

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

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

Date of Request: 11/6/2025

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.)

Amends a contract with Colorado Village Collaborative (CVC) to add \$940,602.00 for a new total of \$2,421,805.00 and adding nine months for a new end date of 9-30-2026 for supporting programming, operations, and closedown of the Monroe Village Micro-Community, in Council District 9 (HOST-202477532/HOST-202581930-01).

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: David Riggs	Name: Polly Kyle
Email: Dave.Riggs@denvergov.org	Email: Polly.Kyle@denvergov.org

5. **General description or background of proposed request. Attach executive summary if more space needed:** (who, what, why)

This agreement between the Department of Housing Stability (HOST) and the Colorado Village Collaborative (CVC) is amended for the purpose of supporting programming and operations at the Monroe Village Micro-Community. The amendment provides an additional award not to exceed \$940,602.00 (General Fund). Shelter programming services include but are not limited to: shelter intake services; housing first; housing focused case management and navigation; pre-critical time intervention (pre-CTI); general case management; rapid resolution; mental, behavioral, medical, and substance dependency; benefits assistance; and workforce development. The amendment also supports the close down expenses of the Monroe Village closure.

6. **City Attorney assigned to this request (if applicable):** McKenzie Brandon

7. **City Council District:** Council District 9

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): Colorado Village Collaborative

Contract control number (legacy and new): HOST-202477532/HOST-202581930-01

Location: 1600 N Downing St, Suite 700, Denver CO 80218

Is this a new contract? ☐ Yes ☒ No **Is this an Amendment?** ☒ Yes ☐ No **If yes, how many?** 01

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

HOST-202477532 January 1, 2025 – December 31, 2025

HOST-202581930-01 January 1, 2025 – September 30, 2026

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

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
<i>(A)</i>	<i>(B)</i>	<i>(A+B)</i>
\$1,481,203.00	\$940,602.00	\$2,421,805.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/25 – 12/31/25	1/1/26-9/30/26	9/30/26

Scope of work:

SERVICES DESCRIPTION

- A. CVC will be responsible for adhering to the Shelter Program Standards document and other Performance Based Standards to be provided by HOST.
- B. CVC will provide operations and programming at the Monroe Village Micro Community which will serve people experiencing unsheltered homelessness. This specifically includes the following:
 1. Service Standards
 - a. Staff should have relevant professional accreditations, education, and experience, including lived or living experiences to implement both holistic and housing-focused services. Staff should be community-based and multi-disciplinary when possible.
 - b. Services should be implemented using best practice models, including Housing First, Harm Reduction, Motivational Interviewing, and Trauma-Informed Care. Other services and treatment models may be coordinated with or incorporated into the services programming based on the individuals served. The delivery of all services should be guided by the principles of cultural competence, recovery, and resiliency, with an emphasis on building individuals' strengths and resources in the community, with family, and with peer/social relationships.
 - c. Services and the delivery of the support should be adjusted appropriately based on the intended population the project will serve.
 - d. CVC shall work collaboratively with community-based partners and referral sources as necessary to ensure that households served acquire and maintain housing within the constraints of the known affordable housing crisis.
 2. Site Operations

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- a. Keep sites operating 24 hours a day, seven days a week, 365 days a year.
 - b. Provide facility management to oversee the day-to-day operations and maintenance of micro-communities to ensure compliance with all building codes, health regulations, and safety issues.
 - c. Maintain the infrastructure, amenities, and utilities, providing regularly scheduled and general repairs and maintenance services such as trash, exterior litter removal, pest control, snow removal both inside the fenced area and from entries, changing light bulbs, minor repairs to plugged toilets and leaky faucets and any other basic repairs; provide necessary emergency maintenance services under \$500. Please see Appendix A for matrix of responsibilities.
 - d. Collaborate with City representative(s) to notify and address any critical incidents on site.
 - e. Maintain a minimum ratio of one staff member on-site per 40 clients 24/7 with proper credentials including knowledge and experience in, conflict de-escalation and mediation, and trauma-informed care.
 - f. Communal spaces should be cleaned at least twice per week, or more frequently as needed and cleaning supplies should be available for clients as needed.
 - g. Manage site safety to establish and enforce safety protocols to ensure the safety of residents and staff.
 - h. Training for all staff will include but not be limited to, de-escalation training and Cardiopulmonary Resuscitation (CPR)
 - i. Vaccinated and working on full vaccination non-aggressive pets will be allowed at the facility.
 - j. Referrals to the micro-community will be directed by HOST's encampment resolution and outreach teams. Site Operator will intake clients in cooperation with HOST's encampment resolution and outreach teams.
 - k. Temporary housing units or shelter facilities must meet HUD's habitability standards defined in 24 CFR part 576.403 (c). Documentation of meeting minimum standards must be provided to HOST. Grantees may use the ESG Habitability Standards Checklist found at <https://www.hudexchange.info/resource/3766/esg-minimum-habitability-standards-for-emergency-shelters-and-permanent-housing/> or an equivalent checklist.
 - l. CVC will close down the Monroe Village Micro Community site. This includes providing client services, clean-up and other activities to return the sited to original state before the time home village was established at this location.
 - i. Closure for client population is June 30, 2025
3. Client Case Management and Navigation Services
 - a. Resident Intake and orientation including Homeless Management Information System (HMIS) intake and subsequent services and exits documented in HMIS
 - b. Provide necessary referrals and coordination for any mental and physical healthcare needs.
 - c. Provide benefit, resource navigation and employment referrals based on clients' circumstances and eligibility within 30 days of the client completing enrollment into site.
 - d. Provide housing navigation.
 - e. Provide case management and supportive services that are housing-focused, trauma-informed, person-centered, and utilize a harm reduction approach for all clients. Case management ratio will aim to be one case manager for every 30 households.
 - f. Provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.

