Department of Housing Stability

Street Outreach, Youth Street Outreach & Community Ambassador 2026 Overview

Community Planning & Housing Committee

November 18, 2025

DENVER
HOUSING STABILITY

Action Requested Today

Approval of the following contracts for street outreach, youth street outreach and community ambassador services:

- Colorado Coalition for the Homeless- Street Outreach Services (2026-2028: $6,959,216) *Will be on the agenda next week.
- 25-1882: Urban Peak- Youth Street Outreach Services (2026-2028: $1,206,260)
- 25-1881: Urban Alchemy- Community Ambassador Services (2026-2028: $3,075,625)

Contract Summary

Awardee	2026	2027	2028	Total
CCH- DSOC	$2,262,700	$2,319,267	$2,377,249	**$6,959,216**
Urban Peak	$392,200	$402,005	$412,055	**$1,206,260**
Urban Alchemy	$1,000,000	$1,025,000	$1,050,625	**$3,075,625**
TOTAL AMOUNT:	**$3,654,900**	**$3,746,272**	**$3,839,929**	**$11,241,101**

Accountability

- Mandatory quarterly reporting – qualitative and quantitative
- Daily operational meetings
- Regular partner meetings + leadership convenings monthly
- Quarterly Programmatic Site Visits
- Annual Contract Monitoring

HOST's Spectrum of Work

Stability & Prevention	Rent, Mortgage, Utility Assistance	Legal Aid	Tax Relief	Housing Counseling
Diversion/Rapid Resolution	One-Time Assistance	Family Reunification		
Outreach/Unsheltered Response	Street Outreach	Community Ambassadors		
Shelter	Non-Congregate	Congregate		
Rehousing	Rapid Rehousing	Partner Vouchers (DHA, State, VASH)	Supportive Housing	
Affordable Housing Units	New Construction	Preservation	Local City Vouchers	

What are Street Outreach, Youth Street Outreach and Community Ambassador Services?

- **Street Outreach:**
  - Engaging with households that are experiencing unsheltered homelessness (i.e. living outdoors, in vehicles, or other places not meant for human habitation)
    - Proactive housing- focused street outreach
    - Street engagement operations (response to 311 calls or other referral mechanisms)
- **Youth Street Outreach:**
  - Engaging with households between the ages of 12-24 that are experiencing unsheltered homelessness (i.e. living outdoors, in vehicles, or other places not meant for human habitation)
- **Community Ambassadors:**
  - Serve households in need of hospitality and/or safety services, and/or households who are experiencing homelessness; public right-of-way cleaning services

