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Agency for Human Rights and Community Partnerships

2021 Budget

"To proactively protect human rights, build individual and organizational capacities, and strengthen connections that result in stronger relationships in the community through collaboration, capacity building, community engagement, and advocacy. "

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Agency for Human Rights and Community Partnerships

DIVISION/OFFICES
Office of Financial Empowerment and Protection
Division of Disability Rights
Office of Immigrant and Refugee Affairs
Office of Sign Language Services
Office on Aging
Office of Storytelling
Anti-Discrimination Office
Office of Strategic Partnerships
Office of Social Equity and Innovation*

COMMISSIONS
African American Commission
American Indian Commission
Asian American Pacific Islander Commission
Commission on Aging
Commission for People with Disabilities
Immigrant and Refugee Commission
Latino Commission
LGBTQ Commission
Strategic Partnerships Commission
Women's Commission

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Agency-wide Expenditures & FTE Changes

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Budget Methodology

- Residents first mindset – cut non-resident areas first
- Minimize negative community impact wherever possible – however simply not a reality
- Target areas where alternative funding options were present
  - i.e., DOFEP, DOOA, and DOIRA
- Using Tech as a tool vs. in-person meetings (save on refreshments, copies, travel for training, etc.)
- Reducing staff as a last resort

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Equity Map

YOY Office Budget Change

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Agency-wide Budget Reductions

Reductions	FTE	Duration
-$554,366	1	Permanent
Description and impacts on service delivery: Supplies, Travel, Food, Printing		

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Denver Office of Financial Empowerment and Protection

The Denver Office of Financial Empowerment & Protection (DOFEP) works to improve residents' economic mobility by identifying and bridging gaps through collaborative efforts with internal and external partners while developing solutions through programs, policies and best practices to help stabilize families, individuals and small businesses.

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DOFEP Key Strategic Services

Key Services:

There are **five** defining programs and initiatives of DOFEP:

- Bank On Denver
- Financial Empowerment Centers (FEC)
- Consumer Financial Protection (CFP)
- Financial Empowerment Innovation Hub
- Financial Navigation

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DOFEP Budget Changes

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DOFEP Reductions

Reduction Number	FTE
-$289,523	0

- Non-profit partner closed their doors and contract was taken in house
- Reduction due to savings of administrative costs, overhead
- Other reductions include professional services, travel, and office supplies
- Negative impacts were mitigated by hiring five unlimited financial coaches and one grant-funded coach

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OFEP Metrics

OFEP	Staff	Sessions	Debt Reduction	Savings Increase	Evictions Avoided	Foreclosures Avoided
2018	6 (mpowered)	2246	$1,108,292	$291,443	46	39
2019	6 (mpowered) 1 (Operation Hope)	4599	$2,179,873	$295,438	78	51
2020	4 (OFEP) 1 (Operation Hope) (1 TBD coach)	3000	$1,317,225	$370,560	40	40
2021	4 (OFEP) 1 (Operation Hope) (2 TBD coach)	3500	$1,844,115	$518,784	70	56

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Denver Division of Disability Rights

The **Denver Division of Disability Rights** (DDDR) coordinates the City and County of Denver's efforts to ensure compliance with Title II of the Americans with Disabilities Act (ADA). DDDR's role is to ensure that all City services and programs are accessible to people with disabilities.

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DDDR Key Strategic Services

Key Services:

- Ensure that all City facilities, services and programs are accessible to people with disabilities
- Coordinates the City and County of Denver's efforts to ensure compliance with Title II of the Americans with Disabilities Act (ADA)

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DDDR Budget Changes

Percentage Change '19-'21
8.9%

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DDDR Reductions

Reduction Number	FTE
-$19,951	0

- **Reductions of professional services (e.g. team building and licenses), technology, travel and transportation, and office supplies**

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Denver Office of Immigrant and Refugee Affairs

The **Denver Office of Immigrant & Refugee Affairs (DOIRA)** promotes greater awareness and integration of immigrant and refugee residents in Denver. We partner with nonprofits, community based organizations, residents and government agencies to develop and implement policies, practices and programs that influence the various paths of immigrant integration.

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DOIRA Key Strategic Services

Key Services:

- Immigrant Integration work with residents and community partners
- Capacity building and inclusive advocacy for immigrant and refugee communities
  - Denver Immigrant Legal Services Fund
  - My City Academy
  - Language Access Coordinator

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DOIRA Budget Changes

Reduction Number	FTE	Expansion Number
-$8,050	0	$300,000

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DOIRA Overview

Reduction Number	FTE	Expansion
-$8,050	0	$300,000

- Reductions of travel and supplies
- Expansion for the Legal Defense Fund for 2020

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Denver Office on Aging

The Denver Office on Aging (DOOA) advocates for Denver's older population by helping local agencies develop policies and programs that will improve the quality of life and accessibility to care and culture for aging residents

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DOOA Key Strategic Services

Key Services:

- Denver Connect
  - Meeting older adults where they are
  - Has become a model for the State and Country
- Connecting Older Adult Resources
  - Adult protective services
- Mitigate food insecurity for older adults
- Targeted and concentrated outreach throughout Denver

