



Newcomers Briefing

Safety, Housing, Education, and Homeless Committee
January 31, 2024

Overview for Today

The Vision:
*Where we
want to go*



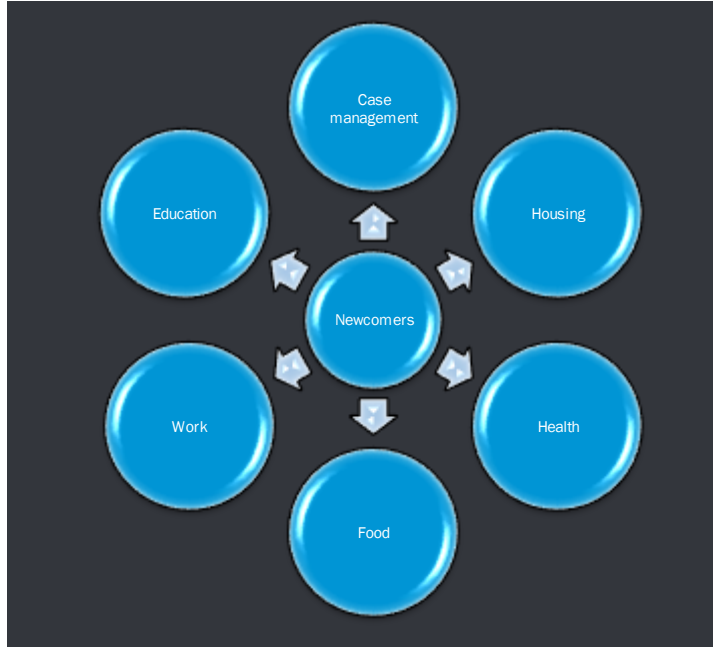
The Present:
*Where we
are now*



What we are
doing to get
there

The Vision: *Where we want to go*

Imagine a World Where ...



A Potential Best-Case Scenario



To provide baseline intake, sheltering, meals, and transportation to **500** newcomers, it would cost an estimated **\$20M** annually or **\$15M**



On an ongoing basis case management for **500** newcomers at a time could cost between **\$3M** to **\$6M** per year depending on the level of rental/deposit assistance provided.

**\$23-26 million/
year**

The Future: A Newcomer's Journey

Welcome (1st few days)	Orientation (1st few months)	Launch (6 months-first year)
<ul style="list-style-type: none">• Trauma-informed intake and immediate needs assessment• Address urgent medical/mental health needs• Provide short-term shelter• Provide transportation to shelter or to an onward location• Provide case manager/resource navigator	<ul style="list-style-type: none">• Food provided in temporary shelters and by community groups• Provide focused case management and resource navigation• Legal services clinics to assist newcomers in applying for employment authorization• Employment resources (work authorization, protection against wage theft, job training, etc)• Identify childcare/education for children• Ongoing mental and physical health services	<ul style="list-style-type: none">• Housing deposit assistance• Short-term rent subsidies• Banking resources• Connections in community/social support

The Present: *Where we are now*

Our Current Reality



We have seen, as recently as 1/11/24, ~200 people arriving per day (this has slowed in recent weeks)



