

## ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto: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 the Urban Alchemy (UA) for \$3,075,625.00 with an end date of 12-31-2028 to provide community ambassador services, citywide (HOST-202581994).

**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: <a href="mailto:lane.dalton@denvergov.org">lane.dalton@denvergov.org</a>              | Email: <a href="mailto:Polly.kyle@denvergov.org">Polly.kyle@denvergov.org</a> |

### 5. General description or background of proposed request. Attach executive summary if more space needed:

Urban Alchemy (UA) is a nonprofit social enterprise established in 2018 to help people change their own lives and heal their communities. Their ambassador services combine research, best practices and lived experience to have a significant impact in cities and counties around the country, transforming public spaces and setting people experiencing unsheltered homelessness on the path to housing stability.

UA will provide community ambassador services to serve households in need of hospitality and/or safety services, public right of way cleaning services and/or households who are experiencing homelessness. Community ambassadors will interact with all residents and visitors in Denver and support initial outreach efforts for unhoused households, including data related entry. Their focus will be on promoting prosocial behavior, enhancing public safety, and ensuring that designated areas remain clean and welcoming for everyone—unhoused households, housed households, visitors and businesses alike. These teams will be both proactive and responsive to community-based requests for service for hospitality inquires, cleaning, graffiti removal, trash pick-up, and to persons experiencing homelessness in neighborhoods, businesses, and other public and private spaces.

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

**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 Alchemy

**Contract control number:** HOST- 202581994

**Location:** P.O. Box 425509 San Francisco, CA 94142-5509

**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- 202581994: January 1<sup>st</sup> 2026 – December 31<sup>st</sup> 2028

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

| <i>Current Contract Amount</i><br>(A) | <i>Additional Funds</i><br>(B) | <i>Total Contract Amount</i><br>(A+B) |
|---------------------------------------|--------------------------------|---------------------------------------|
| \$3,075,625.00                        | N/A                            | \$3,075,625.00                        |

  

| <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 Alchemy will be responsible for adhering to the Street Outreach Program Standards document to be provided by HOST.
- B. List of Services to be provided by contractor
  - 1. **Community Ambassador Services**
    - a. **Conduct General Outreach Services, included but not limited to:**
      - i. Urban Alchemy will provide community ambassador services at the direction of the Department of Housing Stability (HOST). UA will provide outreach and engagement services to adults experiencing homelessness in Denver
      - ii. UA will coordinate with the HOST for the coordination of care and provision of outreach services to shared clients.
      - iii. UA ambassador services will be scheduled under direction of HOST.
      - iv. UA 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.
      - v. Days of operation may be extended during cold and other weather emergencies.
      - vi. UA community ambassadors will have visible ID and branded items such as lanyards, backpacks, or other similar gear, to easily identify them.
      - vii. UA will respond to all requests for service within 24 business hours. UA 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

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- shall be promptly communicated to HOST.
- viii. As experts in the engagement of, and provision of community ambassador services UA will assist HOST to improve understanding of needs, experiences, and solutions for this service population. This improved understanding relies upon UA'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.
  - ix. 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.
  - x. UA will develop a plan alongside HOST and the MDHI HMIS team to maintain quality data for UA 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.
  - xi. UA may need to resolve cases in the City and County of Denver's Salesforce system for 311 calls that this team addresses.
  - xii. 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
  - xiii. Supporting basic needs, building rapport, promoting prosocial behavior.
  - xiv. Participate in case conferencing as determined by lane of work (daily, weekly, etc.)
  - xv. Link individuals to resources in the community and provide a warm handoff to service providers
  - xvi. Provide and/or arrange for transportation to services appointments
  - xvii. Coordinate with other outreach, medical, dental and mental health providers
  - xviii. Provide crisis intervention and connection to emergency services when appropriate

**b. Conduct hospitality and safety services, included but not limited to:**

- i. Provide directions and recommendations to inquiring households
- ii. When observing criminal behaviors, reporting that to the proper authorities. When observing unauthorized camping, ensuring those campers understand the rules and regulations around camping in authorized areas and providing other suggested places to rest/sleep
- iii. Conduct street cleaning, graffiti removal and needle removal

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](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

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**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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