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DOOA Budget Change

Expansion Number	FTE
$32,320	0

Percentage Change '19-'21
51.5%

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DOOA Overview

FTE	Expansion
0	$32,320

- **Expansion for grant match program and Food Insecurity**

Category	Amount	
Food Insecurity	$20,000	Address isolation and subsequent malnutrition of older adults
Grant Match	$12,320	DRCOG staffing for DenverConnect

DOoA Numbers

April-December 2019

- Connected to resources/services: 2,205
- Information & Assistance/Outreach sent: 16,394
- Unduplicated/Unique contacts: 6,723

January - June 2020

- Connected to resources/services: 3,613
- Information & Assistance/Outreach sent: 30,807
- Unduplicated/Unique contacts: 9,539

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Denver Office of Sign Language Services

The **Denver Office of Sign Language Services (DOSLS)** provides auxiliary aids and services to Denver City and County government agencies at no cost and creates access for Deaf, DeafBlind, and hard of hearing people to Denver government programs, services, and events.

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DOSLS Key Strategic Services

Key Services:

- Ensure access to city services and programming for deaf and hard of hearing residents
- Ensure protocols within city departments are in place to secure interpretation for residents
- Provide open captioning via Communication Access Realtime Translation (CART)
- Educate and consult with City and County of Denver employees regarding their responsibility to provide effective communication access, per Title II of the Americans with Disabilities Act
- Provide information and referrals

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Sign Language Metrics

	2016	2017	2018	2019
Budget	$39,900	$42,400	$71,200	$70,118
Actuals	*$73,348*	*$74,003*	*$115,990*	*$113,405*
CART Hours	2073	2306	3477	3157

2019 Interpreting Services Increases

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Denver Office of Storytelling

As historic preservation efforts honor and protect buildings, the Denver Office of Storytelling (DOST) honors and protects the culture and history of our people.

Especially through the I Am Denver Project, DOST inspires community-informed policy while also better connecting the city with its people by creating and preserving an inclusive multimedia record of the underrepresented voices of Denver's past and present.

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DOST Key Strategic Services

Key Services:

- First of its kind program in the nation
- Authentically engage particularly historically underrepresented communities with the city and each other
- Correct, preserve and honor Denver's neglected histories and how it impacts today's world
- Bring oral histories from the resident perspective to impact today's city decision- and policymaking
- Partner with entities including History Colorado and the DPL Western History Collection to diversify historical archives

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Denver Anti-Discrimination Office

The Denver Anti-Discrimination Office (DADO) works toward putting an end to discrimination in employment, housing and commercial space, public accommodations, educational institutions, and health and welfare services on the basis of race, color, religion, national origin, ethnicity, citizenship, immigration status, gender, age, sexual orientation, gender identity, gender expression, marital status, military status, disability, and source of income

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DADO Key Strategic Services

Key Services:

- Review, process, and resolve discrimination complaints
- Act as a neutral party throughout all phases of the process, including the filing, review, and resolution of all filed claims
- Provide topical training to city departments, community partners, and residents

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Denver Office of Strategic Partnerships

The Denver Office of Strategic Partnerships (DOSP) was created in January 2004 to serve as a liaison between the City of Denver and its nonprofit sector. DOSP is committed to increasing the capacity and sustainability of the nonprofit sector

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DOSP Key Strategic Services

Key Services:

- Delivering training & workshops for Non-profits
- Act as a resource hub for Non-profits in Denver
- Improving internal contracting processes between Non-Profits and City Departments
- Assisting nonprofits with funding and becoming more energy efficient
- Provide residents with energy efficiency assistance
- Provide capacity building and TA for small Non-Profits (under $500K) through the Collaborative Impact Fund

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HRCP Mitigating Actions and Equity Framework Summary

Mitigating Actions to Deliver Service:

The manner in which agency will continue to provide service with reduction in resources

- *Offsetting reductions with grant funding (already underway)*
  - *e.g., confirmed: Bloomberg (OFEP coach) and an Anonymous Donor (Language Access Coordinator)*
- *Focusing on technology as a tool vs. in-person meetings*
- *Back to basics – phone calls vs. email*

The manner in which agency will ensure equity to residents and/or customer – internal or external:

- *Continue to take into consideration any impact (intended or unintended) with any actions/activities toward older adults, people with disabilities, immigrants/refugees (and languages other than English), historically marginalized communities, residents with low incomes*
- *Mitigate any impacts, intended or unintended*

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List of Other Reductions or Expansions

TITLE/DESCRIPTION	BUDGET IMPACT	FTE	DURATION
DOCVA staff member retired, responsibilities moved to MO. Mini-grants reduced.	$(159,800)	1.0	One-Time
Admin reductions of NP sponsorships, training, travel, office supplies, professional services, subscriptions, refreshments/events	$(52,022)	0.0	One-Time
OSEI Reduction in professional services and contracting	$(10,000)	0.0	One-Time
DOST decrease in community workshops and engagement	$(8,592)	0.0	One-Time
Commissions (10 at $500 each) reduction in marketing and outreach	$(5,000)	0.0	One-Time
DADO Reductions in travel and professional services	$(1993)	0.0	One-Time
DOIRA reduced travel and supplies	$(8,050)	0.0	One-Time