10 shelters: 7 hotels, 2 congregate & 1 transitional supporting over 4,500

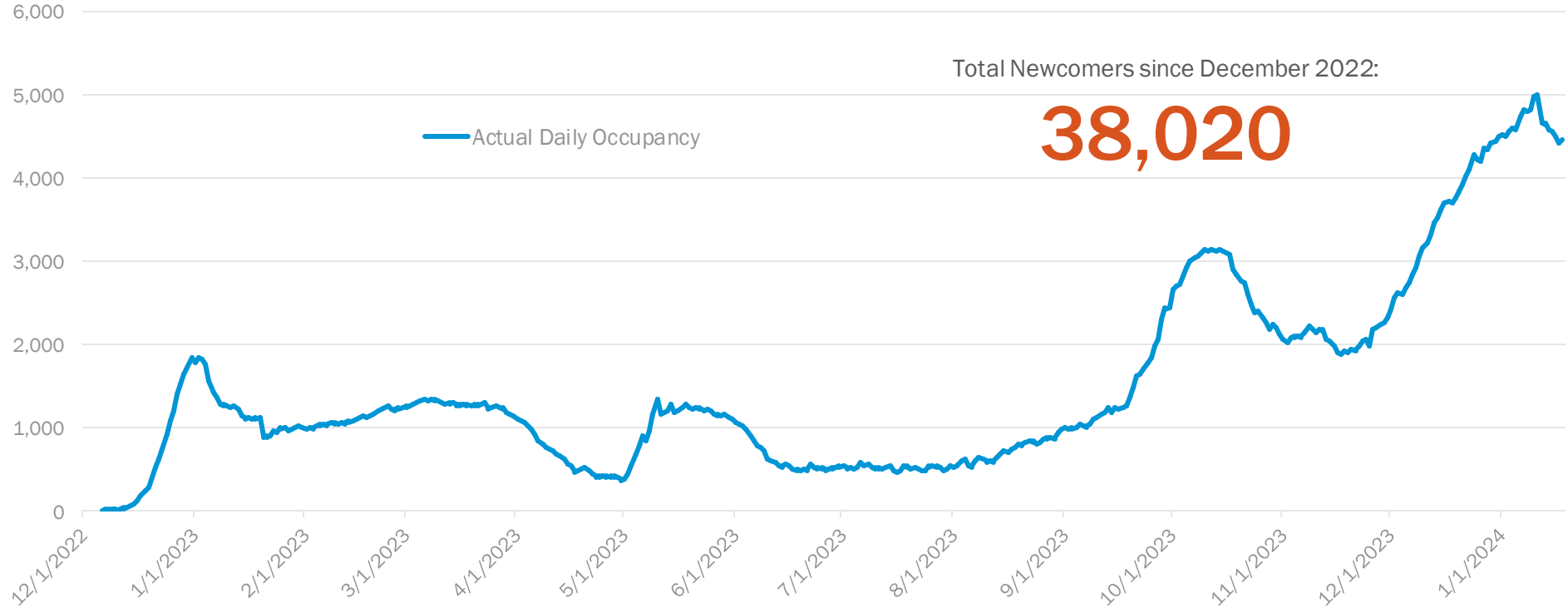


Some case management



\$180M projected cost for 2024

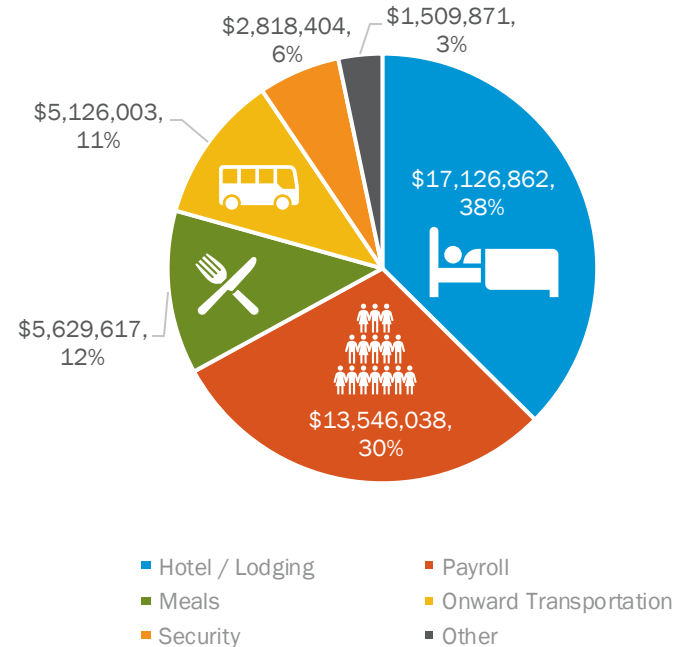
Actual Daily Occupancy



Current Program Expenditures

- ✓ Denver spent about **\$46M** on newcomer shelter and support in 2023.
- ✓ The City could spend nearly that much in Q1 2024 depending on average occupancy and new arrivals.
 - 2023 costs equated to approximately **\$90** per guest per day but are likely to increase in 2024.
 - On average, costs were nearly **\$4M** per month but varied based on occupancy.
 - Potential 2024 expenditures: \$90 per guest per day x 5,500 guests in shelter per day x 366 days per year = **\$181.2M**

2023 Costs by Category



What We've Accomplished

- Supported 38,000+ people over the last year, providing onward travel for 19,000+ people
