SUPPORT FOR RESIDENTS DURING COVID-19

The City and County of Denver is adapting many services to ensure residents have access to the services they need during COVID-19 in a safe and effective way. Most city services can be conducted online or via phone. For a list of available online services, go to Denvergov.org or call 311.

The city is working in partnership with a number of nonprofit, philanthropic and private industry partners to ensure everyone is cared for during the epidemic. Visit the city’s COVID-19 page on Denvergov.org to find resources for: older adults, businesses, jobs, food, health and wellness, housing, people living with disabilities, transportation and mobility, youth and other resources.

As a member of the community, we want to highlight a few additional city resources available to you:

Rent and Eviction Assistance - Rent affordability programs are available to qualifying Denver residents. Learn more at Denvergov.org/humanservices.

Benefits Documents Delivery - While Denver Human Services offices are closed, team members are personally delivering paperwork to residents who need to sign up for benefits but can’t access online applications. To request an application or to schedule a pick-up of the completed application, call 720-944-1520 on weekdays between 8:00 a.m.- 4:30 p.m.

Food and Other Assistance - The city connects residents with food assistance – whether that’s free meals for pick up at select Denver Public Schools sites and city rec centers or food benefits through SNAP (Supplemental Nutrition Assistance Program). Get help with child care assistance, parenting resources, business supports, help paying energy bills and more at Denvergov.org.

Property Tax Relief - The Denver Property Tax Relief Program through Denver Human Services provides a partial refund of property taxes paid, or the equivalent in rent, to qualifying Denver residents. Families with at least one child who make up to 40% of the Area Median Income may qualify. Currently, the average refund is more than $550. Call 720-944-4DHS (4347) to get started.

Temporary Rental and Utility Assistance - The Temporary Rental and Utility Assistance program (TRUA) from the Department of Housing Stability helps Denver residents facing a housing hardship to prevent eviction. Denver households earning less than $74,250 for a family of four are eligible, or one-person households earn who less than $52,000. If you can’t pay your rent or need help with utilities, you can get temporary help. Call 311 and press option 6 for more information.

Evictions - The city is not directing the Denver Sheriff to enforce eviction orders against residents or businesses, due to the more pressing demands of the COVID-19 crisis.

Enforcement of the Stay at Home Order - The City and County of Denver’s Stay at Home Order is in effect. The order requires that everyone currently living in Denver stay at home unless they are directly conducting what is considered essential business, operations, trips, or activities. Residents need to take this stay at home order and physical distancing seriously if we’re going to stop the spread of this virus. City enforcement agents are doing proactive patrols of parks and recreation areas, businesses, and neighborhoods in support of the order. They will first issue written warnings to discourage future violations. Continued violation will result in citations up to $999. Call 311 to report a violation.