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Why a City Guide?

The City and County of Denver welcomes you and your family. This guide is meant to assist you in understanding some of the benefits and services offered by your city. Not all agencies within the city are covered in this guide but the most requested and accessed by immigrant and refugee residents. We hope the information helps you understand and use city services.

Give us a Call Today!
Contact Information: Call 311 for information about your property, neighborhood, government, or to report a problem.

If you are unable to communicate in English, say the language you speak and interpretation will be provided for you.

Outside Denver: 720-913-1311 and Hearing Impaired: 720-913-8479 or denvergov.org

Share your opinion by scanning this QR code and taking a short survey. Thank you!
There is an Emergency, Who Do I Call?

All people are encouraged to call 9-1-1 where there is an emergency.

A call to 9-1-1 can be made from any phone and is always free. Text messages can also be sent to 9-1-1, but a phone call is the most common and reliable way to contact emergency services.

Examples of emergencies include: a fire, serious injury, difficulty breathing, threats or acts of violence, robberies, and to report a crime. Be prepared to tell the operator your exact location and describe the emergency. Depending on your type of emergency, a police car, ambulance, and/or fire truck will be sent to your location. Do not hang up the phone until emergency services arrive.

Non-Emergency Police Contact

If you would like to contact the police for an issue that is not an emergency, you should call the Denver Police Department at 720-913-2000. If you have information that could be used to stop a crime but want to remain anonymous, contact the Denver Police Non-Emergency Line.

Call the Non-Emergency Line to report noise or domestic disturbances, suspicious activity, or other non-urgent issues.

You will NOT be asked your immigration status when contacting the Denver Police Department.

You will not be asked your immigration status when calling 9-1-1.

If you are unable to communicate in English, say the language you speak and an interpreter will be provided.
The Denver Police Department can be contacted regarding any of the following programs or services:

- Bicycle Registration
- Maps and Statistics about Crime in Denver
- Police Records
- Victim Services
- Volunteer Opportunities
- Vandalism
- Bias-motivated Crime

Contact Information

Emergencies: 911
Information Desk: 720-913-6010
Non-Emergency Line: 720-913-2000

1331 Cherokee Street
Denver, CO 80204

Office of the Independent Monitor handles complaints for Denver Police and Sheriff Departments.
720-913-3306
oim@denvergov.org

The Denver Fire Department can be contacted regarding any of the following programs or services:

- Fire Inspections
- Fire Safety Permits and Licensing
- Community Outreach
- Public Fire Safety Education Programs

Contact Information

Emergencies: 911
Phone: 720-913-3474
Email: denfpd@denvergov.org

745 W. Colfax Avenue
Denver, CO 80204
The Denver County Sheriff's Office can be contacted regarding any of the following programs or services:

- Inmate Visitation
- Vehicle impound / Auction
- Foreclosure Auction
- Civil Processes
- Court Services

To find and visit an inmate, visit the Sheriff’s Office website at denvergov.org to create an account and schedule a video visit, or visit one of the terminals in the County Jail or Downtown Detention Center.

*Hours vary for onsite or remote video visits and between locations.*
To report wage theft crimes in Denver, call or email to ask about wage theft.

Wage theft occurs when an employer knowingly refuses to pay a wage or compensation to a worker or falsely denies the amount of a wage owed.

720-913-8050
CAOWageTheft@denvergov.org
The Alternative Sentencing Program aims to maintain participants' employment, education, and/or treatment while incarcerated. Participants may also earn "good time" while enrolled in this program.

Apply online:
denvergov.org > Alternative Sentencing.
Phone: 720-913-3709
Email: dsdworkrelease@denvergov.org
Denver Department of Public Safety

The Department of Public Safety (DOS) unifies all the agencies tasked with ensuring that Denver is the safest and most welcoming city in the nation.

Denver’s Public Safety Department includes or oversees:
- Denver Police
- Denver Fire
- Denver 911
- Denver Sheriff
- Community Corrections
- Public Safety Youth Programs
- and the Gang Reduction Initiative of Denver
- Public Safety Cadet Program

Contact Information
720-913-6020
publicsafety@denvergov.org

1331 Cherokee St.
Denver, CO 80204

FOR EMERGENCIES, CALL 9-1-1

Denver Economic Development & Opportunity

Denver Economic Development & Opportunity (DEDO) is leading an inclusive and innovative economy for all Denver residents and businesses by supporting local and global business development, workforce development programs, and stabilization efforts in diverse neighborhoods.