2025 Outreach, Youth Outreach and Community Ambassador Services Provided by HOST

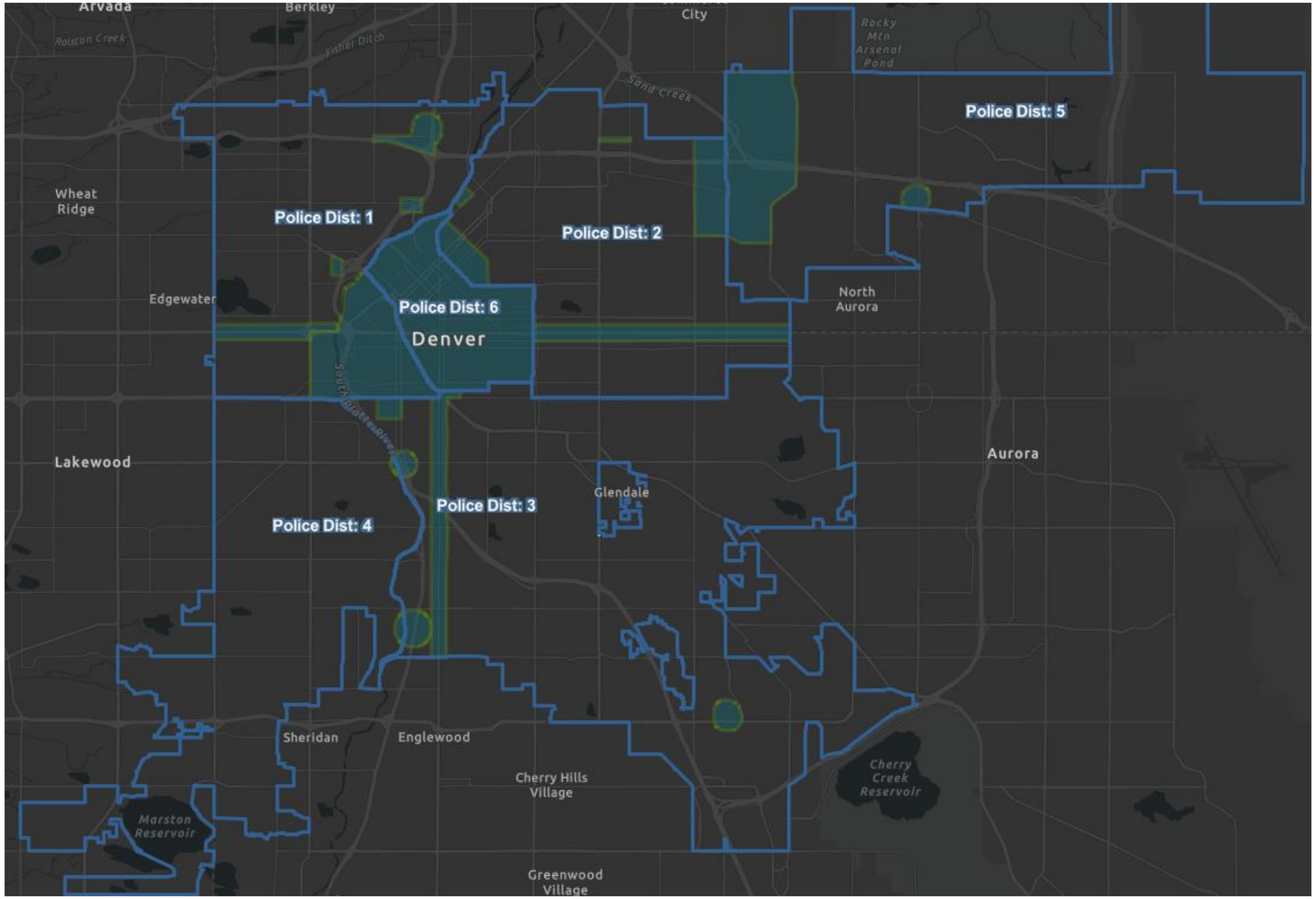
				Specialized Services	Outreach Services	Targeted Street Engagement								
CURRENT STATE (2025 Budget)														
	FTEs by Position and Category (some positions vacant)													
Provider	**Nursing**	**Clinical Support for Behavioral Health**	**Administration /Management**	**Housing Stabilization**	**Subtotal**	**Newcomers/ Family Outreach**	**Youth Outreach**	**Outreach Workers (positions eliminated)**	**General Outreach**	**Subtotal**	**Focus Area Services**	**311/Rest of City Services**	**Subtotal**	**TOTAL**
HOST	0	0	5	0	**5**	3	0	0	0	3	2	8	**10**	**18**
Contracted Outreach + Medical (Currently DSOC)	2	3	5	7	**17**	0	0	0	10	10	2	2	**4**	**31**
Contracted Youth Outreach (Currently Urban Peak)	0	0	1.5	0	**1.5**	0	3	0	0	3	0	0	**0**	**4.5**
Contracted Ambassadors (Currently Dream Center)	0	0	1.5	0	**1.5**	0	0	0	0	0	8.5	0	**8.5**	**10**
Total FTE	**2**	**3**	**13**	**7**	**25**	**3**	**3**	**0**	**10**	**16**	**12.5**	**10**	**22.5**	**63.5**
					39%				**25%**			**35%**	**100%**	

