



Newcomer Program Update

Denver City Council, Newcomer Support Work Group
Aug. 20, 2024

Sarah Plastino, Newcomer Program Director, Denver Human Services
Perla Gheiler, Executive Director, Denver Human Rights and Community Partnerships

Presentation Agenda

- 1. Newcomer Program Update (Sarah Plastino)**
- 2. Human Rights & Community Partnerships
Newcomer Work (Perla Gheiler)**

Newcomer Program

Contracts awaiting approval

Haven of Hope

- Denver Asylum Seeker Program (DASP) enrollment, administration and food benefits
- Likely to be presented to Council later this month

City Council support – thank you!

The success and stability of the Newcomer Program could not have been achieved without the support of City Council, which to date has:

- Worked together with city agencies to provide funding for rental assistance
- Approved and vetted contracts through the RFP process
- Provided useful feedback
- On-the-ground support during peak and off-times alike

Short-Term Sheltering Update

- Up to 3 nights in shelter
- Sheltering & reception at Denver Community Church (DCC) as of 8/1
- Denver Human Services staffing DCC as of 8/1
- Capacity of 50 people
- Onward travel through DCC

Eligibility for Short-Term Newcomer Shelter

Who Qualifies

- Present in the U.S. for ≤ 30 d.
- With an A. Registration Number

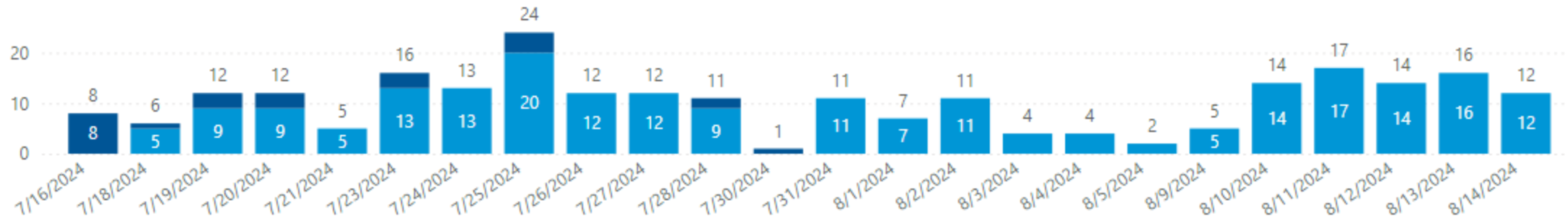
Who Does Not Qualify

- Present in the U.S. for 31+ days
- Previously in Denver newcomer shelters
- Without A. registration number

Newcomers in Shelter

Sheltered Migrant Occupancy by Date (last 30 days)

Shelter ● DCC Shelter (375 S Zuni St.) ● Seventh (2601 W 7th Ave.)



