



Legislation Details (With Text)

File #: 24-0563 **Version:** 1

Type: Resolution **Status:** Adopted

File created: 4/29/2024 **In control:** Safety, Housing, Education & Homelessness Committee

On agenda: 5/13/2024 **Final action:** 5/13/2024

Title: A resolution approving a proposed Agreement between the City and County of Denver and The Community Firm to establish a customer call center to provide information on and direct access to household to the Temporary Rental and Utility Assistance (TRUA) program, citywide. Approves a contract with The Community Firm, doing business as Community Economic Defense Project, for \$758,981 and a one-year term ending 12-1-2024 to provide information on and direct access to the Temporary Rental and Utility Assistance (TRUA) program to households through a customer service call center, serving an estimated 36,000 callers, citywide. (HOST-202473566). The last regularly scheduled Council meeting within the 30-day review period is on 6-3-2024. The Committee approved filing this item at its meeting on 5-1-2024.

Sponsors:

Indexes: Anne Wallace

Code sections:

Attachments: 1. RR24-0563_HOST_Community Firm-TRUA_CARE Center Res Request_4.8.pdf, 2. 24-0563 Filed Resolution_The Community Firm_202473566_05.03.pdf, 3. 24-0563_Agmt_The+Community+Firm+(DBA+The+Community+Economic+Defense+Project)+TRUA-Care+Center, 4. 24-0563 Filed Resolution_The Community Firm, 5. 24-0563_signed.pdf

Date	Ver.	Action By	Action	Result
5/13/2024	1	Council President	signed	
5/13/2024	1	City Council	adopted	Pass
5/1/2024	1	Safety, Housing, Education & Homelessness Committee	approved by consent	Pass

Other/Miscellaneous Request Template (Appointments; ROW; Code Changes; Zoning Action, etc.)

Date Submitted: 04-29-2024

**Requesting Agency: Department of Housing and Stability
Division:**

Subject Matter Expert Name: Becca Channell
Email Address: becca.channell@denvergov.org
[<mailto:becca.channell@denvergov.org>](mailto:becca.channell@denvergov.org)
Phone Number:

Item Title & Description:

(Do not delete the following instructions)
*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.

A resolution approving a proposed Agreement between the City and County of Denver and The Community Firm to establish a customer call center to provide information on and direct access to household to the Temporary Rental and Utility Assistance (TRUA) program, citywide.

Approves a contract with The Community Firm, doing business as Community Economic Defense Project, for \$758,981 and a one-year term ending 12-1-2024 to provide information on and direct access to the Temporary Rental and Utility Assistance (TRUA) program to households through a customer service call center, serving an estimated 36,000 callers, citywide. (HOST-202473566). The last regularly scheduled Council meeting within the 30-day review period is on 6-3-2024. The Committee approved filing this item at its meeting on 5-1-2024.

Affected Council District(s) or citywide?
Citywide

Executive Summary with Rationale and Impact:

Detailed description of the item and why we are doing it. This can be a separate attachment.

Address/Location (if applicable):

Legal Description (if applicable):

Denver Revised Municipal Code (D.R.M.C.) Citation (if applicable):

Draft Bill Attached?