- Helped secure housing for nearly 4000 people, with the assistance of the Office of New Americans supporting our community providers and our HOST team, resulting in approximately 900 leases, which does not include the number of folks placed in transitional housing situations
- More than 700,000 meals provided

What we are doing to get *there*

Strategies to Get There

Federal-level advocacy and coordinated entry

Host Families

Reinstating Length of Stay for families

Onward Travel

"Full Court Press" on Case Management

Improving communications

Housing and Legal Clinics

Hiring Staff to Fully Focus on Newcomer Program



Federal Advocacy & Coordinated Entry

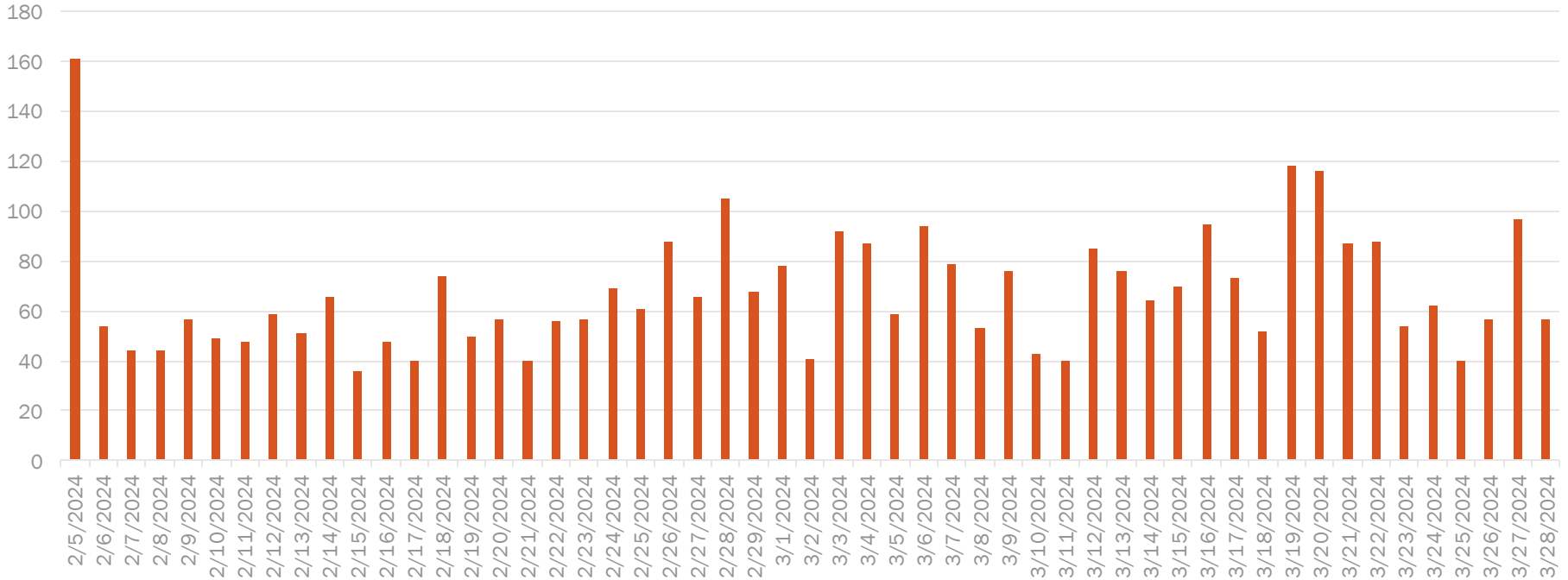
- Mayor Johnston has been tenacious in advocating with our federal partners.
- He is working on a coordinated entry plan with other cities across the country.