- 0 bus arrivals since 6/24
- Total newcomers served: 42,667

***As of 8/14/24**

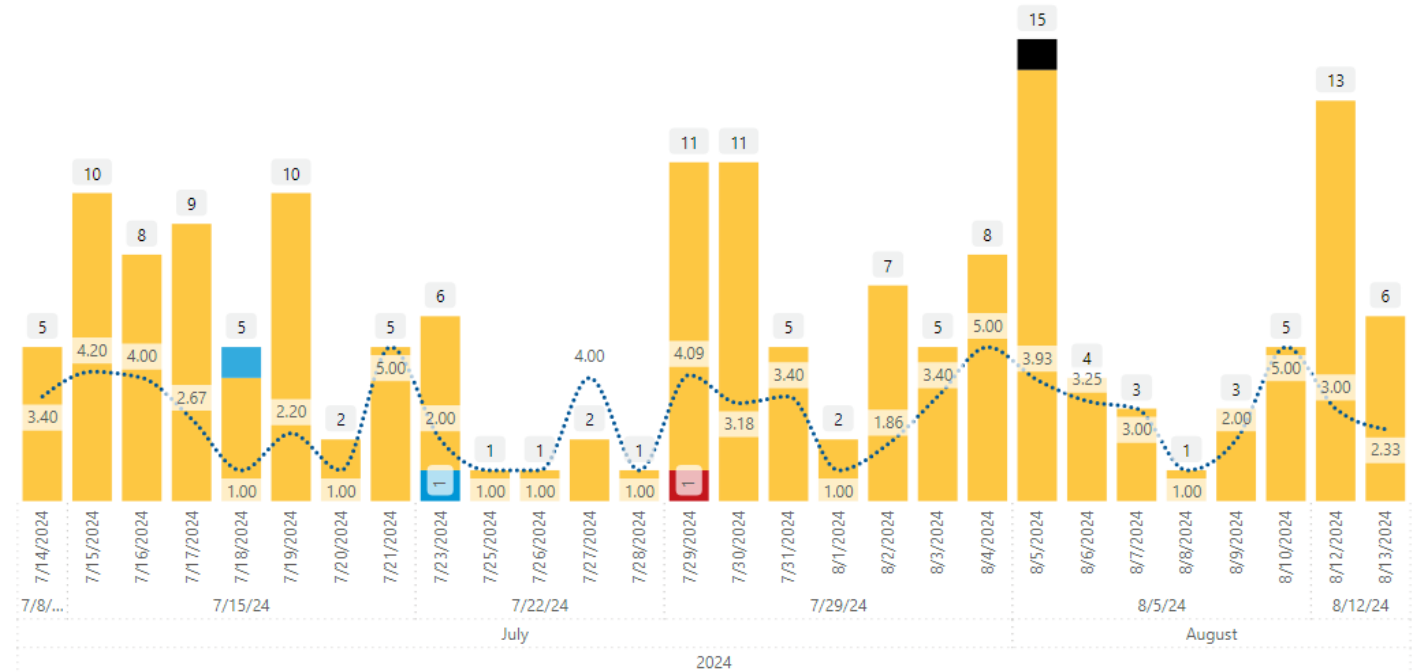
Newcomer Onward Travel

- Tickets purchased in 2024: 5,885
- Ticket purchased last 30 days: 148
- Total cost 2024: \$1,714,672

*As of 8/14/24

Number of Migrants With a Ticket Purchase

● (Blank) ● Bus ● Plane ● Train ● Average of Number in party



Mullen Home

- Lease through 12/31/24, possibility of extension through 4/25
- Operating Contract: Catholic Charities
- Transitional facility for families with young children
- Length of stay: 6 weeks
- Criteria:
 - Newcomer families w. children 13 and under OR pregnant newcomers w/o children
 - In Denver for 60+ days
 - In need of transitional supports

Denver Asylum Seeker Program (DASP)

- Enrolled: 857
- Attended asylum clinics: 734 (as of Aug. 14)
 - Contractor: Colorado Asylum Center
- Benefits:
 - WorkReady
 - Asylum clinics
 - Rental & utilities
 - Food & personal items
 - Cell phones
 - RTD
- Next steps:
 - Administration contract
 - Food assistance contracts
 - Case management and resettlement classes
 - Improve upon systems

New Staff

Denver Human Services:

- Mayra Mercado Ramirez, Program Administrator
- Hatzyry Piña, Program Coordinator
- Christian Loya, Program Coordinator

Dept. Of Housing Stability:

- Emily Klaasen, Outreach Administrator
- Madeline Brown, Outreach Coordinator
- Ana Barraza Cordova, Outreach Coordinator
- Yuri Vasquez Dominguez, Outreach Coordinator

Human Rights & Community Partnerships:

- Eduardo Muñoz, Workshop Coordinator
- Sam Alexander, Workshop Coordinator

Newcomer Program Updates



Perla Gheiler, Executive Director
Human Rights & Community Partnerships (HRCP)

I. Nonprofit Engagement

❑ Case Management and Resource Navigation Mini-Grants Q1-2 -

❖ From January 2024 - July 2024, seven local nonprofits assisted 206 families and 13 individuals, totaling 802 people who received case management and/or resource navigation services.

- Five nonprofits worked on case management efforts focused on housing, and two nonprofits focused on resource navigation only, such as financial, education, social, and food.

- These efforts resulted in 55% housed, 16% received other community resources, and 29% no contact.

- An additional 374 individuals received support with resources.

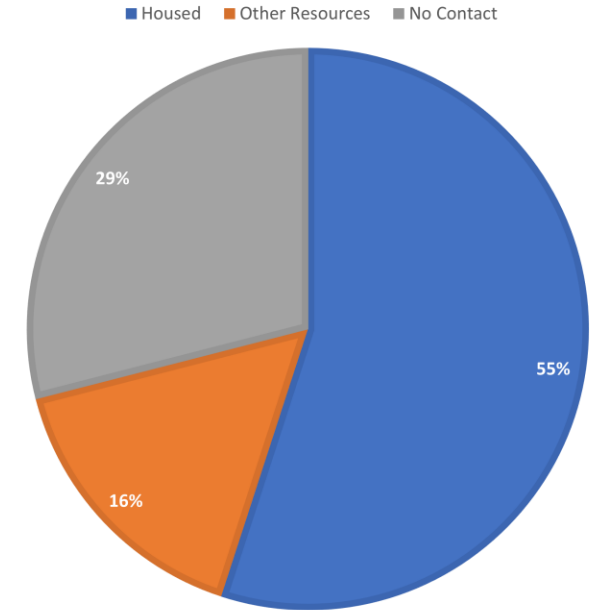
❖ Continued challenges include eviction prevention, lack of permanent employment, landlord discriminatory practices, and access to childcare.

