

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **9:00 a.m. on Friday**. Contact the Mayor's Legislative team with questions.

Date of Request: November 13, 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 agreement with the Colorado Coalition for the Homeless (CCH) for a total of \$6,959,217.00 with an end date of 12-31-2028 for the Denver Street Outreach Collaborative (DSOC) to provide outreach services to people experiencing unsheltered homelessness throughout the City and County of Denver, citywide (HOST-202581993).

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: Lana Dalton	Name: Polly Kyle
Email: lane.dalton@denvergov.org	Email: Polly.kyle@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

The Denver Street Outreach Collaborative (DSOC) is a cornerstone of HOST's homeless outreach team. DSOC has been experts in this service for nearly 20 years, and the City has consistently contracted with DSOC to build consistent, long-term, trusting relationships with people experiencing homelessness and connect them with services and housing. These funds will be provided to The Colorado Coalition for the Homeless (CCH) for the Denver Street Outreach Collaborative (DSOC). CCH will deliver outreach, resource engagement, and participate in street engagement operations in collaboration with other service providers, to persons experiencing unsheltered homelessness in Denver. DSOC will utilize a model of client engagement that relies upon consistent, long-term, trusting relationships between outreach workers, licensed behavioral health care providers, registered nurses, and people experiencing unsheltered homelessness.

DSOC will provide outreach in 2 of the following programs via this contract (outlined in detail in the Scope of Work):

- Housing focused street outreach
- Street engagement operations

CCH will subcontract with St. Francis Center to collaborate in providing services. The collaborative outreach offices are located at the CCH outreach office located at 2100 Stout. St. Francis Center's outreach offices are located at 2314 N. Broadway. Outreach will primarily occur in field locations in encampment or street settings. In addition to the internal collaboration between the contracted agencies, DSOC will participate in efforts within the greater continuum of homeless service and outreach service providers.

6. **City Attorney assigned to this request (if applicable):** Megan Waples

7. **City Council District:** All

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

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

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): The Colorado Coalition for the Homeless

Contract control number: HOST- 202581993

Location: 2100 Stout St, Denver, CO 80205

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

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):
HOST- 202581993: January 1st 2026 – December 31st 2028

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

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$6,959,217.00	N/A	\$6,959,217.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
01/01/2026 to 12/31/2028	N/A	N/A

Scope of work:

SERVICES DESCRIPTION

- A. Colorado Coalition for the Homeless will be responsible for adhering to the Street Outreach Program Standards document to be provided by HOST.
- B. List of Services to be provided by contractor:

1. Street Outreach

- a. The Denver Street Outreach Collaborative (DSOC) will provide street outreach at the direction of the Department of Housing Stability (HOST). DSOC will provide outreach and engagement services to households experiencing homelessness in Denver with a focus on those who are chronically homeless, disconnected from facility-based programming, and in encampment settings.
 - i. 5 DSOC FTE may be designated to targeted street engagement operations.
 - ii. 7 DSOC FTE will be designated to housing- focused street outreach activities
- b. DSOC will coordinate with the HOST for the coordination of care and provision of outreach services to shared clients.
- c. DSOC outreach will be scheduled under direction of HOST.
- d. DSOC agrees to provide HOST with an on-call number to be utilized to coordinate for an outreach response in emergency situations outside of regular business hours but still within the hours of M-F 8AM – 9PM and Saturday-Sunday 8AM - 9PM.
- e. Days of operation may be extended during cold and other weather emergencies.
- f. DSOC will coordinate with HOST staff for provision of same-day services when a client is identified at a response location.

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- g. DSOC outreach workers will have visible ID and branded items such as lanyards, backpacks, or other similar gear, to easily identify outreach workers.
- h. DSOC will respond to all requests for outreach service within 2 working days. DSOC shall retain discretion to suspend deployments to environments that have clear, present, and imminent safety risk. These risks, or any emergent incident that interferes with outreach deployment shall be promptly communicated to HOST.
- i. As local experts in the engagement of, and provision of services to, households experiencing unsheltered homelessness, DSOC will assist HOST to improve understanding of needs, experiences, and solutions for this unique service population. This improved understanding relies upon DSOC's ongoing, meaningful engagement through activities inclusive of, but not limited to, representation of persons with lived expertise in advisory and decision-making bodies, administering surveys, conducting interviews, and other initiatives as appropriate.
- j. Enter households' information into the Homeless Management Information System (HMIS) and enrollment into the relevant Street Outreach program within 2 working days of contact and must have a 90-day auto-exit set up within the program, and exit from street outreach as client enters shelter/housing etc.
- k. DSOC will develop a plan alongside HOST and the MDHI HMIS team to maintain quality data for DSOC programs in HMIS. Elements for consideration and review for the plan include, but are not limited to, standard procedure for exiting clients in HMIS, and aggregate reporting of camp level data.
- l. DSOC may need to resolve cases in the City and County of Denver's Salesforce system for 311 calls that this team addresses specifically for households that are experiencing homelessness.
- m. Complete Coordinated Entry assessments for housing assistance as determined by Denver's Continuum of Care (CoC) the Metro-Denver Homeless Initiative (MDHI)
- n. Support the city's efforts to ensure a quality By Name List and utilize HMIS in a way that aligns with the city's standards to assist with coordination of services
- o. Supporting basic needs, building rapport, acquiring vital documentation, enrolling people in public benefits all to work toward a housing focused outcome.
- p. Participate in case conferencing as determined by lane of work (daily, weekly, etc.)
- q. Assist individuals with completion of entitlement and benefits applications i.e. Medicaid, SNAP, SSI, SSDI etc.
- r. Link individuals to resources in the community and provide a warm handoff to service providers
- s. Provide and/or arrange for transportation to services appointments
- t. Assist in increasing income through referrals to employment services and/or job skills training
- u. Develop individual service and ongoing support plans
- v. Coordinate with medical, dental and mental health providers
- w. Provide crisis intervention and connection to emergency services when appropriate

The Contractor will:

- 1. Work with City to host any city-designated sensitivity training on an annual basis.
- 2. 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 https://denvergov.org/media/denvergov/housingstability/context_of_homelessness/story.html
 - b. The Executive Director or their delegate are 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 input at least annually. Gathering and utilizing consumer input ensures that the services provided effectively address the needs and preferences of the individuals/households served by this contractor. Feedback will collect information to ensure equity in access and outcomes. 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.
- 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.

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

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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?

The St. Francis Center

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