Reinstating Length of Stay for Families

- Over the next 2 months, we will be exiting families whose discharges have been suspended. Some families have been in shelter for as long as 4 months. We have already been working for weeks with these families to prepare them for this.
- Discharges will be based on their arrival dates.
- We are not allowing people to live on the streets and are doing everything we can to avoid encampments.

Anticipated Discharges by Day



Increased Case Management

- The City and State are funding community partners to provide case management services to families.
- The City is assigning families based on discharge date so people who will be exiting first will get the most support first.
- Case managers are connecting families to housing clinics, legal clinics and a variety of other services



Housing and Legal Clinics



- HOST and community partner organizations have been connecting newcomers to housing through case management and housing clinics.
- Throughout the year, HRCP, in collaboration with community partnerships, has assisted many newcomers with legal assistance made possible by the generous local philanthropic donation made to the Office of Immigrant and Refugee Affairs.
- The City and County of Denver and State of Colorado anticipate serving 1,500 people over the next several weeks through additional legal clinics to continue to support newcomers navigate their individual situations.

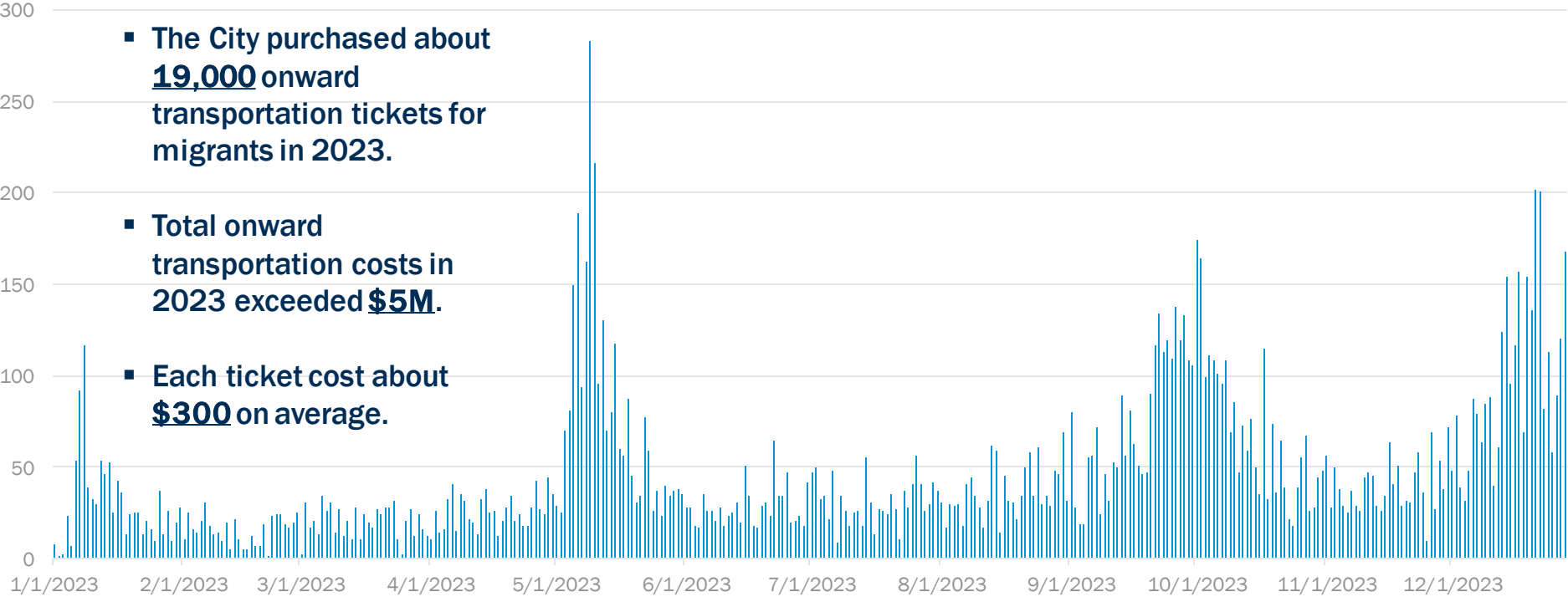
Host Families

- Thank you to families around Denver who have opened their homes to our newcomers. Your generosity is astounding.
- This strategy has been more ad hoc and "grass roots" for the past year.
- However, the City is now partnering with the Colorado Hosting Asylum Network to train community organizations to implement hosting programs in a safe, thoughtful manner.



2023 Tickets Purchased by Day

- The City purchased about **19,000** onward transportation tickets for migrants in 2023.
- Total onward transportation costs in 2023 exceeded **\$5M**.
- Each ticket cost about **\$300** on average.



Onward Travel Support

- Approximately half our new arrivals choose travel.
- This has been a highly successful strategy.
- Oftentimes, people are on their way to family or friends in another city when they arrive in Denver. We help get them there.