2026 Outreach, Youth Outreach and Community Ambassador Services Provided by HOST

				Specialized Services	Outreach Services	Targeted Street Engagement							
	FTEs by Position and Category												
Provider	**Nursing**	**Clinical Support for Behavioral Health**	**Administration /Management**	**Housing Stabilization**	**Subtotal**	**Newcomers/ Family Outreach**	**Youth Outreach**	**General Outreach**	**Subtotal**	**Priority Area Services**	**311/Rest of City/RV Services**	**Subtotal**	**TOTAL**
HOST	0	0	5	0	**5**	3	0	5	8	0	5	**5**	**18**
Contracted Outreach + Medical (DSOC)	2.2	3	3.6	0	**8.8**	0	0	7	7	0	5	**5**	**20.8**
Contracted Youth Outreach (UP)	0	0	1.85	0	**1.85**	0	2	0	2	0	0	**0**	**3.85**
Contracted Ambassadors (UA)	0	0	2.68	0	**2.68**	0	0	0	0	10	0	**10**	**12.68**
Total FTE	**2.2**	**3**	**13.13**	**0**	**18.33**	**3**	**2**	**12**	**17**	**10**	**10**	**20**	**55.33**
					33%				**31%**			**36%**	**100%**

DENVER HOUSING STABILITY

Priority Enforcement and Rest of City Zones



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Contracts

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Colorado Coalition for the Homeless (DSOC)- Street Outreach

- **Overview:** Street Outreach, Street Medicine and Street Behavioral Health Services for unsheltered adults
- **Contract terms:** 3-year contract (January 1, 2026- December 31, 2028)
- **Contract amounts:**

Contract Year	Amount
2026	$2,262,700
2027	$2,319,267
2028	$2,377,249
TOTAL AMOUNT:	**$6,959,216**

FTE:

Type	FTE
Leadership	3.6
Outreach	12
Nurses	2
Behavioral Health Clinicians	3
TOTAL CONTRACTED FTE:	**20.6**

- **Outputs:**
  - Number of households enrolled in HMIS annually: 715
  - Number of unique clients contacted by nurses/medical annually: 250
  - Number of unique clients contacted by behavioral health clinicians annually: 180
- **Outcomes:**
  - Exits to permanent or stable housing annually: 112 Households
  - Exits to shelter annually (assuming aligned and available units): 354 Households

COLORADO COALITION FOR THE HOMELESS

SAINT FRANCIS CENTER

Outcomes and Expectations – Street Outreach

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Outreach Staff **Support Services** **Case Management** **Homeless Management Information System (HMIS) use** **Staff training** **Program Policies** **HOST funding**	Referrals Transportation, Connection to benefits Engagement with partners Develop support plans Coordination with City Support Severe Weather Activations Housing First Intervention Timely submission of invoices Participant feedback	Number of households enrolled in HMIS annually	715 HH	Exits to Permanent or Stable Housing annually	112 HH	Address Unsheltered Homelessness Expand pathways to successful rehousing Complete shelter system transformation toward rehousing Improve homelessness resolution system for families
		(Inflow) Duplicated contacts annually	9,030	Exits to Shelter annually, assuming aligned and available units	354 HH	
		(Inflow) Unduplicated contacts annually	705			
		Ongoing Case Management Services from outreach	70%			
		Connection to services (health care, behavioral health, SUD, benefits)	60%			
		Behavioral health unique clients annually	180			
		Behavioral health duplicated contacts annually	1,075			
		Medical unique clients annually	250			
		Medical duplicated contacts annually	1,040			
		OneHome enrollment/assessments	80%			
		Data Quality	Per HMIS rules			

Assumptions: Unless otherwise indicated, data will be pulled from the Homeless Management Information System (HMIS). Contractor will upload a HMIS Data Quality report in Salesforce with each quarterly report. Data quality must be in alignment with expectations and standards outlined by COHMIS (https://cohmis.zendesk.com/hc/en-us). All Metrics will be reviewed quarterly and annually.

