Department of Housing Stability

STREET OUTREACH, YOUTH STREET OUTREACH & COMMUNITY AMBASSADOR 2026 OVERVIEW COMMUNITY PLANNING & HOUSING COMMITTEE NOVEMBER 18, 2025



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

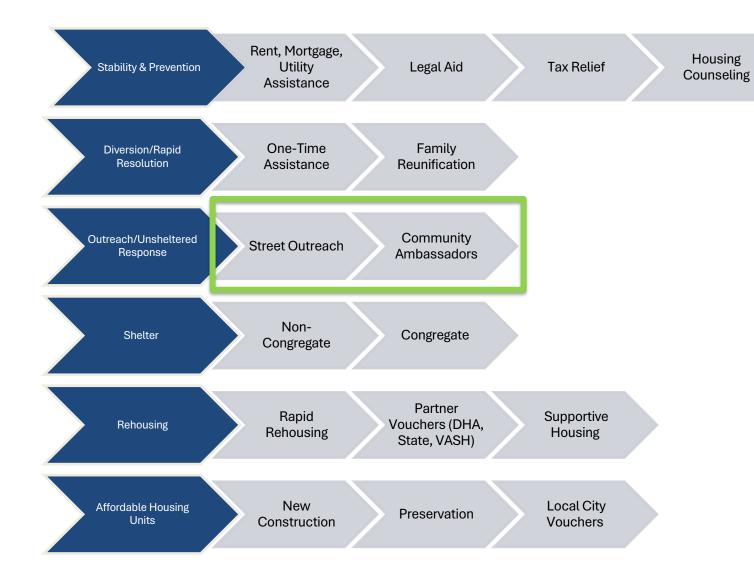


Accountability

- 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





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



Outreach, Youth Outreach and Community Ambassador Services Provided by HOST

						Targeted								
				Specialized	Outreach	Street								
				Services	Services	Engagement								
CURRENT STATE (2025 Budget)														
					FTEs by	Position and	Category (son	ne positions v	acant)					
		Clinical						Outreach						
		Support for				Newcomers	'	Workers				311/Rest of		
		Behavioral	Administration	Housing		Family	Youth	(positions	General		Focus Area	City		
Provider	Nursing	Health	/Management	Stabilization	Subtotal	Outreach	Outreach	eliminated)	Outreach	Subtotal	Services	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	' o	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%	

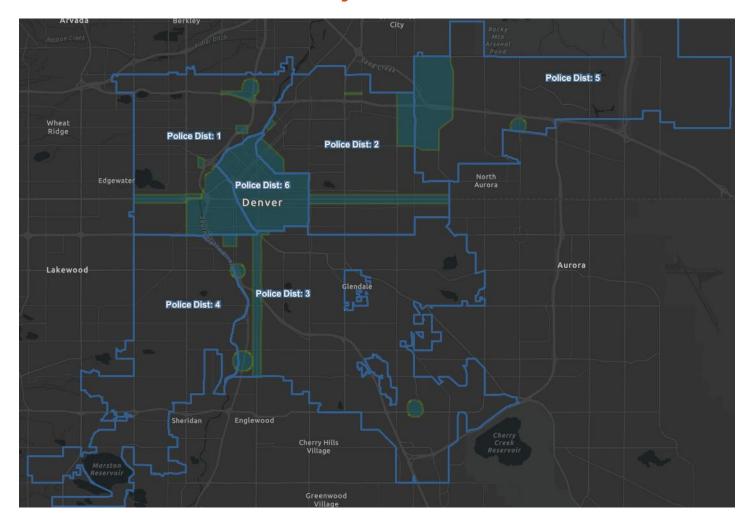


Outreach, Youth Outreach and Community Ambassador Services Provided by HOST

				Specialized	Outreach	Targeted Street							
				•		Engagement							
						FTEs by P	osition and C	ategory					
		Clinical											
		Support for				Newcomers/					311/Rest of		
		Behavioral	Administration	Housing		Family	Youth	General		Priority Area	City/RV		
Provider	Nursing	Health	/Management	Stabilization	Subtotal	Outreach	Outreach	Outreach	Subtotal	Services	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
			1		33%				31%			36%	100%



Priority Enforcement and Rest of City Zones





Contracts



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:

Туре	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







Outcomes and Expectations - Street Outreach

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
		Number of households enrolled in HMIS annually	715 HH	Exits to Permanent or Stable Housing annually	112 HH	
		(Inflow) Duplicated contacts annually	9,030	Exits to Shelter annually, assuming aligned and available units	354 HH	
		(Inflow) Unduplicated contacts annually	705			
Outreach Staff Support Services	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	Ongoing Case Management Services from outreach	70%			Address Unsheltered Homelessness
Case Management Homeless Management		Connection to services (health care, behavioral health, SUD, benefits)	60%			Expand pathways to successful rehousing Complete shelter system
Information System (HMIS) use		Behavioral health unique clients annually	180			transformation toward rehousing
Staff training Program Policies		Behavioral health duplicated contacts annually	1,075			Improve homelessness resolution system for
HOST funding		Medical unique clients annually	250			families
		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		

Туре	FTE
Leadership	1.65
Outreach	2
Training	.20
TOTAL CONTRACTED ETF.	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

FTE:





Outcomes and Expectations – Youth Street Outreach

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
	Number of households enrolled in the designated HMIS annually	130 HH	Exits to Permanent or Stable Housing annually	40 HH		
		(Inflow) Duplicated Contacts annually	1,660	Exits to Shelter annually		Address youth
Outreach Staff Support Services Case Management Homeless Management Information System Connection to benefits Engagement with partne Develop support plans Coordination with City Support Severe Weathe Activations	Referrals Transportation, Connection to benefits Engagement with partners	(Inflow) Unduplicated contacts annually	130			experiencing unsheltered Homelessness, expand pathways to
	Coordination with City Support Severe Weather	Ongoing Case Management Services	80%			successful rehousing
	Housing First Intervention Timely submission of Invoices	Connection to services (health care, behavioral health, SUD, benefits)	60%			
	Participant feedback	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: FTE:

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

Туре	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





Outcomes and Expectations – Community Ambassador

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Connect benefit Community Engage Ambassador Staff, Homeless Coord City, Information Support System (HMIS), Staff Activatraining, Cleaning Timelity Supplies, Of inverse Program Policies, And HOST funding Service Feedbase	Referrals, Transportation, Connection to	Number of Encounters (How many total people did you speak with?)	36,500 Encounters	Referrals to appropriate services/locations		Address Unsheltered
	•	Number of Engagements with Unsheltered Households (Number of Households enrolled in HMIS annually)	685 Households	Referrals to homeless or other related services		Homelessness Expand pathways to successful rehousing Complete shelter
	Support Severe Weather Activations, Timely submission of invoices, Cleaning and Hospitality Services Participant feedback	Number of check-ins at HOST specified locations	7,300 Locations	Provided Direct Assistance, and what did you provide?	50%	system transformation toward rehousing Improve homelessness resolution system for families, Ensuring a clean and safe Denver
		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?