- Sometimes people get here and realize our shelters are close to full and/or it's cold and expensive and they request onward travel to another city.
- Guests can request onward travel at reception and every shelter.



Explore our site

Search

[Home](#) / [Community](#) / [Assistance Programs](#) / [Newcomer and Migrant Support](#)

Newcomer and Migrant Support

This page offers updates about the City and County of Denver's response to the influx of Newcomers from the southern border. Scroll down this page and use the navigation buttons to learn more about ways to get involved, find resources, read updates for media, and connect with community partners.

Updates

Donations (Updated Jan. 23, 2024) +

Length of Stay Policy (Updated Jan. 17, 2024) +

Zuni St. Encampment Closure +

48th and Fox Encampment +

I am a Newcomer. How can I get help?

Soy recién llegado, como puedo obtener ayuda?

Are you a newcomer? Get support and resources on this page.

Community Partners

Learn more about integration opportunities and local partner resources

Information for Media

Review the dashboard, view press releases, and find media contact information for city's migrant sheltering efforts.

Get Involved

Learn how to donate, and get involved with supporting Denver's Newcomers.

File a Complaint About Migrant Services

Use [this form](#) to file a complaint about migrant services. Your response will be sent to the Denver Human Services (DHS) Complaint Resolution Liaison and will be kept confidential to the extent possible to resolve the complaint.

Utilice [este formulario](#) para presentar una queja sobre los servicios para migrantes. Su respuesta se enviará al enlace de resolución de quejas del Departamento de Servicios Humanos de Denver (DHS) y se mantendrá confidencial en la medida de lo posible para resolver la queja.

[File a Complaint About Migrant Services | Presente una queja sobre los servicios para migrantes >](#)

Communications

- Website improvements
- Customer Service Point of Contact
- Participating in community meetings
- Weekly meetings with community nonprofits and local governments
- Meeting with Neighborhood Leaders
- Revised flyers for City Council members and others

Hiring Staff

- Now hiring dedicated staff for a Newcomer Program.
- We will be shifting from operating this as an "emergency" to operating this as a program with a logic model, action plan, and an agreed upon budget.