Main Office: 720-913-1999
Email: dedo@denvergov.org

Business Development:
720-913-1721

Neighborhood Equity:
720-913-1552

Small Business Opportunity:
720-913-1714

Workforce Services:
720-337-9675
The Office of Children's Affairs (OCA) works to ensure youth thrive from birth to career. OCA provides access to free and low-cost food, childcare, preschool, afterschool and summer programs. Resources are also available for college, trade school and career opportunities.

**Denver Great Kids Head Start**
Prenatal - 5 years old

Providing early education programs, support services and parent training to qualified families with children ages 0 - 5 and pregnant women at no cost.  
**Learn more at:**
denvergov.org/headstart

**MY Denver Card**
5 - 18 years old

Get free access to all Denver recreation centers, indoor and outdoor swimming pools and various cultural facilities and attractions across the city.  
**Sign up at:**
denvergov.org/mydenvercard

**Tasty Food: Where Denver Youth Eat Free**
5 - 18 years old

Youth can have a free, healthy breakfast, lunch, snack or supper at various locations across the city after school and during the summer months. No registration or ID required.  
**Get locations and meal times at:**
denvergov.org/tastyfood

**Youth Program Locator**
5 - 18 years old

Search for quality afterschool and summer programs with options to customize your search by location, interest, cost, age and so much more.  
**Search programs at:**
denvergov.org/youthprogramlocator
One in three people in Denver turn to Denver Department of Human Services (DHS) for support at all stages of life. DHS employees help children, older adults, families, and individuals navigate social and economic pressures by connecting them to services and experts who support their overall well-being. Every day, caring, trained DHS professionals work with the Denver community to protect those in harm’s way and help all people in need. Among others, DHS divisions include:

- Child Support Services
- Child Welfare
- Adult Protective Services
- Community Outreach & Resource Engagement Division
- Financial Services Division

The Denver Department of Human Services can be contacted by phone at 720-944-4347 for any and all Human Services Programs. In most cases, visiting the physical offices for DHS is not necessary.

For Food, cash, medical, child care, or RTD transit assistance, visit: colorado.gov/PEAK.

To apply for the Denver Property Tax Relief Program, visit: Denvergov.org/PropertyTaxRelief.

To report the suspected abuse or neglect of a child, call 844-CO-4-KIDS any time.

For information regarding Child Support, call 720-944-4347 or send an email to: ChildSupportServices@denvergov.org.

Child Support Applications can be submitted online via the Denver DHS Child Support Website.
Social support assistance programs are funded by the government and help people pay for basic needs like food, housing, medical care, and child care. It is important to note that each program has its own set of requirements and renewal processes. When applying, you will need to inquire with the different services about which documents will be needed.

**Denver Social Support Assistance includes the following:**

**Affordable Housing**

The Section 8 voucher program assists the poor, elderly, or disabled with paying for a rented home. Generally, Section 8 recipients must pay 30% of their income toward rent, and the balance is paid directly to the landlord by the government.

Recipients must find a landlord that is willing to accept Section 8 vouchers. You can apply for Section 8 and other public housing benefits by contacting the Denver City Housing Authority at 720-932-3000 or at [DenverHousing.org](http://DenverHousing.org).

**Food Assistance**

Free and discounted food and groceries for families in need. Apply online, in-person, by mail, or by phone. If approved, you will receive an Electronic Benefits Transfer (EBT) card which can be used to buy food at stores that say "EBT Accepted." Benefits are automatically replenished monthly as long as the cardholder renews their Supplemental Nutrition Assistance Program membership.

Apply Online: [coloradopeak.force.com](http://coloradopeak.force.com)

Mail: 1200 Federal Blvd. Denver, CO 80402

Call: 720-944-4347

Fax: 720-944-3094

FREE food pantry assistance is also available in various locations across the City.
Denver Social Support Assistance includes the following:

**Medical Assistance**  
Medicaid is a state and federal benefits program that provides free or low-cost health insurance to families with low income.

Medicare is a federal program that provides health coverage if you are 65 years of age or older, or if you are disabled.

**Temporary Assistance for Needy Families (TANF)**  
This program temporarily provides cash, childcare, and job training to low-income families. To extend TANF benefits, you must have a job or be enrolled in school.