Urban Peak- Youth Street Outreach

- **Overview:** Street outreach focused on youth ages 12-24
- **Contract terms:** 3-year contract (January 1, 2026- December 31, 2028)
- **Contract amounts:**

Contract Year	Amount
2026	$392,200
2027	$402,005
2028	$412,055
TOTAL AMOUNT:	**$1,206,260**

FTE:

Type	FTE
Leadership	1.65
Outreach	2
Training	.20
TOTAL CONTRACTED FTE:	**3.85**

- **Outputs:**
  - Number of households enrolled in HMIS annually: 130
- **Outcomes:**
  - Exits to permanent or stable housing annually: 40 Households
  - Exits to shelter annually (assuming aligned and available units): 75% of enrolled households

Urban Peak

Outcomes and Expectations – Youth Street Outreach

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Outreach Staff Support Services Case Management Homeless Management Information System (HMIS) use Staff training Program Policies HOST funding	Referrals Transportation, Connection to benefits Engagement with partners Develop support plans Coordination with City Support Severe Weather Activations Housing First Intervention Timely submission of invoices Participant feedback	Number of households enrolled in the designated HMIS annually	130 HH	Exits to Permanent or Stable Housing annually	40 HH	Address youth experiencing unsheltered Homelessness, expand pathways to successful rehousing
		(Inflow) Duplicated Contacts annually	1,660	Exits to Shelter annually	75%	
		(Inflow) Unduplicated contacts annually	130			
		Ongoing Case Management Services	80%			
		Connection to services (health care, behavioral health, SUD, benefits)	60%			
		OneHome enrollments/assessment for HH over the age of 18	60%			
		Data Quality	Per HMIS rules			

Assumptions: Unless otherwise indicated, data will be pulled from the Homeless Management Information System (HMIS). Contractor will upload a HMIS Data Quality report in Salesforce with each quarterly report. Data quality must be in alignment with expectations and standards outlined by COHMIS (https://cohmis.zendesk.com/hc/en-us). All Metrics will be reviewed quarterly and annually.

Urban Alchemy- Community Ambassador Services

- **Overview:** Community ambassador services to people in Denver
- **Contract terms:** 3-year contract (January 1, 2026- December 31, 2028)
- **Contract amounts:**

Contract Year	Amount
2026	$1,000,000
2027	$1,025,000
2028	$1,050,625
TOTAL AMOUNT:	**$3,075,625**

FTE:

Type	FTE
Leadership	2.68
Community Ambassadors	10
TOTAL CONTRACTED FTE:	**12.68**

- **Outputs:**
  - Number of encounters annually: 36,500
  - Number of engagements with unsheltered households annually: 685
  - Number of cleaning activities annually: 3,650
- **Outcomes:**
  - Referrals to appropriate services/locations annually: 90%
  - Referrals to homeless or other related services: 760 referrals

URBAN ALCHEMY

Outcomes and Expectations – Community Ambassador

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Community Ambassador Staff, Homeless Management Information System (HMIS), Staff training, Cleaning Supplies, Program Policies, HOST funding	Referrals, Transportation, Connection to benefits Engagement with partners, Coordination with City, Support Severe Weather Activations, Timely submission of invoices, Cleaning and Hospitality Services Participant feedback	Number of Encounters (How many total people did you speak with?)	36,500 Encounters	Referrals to appropriate services/locations	90%	Address Unsheltered Homelessness Expand pathways to successful rehousing Complete shelter system transformation toward rehousing Improve homelessness resolution system for families, Ensuring a clean and safe Denver
		Number of Engagements with Unsheltered Households (Number of Households enrolled in HMIS annually)	685 Households	Referrals to homeless or other related services	760 Referrals	
		Number of check-ins at HOST specified locations	7,300 Locations	Provided Direct Assistance, and what did you provide?	50%	
		Number of Cleaning Activities that you were engaged in	3,650 Activities			
		Data Quality	Per HMIS rules			

Assumptions: Unless otherwise indicated, data will be pulled from the Homeless Management Information System (HMIS). Contractor will upload a HMIS Data Quality report in Salesforce with each quarterly report. Data quality must be in alignment with expectations and standards outlined by COHMIS (https://cohmis.zendesk.com/hc/en-us). All Metrics will be reviewed quarterly and annually.

Questions?