Logic Model for Denver's Newcomer Program

A note about the term "Newcomers": Read [this article](#) to learn what the difference is between a refugee, asylum seeker, immigrant and migrant. This logic model uses the term "newcomer" to replace asylum seeker for the sake of plain language and inclusion. Additionally, the term "new arrival" is the term used for all new arrivals, while "newcomer" is an individual who wants to make Colorado home.

Inputs	Strategies	Outputs	ST Outcome	MT Outcome	LT Outcome
	<p>Policy Development: Identify and implement policies and processes that lead to a sustainable long-term program for newcomers</p> <ul style="list-style-type: none"> Coordinated entry Overland travel Host families Intensive case management Limiting shelter capacity 	Documented policies	Guests in shelter are reduced from 4500 to 500 by month 2024 .	Policies are in place that maintain a manageable # (\$500) or shelter guests	
Funding	<p>Budget: Develop a budget that the Mayor's Office and City Council supports</p>	Balanced budget	The program has the resources it needs to operate.	The program operates within a reasonable budget	Denver operates a sustainable Newcomer Program
Staffing/ Expertise	<p>Staffing: Identify appropriate staffing plan and fill vacancies</p>	Documented staffing plan	Experienced leaders and staff are hired to support the program.	Program is fully staffed with experienced leaders and staff	
Community/Partners	<p>Communication/Coordination: Develop a clear communication and coordination strategy between Federal, State, City and County and community partners (e.g., nonprofits, neighborhood volunteers, foundations).</p>	Documented communication/ coordination plan	A strong coordination/ communication plan is in place.	Communication and coordination with agencies and partners is clear and effective.	
State and Federal Support	<p>Provide newcomers with the support they need to launch their lives in the US as outlined in the Newcomer Response Framework (coming soon)</p> <ul style="list-style-type: none"> Provide essentials (e.g. food, clothing, recreational) to new arrivals through a trauma informed approach. Conduct initial screening to determine whether relocation or resettlement is required. Provide cultural orientation so new arrivals have the information they need to live in the U.S. Collaborate with local housing authorities to secure affordable and safe housing for migrant families. Facilitate healthcare access and provide access to basic health services. Facilitate access to educational resources for children. Provide employment support Provide legal support Foster community integration and interaction. <p>Ensure ongoing coordination between federal, state, city, and community partners (e.g., faith-based, nonprofits, foundations).</p>	Documented intake process Newcomer "Passport" Website	Some new arrivals and/or families are relocated to their city of choice.	Newcomers: • Achieve economic self-sufficiency through employment and financial stability. • Successfully integrate into the local community. • Experience health and educational resources and a sense of belonging.	Newcomers establish long-term stability in Colorado.

GOAL: Develop a Sustainable Newcomer Program				
Executive Sponsor(s):	Anne-Marie/Evan			
Leader(s):	Newcomer Director			
Program Manager:	Newcomer Program Manager			
Subject Matter Experts:	Adm/Perla/Wilmi/Kaye/Jamie/Adesh/Perry			
Data Lead:	HEED LEAD			
Primary Driver 1 - Identify and implement policies and processes that lead to a sustainable long-term program for newcomers.				
Secondary Driver 1 - Reduce current shelter guests from 4500 to 500 by a Date	Point Person	Support Person(s)	Other Partners Necessary for Discussion	Anticipated Staff Required
Encourage overland travel with newly arriving guests and those at shelters	Kaye	Wilmi	Harta/Claudia	All shelter beds and staff
Provide intensive case management with current guests based on rearing discharges	Perla	Anne-Marie	Yoli/Adm/Kaye	All shelter beds and staff
Revamp intake process to include a "checklist" (passport for newcomers, improved data gathering and assignment of case managers/resource navigators, etc.)	Anne-Marie	Wilmi/Kaye	Yoli/Adm	Process Improvement specialist/Emily Coback
Collaborate with other U.S. cities to develop a coordinated entry plan	HJU	Evan/Anne-Marie	Other City Mayors	Adm Burg
Support the development of a host family program	Perla/Adm	Anne-Marie	CHAU	Link to list of orgs
Primary Driver 2 - Develop and implement sustainable budget and staffing plan for Newcomer Program by a Date.				
Secondary Driver 2 - Develop a budget that is reasonable and is approved by the Mayor's Office and City Council	Point Person	Support Person(s)	Other Partners Necessary for Discussion	Anticipated Staff Required
Confirm policy on number of newcomers to shelter and/or number of shelters to remain open on an ongoing basis	Evan?	Anne-Marie	HJU/City Council members	Wilmi/Kaye

