

WHO YOU CAN CALL TO HELP THE HOMELESS

OUTREACH WORKERS ARE DEPLOYED MONDAY – SATURDAY FROM 7 A.M. – 10 P.M. TO HELP THE HOMELESS GET CONNECTED TO SERVICES. PARTNERS LIKE THE DENVER POLICE DEPARTMENT, DOWNTOWN DENVER PARTNERSHIP, SHELTERS AND MANY OTHER COMMUNITY PARTNERS ALSO ASSIST THE HOMELESS THROUGHOUT THE WEEK.

CALL UNITED WAY'S 2-1-1 for information on **non-emergency** health and human services in Denver and the surrounding metro area.

Shelter availability and information about community resources updated daily (shelters are checked every morning by 8:30 a.m.).

Referrals you can access by dialing 2-1-1

- Rental/Utility bill assistance
- Housing/Emergency shelter
- Food/Clothing banks
- Mental health assistance
- Substance abuse treatment
- GED and ESL classes
- Suicide intervention and prevention
- Medical clinics
- Rx assistance
- Senior services
- Youth programs
- Support groups
- Legal assistance
- Child care
- And more!

Having trouble reaching 2-1-1? Dial 303.561.2111.

CALL 3-1-1 for all your city and county of Denver **non-emergency** questions, problems, and concerns.

For non-emergencies, call 3.1.1 or 720.913.2000. To speak with a Homeless Outreach Police Officer, call 720.913.2911 (Officer DeStaffany works Monday - Thursday, 6 a.m. - 4 p.m.) or 720.913.2942 (Officer Parks works Wednesday - Sunday, 9 a.m. - 7 p.m.). Calls will be returned during regular business hours.

CALL 720-944-2983 to learn about the **Come On In** campaign, which encourages the community to feed and clothe the homeless inside.



DENVER COLD WEATHER/EMERGENCY SHELTER PROCEDURES

As part of the Cold Weather and Emergency Operations Plan for 2009–2010, Denver Department of Human Services (DDHS) and Denver's Road Home (DRH) will partner with the Salvation Army to oversee cold weather/emergency shelter operations for homeless men and families, and with The Delores Project to oversee cold weather/emergency shelter operations for homeless women.

Effective October 1, 2009 through May 31, 2010: Only on nights when cold weather conditions are expected and other shelters have activated and filled their overflow, DRH will activate the overflow shelters at the Salvation Army (Crossroads and Lambuth Center) and The Delores Project. If shelter beds fill at these locations, shelter staff will make a referral to the outreach team to assist the homeless in finding another place to stay for the night.

SINGLE MEN

WHERE: Crossroads (1901 29th St. Denver, CO 80216)

HOW MUCH ROOM: 100 beds will be provided for men who need to access emergency overflow shelter when all other shelters are at capacity.*

OTHER:

- The overflow shelter will be open from 9 p.m. - 8 a.m. (unless otherwise noted due to severe blizzard conditions, in which case extended hours of operation will be determined by DRH and Salvation Army).
- Only men who have a ticket to the overflow shelter will be allowed to enter Crossroads; tickets will be distributed in the Triangle Park area by Outreach coordinator, **only after** all beds from the Samaritan House and Denver Rescue Mission have been filled; this will occur approximately between 8 - 9:30 p.m. An Outreach coordinator will work with Samaritan House and Denver Rescue Mission to coordinate efforts.
- There will be no waiting lines outside of Crossroads. The doors will not open until 8 p.m. Men must be inside by 10 p.m.
- Salvation Army's Search and Rescue Vehicles may also transport men they find on the streets to the shelter after 9 p.m. Denver Police Department and Outreach may also bring men from the streets to the shelter (these men will not be required to have a ticket).

SINGLE WOMEN

WHERE: The Delores Project (address confidential)

HOW MUCH ROOM: The Delores Project will take up to 15 women in their overflow area.*

CONTACT: Women must call 303.534.5411 at 11:30 a.m. and again at 5:45 p.m. to determine if there is an existing or overflow bed available.

OTHER: Overflow procedures for women will follow regular procedures expected by The Delores Project intake staff. Women must go through the intake process with their staff or Outreach staff may bring a woman to the shelter any time during the night and The Delores Project staff will accommodate.

FAMILIES

WHERE: The Lambuth Center (2741 Federal Blvd. Denver, CO 80211)

HOW MUCH ROOM: 6 families can be accommodated.*

CONTACT: Case manager or outreach worker must refer families directly to the Lambuth Center.

OTHER: Families in need of emergency shelter need to work directly with their case manager or agency to have a referral made to the Lambuth Center on their behalf. Families should not call directly.

**This number only reflects the number of emergency shelter beds and does not include regular beds.*

Contact for Denver's Road Home Cold Weather Operations:

Katie Symons, Homeless Outreach Coordinator
1200 Federal Boulevard, Denver, Colorado 80204
Phone: 720.944.2983 • Fax: 720.944.1346
kathleen.symons@denvergov.org • www.DenversRoadHome.org