III. ROLES AND RESPONSIBILITIES FOR BOTH PARTIES

- A. Contractor will:
 1. Operate the site according to HOST's Program Standards and the requirements outlined in this Agreement.
 2. Work with City to host any City-designated sensitivity training on an annual basis.
 3. 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 this https://denvergov.org/media/denvergov/housingstability/context_of_homelessness/story.html
 - b. The Executive Director or their delegate is 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 feedback on a regular basis. Gathering and utilizing consumer input ensures that the services provided effectively address the needs and preferences of the individuals/households served by this contractor. 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. Consumer feedback will be reviewed with the Contractor during monitoring and site visits by HOST.
 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.
 7. Complete a security assessment and provide a security plan for each shelter site that must be reviewed and approved by HOST within the first 90 days of this contract and annually or as updates are made thereafter. Security plan requirements will be detailed in HOST Program Standards document.

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B. The City will:

1. Provide signage that includes information about the City and County of Denver's Anti-Discrimination Office in both [Spanish](#) and [English](#).
2. Provide access to sensitivity training and curricula for other required trainings for staff.
3. Provide access to the HOST Program Standards document and HOST will communicate any changes or updates made to the document and ensure that the most current version is made available to partners in a timely manner.

IV. EQUITY ACCESS AND OUTCOMES

The Department of Housing Stability, in alignment with the Mayor's Office of Social Equity and Innovation, values racial equity and inclusiveness and seeks to reflect this value in our funding practices. Our commitment to producing racially equitable housing outcomes is paramount to HOST's overall mission of Denver residents being healthy, housed and connected. HOST requires all programs it funds to report on the demographic characteristics of households served by the program throughout the duration of the contract in coordination with other required reporting. The contractor will also report on the demographics of staff working on this program throughout the duration of this contract.

Specific information outlining the required data systems to be used and data to be collected are contained within the scope of work of this contract. This information will help HOST monitor demographic trends in who is served. The underlying objective of collecting and disaggregating data and outcomes by race is to understand who is currently served by HOST funded programs. This information will help inform future evaluation on any potential disparate impacts across HOST programs, as well as strategies to help address equity in access to and outcomes from programs where appropriate. Additionally, HOST program and monitoring staff will be reviewing data, and will discuss your program's progress or challenges towards racially equitable services and outcomes at site visits and monitoring.

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
1:40 staff ratio including Supervisorial and Operational positions 45 beds/units in shelter Support Services Homeless Management Information System (HMIS) use Staff training Program Policies HOST funding	• 24/7 • Bed & bedding • Shower access • Laundry • Hygiene supplies • Meals • Resource Navigation • Reunification • Vital document acquisition • Relationship building • OneHome Access • Housing Search • Referrals to health-related services • Weekly Case Management meeting • Enrollments, annual assessments, case management notes, and exit assessments • HOST required trainings • Participant feedback	Households served annually	90	Households are provided a safe place to sleep and access to services to help them exit homelessness	100%	Address Unsheltered Homelessness Complete shelter system transformation toward rehousing Use customer feedback to improve shelter operations
		Households engaged in housing-focused case management	80%	Households that receive assistance exit to permanent or stable housing, and institutions	50%	
		Household receiving assistance with increasing their income through benefits and/or employment	40%	Households receiving assistance that have an increase in income through benefits or employment	70%	
		Households receiving assistance obtaining/maintaining vital documents	40%	Households that receive assistance obtain/maintain vital documents	75%	
		Households without OneHome assessments offered housing assessments	80%	Households offered assistance receive housing assessments	40%	
		Households offered the opportunity to provide feedback	100%	Households that complete a survey report being satisfied or better	70%	

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on services received				
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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

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? N/A

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