



## Legislation Text

File #: 24-0563, Version: 1

### 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**  
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**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?**