What We Don't Know

- How many buses will Denver receive?
- How many people will want to come to Denver?
- What, if any, federal legislation or funding might pass?



A Note About Data



- We don't have all of the data in one place. Since this has been a herculean effort, the City, the State and our community partners all have pieces of the data puzzle.
- We are working to coordinate better and improve our strategy around data collection and analysis. This will improve what data we collect, when we collect it and how we use it.

Resources

- Thanks again to all of the organizations and individuals who have been supporting this response.
- Denver has really stepped up and shown the world who we are.
- Please visit www.denvergov.org/newcomers to see the latest information.
- And please keep the suggestions and connections coming.

Questions?

Appendix

Information for Migrants Traveling Without Children



Dear Guests,

After your 14-day stay is over, you will be required to leave shelter and we want to prepare you with your best options. We understand these decisions can be difficult.

- **Your own apartment.** This means identifying a location where you can stay or rent, either alone or with friends or family. A list of apartments you may be eligible for can be found below.
- **Free ticket to another state.** The city is purchasing travel for those who wish to move to another location. There are many places in the U.S. that are not as cold as Denver and are likely to have more employment opportunities. If you choose this option, visit the office in your shelter and let staff know you wish to travel.
- **Book a hotel.** There are locations available for temporary stay, however, the price is typically around \$65 a day or more.
- **Homeless shelter.** Denver has several resources dedicated to people experiencing homelessness, which you can find at the link and QR code below. However, this system also has limited capacity.

Remember, camping is illegal in Denver. This law is enforced regularly and breaking it could impact your immigration process as well as your residency in the U.S.

Migrant
Resources:
Denvergov.org
/Newcomers



Find Shelter:
Denvergov.org
/findshelter



Apartment Contacts:
<https://qr1.be/MB4Q>



Information for Migrants Traveling to Denver



- If you are coming to Denver seeking shelter, it is important for you to have a plan. The city cannot provide shelter long-term.
- Adults traveling without children will be afforded two weeks in shelter. Families with children will receive six weeks.
- If you are unable to secure housing, Denver can cover travel to another U.S. city of your choice. Visit the Reception Center at 3815 N. Steele St. for assistance purchasing tickets.

Resource Guides and
Information for Newcomers
can be found by following
the QR code or link below:



[Denvergov.org/Newcomers](https://denvergov.org/newcomers)



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Inputs	Strategies	Outputs	ST Outcome	MT Outcome	LT Outcome
	<p>Click here for the action plan that further details these strategies.</p> <p>Policy Development: Identify and implement policies and processes that lead to a sustainable long-term program for newcomers</p> <ul style="list-style-type: none"> o Coordinated entry o Onward travel o Host Families o Intensive case management o Limiting shelter capacity 	Documented policies	Guests in shelter are reduced from 4500 to 500 by <month> 2024.	Policies are in place that maintain a manageable # (500?) of shelter guests	
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<ul style="list-style-type: none"> • Shelter Operations • Human Rights • Case management • Housing • Healthcare (including mental health) • Workforce • Legal 	Communication/Coordination: Develop a clear communication and coordination strategy between Federal; State; City and County; and community partners (e.g. nonprofits, neighborhood volunteers, foundations).	Documented communication/ coordination plan	A strong coordination/ communication plan is in place.	Communication and coordination with agencies and partners is clear and effective.	
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