Stability, in alignment with the Mayor's Office of Social Equity and Innovation, values racial equity and inclusiveness and seeks to reflect this value in our funding practices. Our commitment to producing racially equitable housing outcomes is paramount to HOST's overall mission of Denver residents being healthy, housed and connected. HOST requires all programs it funds to report on the demographic characteristics of households served by the program throughout the duration of the contract in coordination with other required reporting. The contractor will also report on the demographics of staff working on this program throughout the duration of this contract.
- B. Specific information outlining the required data systems to be used and data to be collected are contained within the scope of work of this contract. This information will help HOST monitor demographic trends in who is served. The underlying objective of collecting and disaggregating data and outcomes by race is to understand who is currently served by HOST funded programs. This information will help inform future evaluation on any potential disparate impacts across HOST programs, as well as strategies to help address equity in access to and outcomes from programs where appropriate. Additionally, HOST program and monitoring staff will be reviewing data, and will discuss your program's progress or challenges towards racially equitable services and outcomes at site visits and monitoring.

**V. PERFORMANCE METRICS**

- A. This is a performance-based contract in which payments are made based on specific performance metrics. Note that to receive payment under this contract, the Contractor must fulfill the responsibilities outlined in this Scope of Work
- B. Payment is based on Contractor's performance across four metrics, which are designed to ensure the full utilization of available shelter beds and the provision of services that will lead to positive housing exits.

**C. Definitions:**

**Shelter Nights:** The provision of a bed and other essential needs for a household on a nightly basis. A performance payment is awarded for each household sheltered each night.

**Rapid Resolution at Intake:** The use of one-time funds and case management to quickly exit a household from homelessness. A performance payment is awarded for each unique household engaging in a Rapid Resolution Conversation within 5 days of enrollment. This initial Rapid Resolution Conversation does not count as Housing Focused Case Management.

**Housing Focused Case Management:** The offering of regular case management that works with a household to rehouse them into permanent or stable housing; this includes a variety of services outlined in the Homelessness Management Information System (HMIS), including Rapid Resolution after the initial intake conversation. A performance payment is awarded for each Housing Focused

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Case Management session per household, up to 4 times per month. Note that only one Housing Focused Case Management session per day will be counted toward this goal and must be with the designated Head of Household.

**Active in Community Queue for Housing:** A performance payment is awarded for each household with a Coordinated Entry Assessment that was completed less than one-year ago and is active on the OneHome or VA community queue each month. Note that being in the queue is required for all households seeking housing assistance through Denver's homelessness response system.

- D. The targets for each metric are listed below. If Contractor surpasses the performance target, the Contractor will be eligible for additional payment for that performance metric, provided it will not exceed the maximum contract value. If Contractor does not achieve the performance target, the Contractor will still be eligible for payment proportional with the number of performance metrics achieved.

| Performance Metric Targets                                                                          |            |
|-----------------------------------------------------------------------------------------------------|------------|
| <b>Sheltered Nights</b>                                                                             |            |
| Target Occupancy Rate at Shelter<br>(i.e. excludes those held offline by City and County of Denver) | <b>90%</b> |
| <b>Rapid Resolution Conversation at Intake</b>                                                      |            |
| Target % Households Engaged at Intake                                                               | 90%        |
| <b>Housing Focused Case Management</b>                                                              |            |
| Target % of Households Engaged Four Times/Month                                                     | 80%        |
| <b>Community Queue for Housing</b>                                                                  |            |
| Target % of Households Active in the Queue                                                          | 90%        |

Was this contractor selected by competitive process? ☒ Yes ☐ No If not, why not?

Has this contractor provided these services to the City before? ☒ Yes ☐ No

Source of funds: General Fund

Is this contract subject to: ☐ W/MBE ☐ DBE ☐ SBE ☐ XO101 ☐ ACDBE ☒ N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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