❑ Bi-weekly nonprofit meetings led by our Immigrant & Refugee Affairs Division -

❖ More than 180 individuals from various organizations make up the current attendee list, with at least 66 new partnerships established in 2023.

❖ In 2024, more than 30 individuals regularly attended the meetings, sharing insights and collaborating to support these populations.

CASE MANAGEMENT & RESOURCE NAVIGATION Q1-Q2



II. Immigration Clinics

❑ Work Authorization -

- ❖ As of August 8th, 2,744 individuals' work authorization applications submitted to USCIS.
- ❖ Thanks to our new workshop coordinators (WCs), 836 individuals have been pre-screened for these clinics, with 626 individuals successfully registered for a clinic.
- ❖ There are 360 individuals in queue to be scheduled for a clinic by the end of 2024.

❑ Asylum Clinic Support -

- ❖ HRCP holds and supports the contract for asylum clinics with the Colorado Asylum Center (Executive Director Christina Brown).
- ❖ In July 2024, 621 asylum application biometric appointments were scheduled by WCs for DASP participants during the week of August 12th.
- ❖ WCs organized asylum screenings for community members and since 8/6/24 have screened 370 individuals and successfully registered 317 for upcoming asylum application clinics.

❑ Volunteer Engagement -

- ❖ To date, volunteers from the Denver community have donated **10,004.5 hours** to these efforts.

III. Financial Empowerment

❑ Eviction Prevention Working Group

- ❖ **Financial Empowerment/Eviction Prevention Workshops** - To date, 472 individuals have participated in workshops about budgeting, banking, credit, eviction prevention and wage theft.
- ❖ **One-On-One Financial Coaching Outreach** - The team has connected with 260 DASP participants to begin scheduling one-on-one financial coaching sessions. So far, we have conducted 9 coaching sessions and are continuing to schedule appointments.
- ❖ **Apartment Complex Outreach** - Fifteen apartment complexes identified as having a high concentration of newcomers have been contacted to partner on creating a process for referring residents to the navigation line and connecting with those at risk of evictions.
- ❖ **Evictions Flyers and Outreach Plan** - Eviction flyers and posters were created to target 15 apartment complexes that have a high concentration of newcomers. Flyers and posters are printed and will be distributed.

III. Financial Empowerment

❑ Results

- ❖ **Data Collection and Reporting** – Created a monthly eviction data collection process in collaboration with HOST, DSD, DHS, Excise and Licensing, nonprofit partners, and State partners to help inform the evictions group.
- ❖ **Resource Toolbox** – Created a resource toolbox of city, nonprofit, and State resources available to residents at risk of evictions, along with a process to keep the toolbox up to date on resource availability and eligibility.
- ❖ **Eviction Continuum** – Created an eviction continuum to map out the areas of integration of resources that will improve the way we identify gaps in resources for those at risk of eviction.

2024 YTD CASE TYPES	EXPERIENCED BY NEWCOMERS
WAGE THEFT REFERRALS	9
FORECLOSURES	0
PREVENTED EVICTIONS	38
GENERAL NAVIGATION	18
TOTAL	65

III. Financial Empowerment

❑ Financial Resources Navigation

- ❖ **Navigation Line** – Managed 649 inbound evictions calls through June 2024.
 - Approximately 40% were monolingual Spanish speaking.
- ❖ **Navigation** – Assisted with 106 evictions cases. Of those, 8 cases are newcomers.
- ❖ **TRUA Newcomer Eviction Assistance** – As of 7/14/2024, 58 households, who are likely newcomers, have received \$468,779.33 in TRUA assistance (\$455,557.94 in rental assistance, \$11,721.39 utility assistance, and \$1,500 relocation assistance).
- ❖ **TRUA Overall Eviction Assistance** – Through July 29th, 1,514 unduplicated households have been served by TRUA with more than \$11.6M in direct assistance.

