

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: 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.)

Approves a contract with Urban Peak (UP) for \$1,206,260.00 with an end date of 12-31-2028 for the agency to provide youth street outreach services to youth experiencing unsheltered homelessness, citywide (HOST-202581995).

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:

Urban Peak's (UP) mission is to ignite the potential in youth to exit homelessness and create self-determined, fulfilled lives. The agency's vision is for all Colorado youth to have safe housing, supportive relationship and the opportunity for self-sufficiency and success. UP's street outreach program has 20+ years of experience in providing youth focused street outreach for youth ages 12-24. This program is the only youth-focused outreach effort in Denver and plays a critical role in Denver's homeless response system.

UP will provide housing-focused youth outreach activities and ongoing engagement for youth households experiencing unsheltered homelessness who may or may not already be connected to community-based programs and services (e.g., day/overnight shelters, critical services, transport, etc.) as well as intensive, housing-focused case management services up to the point of exiting homelessness through housing/reunification. UP will participate in efforts within the greater continuum of homeless services and street 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): Urban Peak Denver

Contract control number: HOST- 202581995

Location: 1630 S. Acoma St. Denver, CO 80223

Is this a new contract? ☒ **Yes** ☐ **No** **Is this an Amendment?** ☐ **Yes** ☐ **No** **If yes, how many?** 0

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):
HOST- 202581995: January 1st 2026 – December 31st 2028

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

<i>Current Contract Amount</i> <i>(A)</i>	<i>Additional Funds</i> <i>(B)</i>	<i>Total Contract Amount</i> <i>(A+B)</i>
\$1,206,260.00	N/A	\$1,206,260.00

<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. Urban Peak will be responsible for adhering to the Outreach Program Standards document to be provided by HOST.
- B. List of Services to be provided by contractor
 1. Urban Peak (UP) will provide youth focused street outreach at the direction of the Department of Housing Stability (HOST). UP will provide outreach and engagement services to youth and young adults (ages 12-24) experiencing homelessness in Denver with a focus on those who are chronically homeless, disconnected from facility-based programming, and in encampment settings.
 2. UP will coordinate with the HOST for the coordination of care and provision of outreach services to shared clients.
 3. UP outreach will be scheduled under direction of HOST.
 4. UP 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.
 5. Days of operation may be extended during cold and other weather emergencies.
 6. UP will coordinate with HOST staff for provision of same-day services when a youth client is identified at a response location.
 7. UP outreach workers will have visible ID and branded items such as lanyards, backpacks, or other similar gear, to easily identify outreach workers.
 8. UP will respond to all requests for outreach service within 24 business hours. UP 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.
 9. As local experts in the engagement of, and provision of services to, youth experiencing unsheltered homelessness, UP will assist HOST to improve understanding of needs, experiences, and solutions for this

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unique service population. This improved understanding relies upon UP'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.

10. 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.
11. UP will develop a plan alongside HOST and the MDHI HMIS team to maintain quality data for UP programs in HMIS. Elements for consideration and review for the plan include, but are not limited to, use of HMIS outreach module, standard procedure for exiting clients in HMIS, and aggregate reporting of camp level data.
12. UP may need to resolve cases in the City and County of Denver's Salesforce system for 311 calls that this team addresses specifically for youth that are experiencing homelessness.
13. Complete Coordinated Entry assessments for housing assistance as determined by Denver's Continuum of Care (CoC) the Metro-Denver Homeless Initiative (MDHI)
14. 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
15. Supporting basic needs, building rapport, acquiring vital documentation, enrolling people in public benefits all to work toward a housing focused outcome.
16. Participate in case conferencing as determined by lane of work (daily, weekly, etc.)
17. Assist individuals with completion of entitlement and benefits applications i.e. Medicaid, SNAP, SSI, SSDI etc.
18. Link individuals to resources in the community and provide a warm handoff to service providers
19. Provide and/or arrange for transportation to services appointments
20. Assist in increasing income through referrals to employment services and/or job skills training
21. Develop individual service and ongoing support plans
22. Coordinate with medical, dental and mental health providers
23. 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

Source of funds: General Fund

Is this contract subject to: ☐ W/MBE ☐ DBE ☐ SBE ☒ XO101 ☐ ACDBE ☐ N/A

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WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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