**Contact Information**  
Information: 720-944-4347  
You can request a paper application be mailed to you  
-- OR --  
Apply online at: coloradopeak.force.com
Rent Assistance

If you are struggling to pay rent, you are not alone and it is not your fault. Rent assistance is available.

- Up to 15 months of assistance for current and/or overdue rent.
- Relocation assistance, including security deposit and rent.
- Landlord participation NOT required.
- Immigration status NOT required.
- Income restrictions apply.
- Must live in the city of Denver.

Call: 1-844-926-6632
Apply online at: denvergov.org/RentAssistance

It is your right to request oral or written language assistance services in your primary language if needed for this specific program. Please contact Rent Assistance to obtain these services at no charge to you.
Utility Assistance

Help to pay utility bills, including Xcel Energy & Denver Water

To see if you qualify & How to APPLY:

Call 311 and press 6.

- Must be for main place of living.
- Must live in the City and county of Denver.
- Meet income requirements.
- Immigration status NOT required.
- Available for renters and homeowners.

It is your right to request oral or written language assistance services in your primary language if needed for this specific program. Please contact Utility Assistance to obtain these services at no charge to you.
Tasty Food
Where Denver Youth Eat Free

Youth, ages 5 - 18, can have a free, healthy breakfast, lunch, snack or supper at various locations across the city after school and during the summer months.

Visit denvergov.org/tastyfood for locations, meal times and menus.

This institution is an equal opportunity provider. No ID or Registration required.

Other Food Assistance Programs

- SNAP food assistance
- Double Up Food Bucks
- Free meals for Denver kids
- Meals on Wheels delivery
- Support for elderly people & people with disabilities

How to APPLY

Online: coloradopeak.force.com
Mail: 1200 Federal Blvd. Denver, CO 80402
Call: 720-944-4347
Fax: 720-944-3094

It is your right to request oral or written language assistance services in your primary language if needed for this specific program. Please contact Food Assistance to obtain these services at no charge to you.

This institution is an equal opportunity provider.
Denver Office of Immigrant and Refugee Affairs

The Denver Office of Immigrant and Refugee Affairs can be contacted regarding any of the following programs or services:

- Information about Deferred Action for Childhood Arrivals (DACA), Citizenship application process, and Resident card renewal (Green Card)
- Immigrant Legal Services Fund
- My City Academy
- Immigrant Integration Sponsorship Program
- Federal / Local Resources
- Language Access Program

Contact Information

DOIRA Phone: 720-913-8457

DOIRA Email/Address: immigrants@denvergov.org
Dept. 1102 - 7th Floor
201 W. Colfax Avenue
Denver, CO 80202

HRCP Phone: 720-913-8450
How to Find Immigration Legal Help that I can Trust

Lawyers and Department of Justice (DOJ) Accredited Representatives

Only licensed immigration attorneys or accredited representatives are authorized to help you with your immigration legal case.

An accredited representative has specialized training and is authorized by the U.S. Department of Justice to provide legal assistance to immigrants.

Accredited representatives must work for a nonprofit organization that is recognized by the Department of Justice. They often help at public events and community centers.

For information on avoiding immigration legal scams, go to www.uscis.gov/avoid-scams.

Pro bono immigration attorneys provide legal services to immigrants without asking for fees or compensation, but they will usually ask you to prove that your income is low. The term “pro bono” is derived from Latin and means “for the public good”.

To find pro bono attorneys, visit: www.justice.gov/eoir/file/ProBonoCO.

Low-cost or sometimes called “low bono” immigration attorneys work for non-profit organizations and offer legal services at a fraction of the cost of private attorneys. Some “low bono” agencies will ask for proof of income and might favor those who earn less.
Private, For-Profit Lawyers

Licensed lawyers are regulated by the Colorado Supreme Court Office of Attorney Regulation.

Private attorneys must attend law school, earn a law degree, and be licensed by the State Bar Association in the state where they are practicing law. If you choose a for-profit attorney, it is important to ensure that none of their authorizations have been revoked or suspended. Before entering into an agreement with an attorney, you can first speak with them about the details of your case and have a clear understanding of the costs.

Since immigration law is federal, some attorneys may be licensed in other states, but be sure to check. It is common to find a private attorney through a trusted recommendation. Private lawyers are only allowed to charge reasonable fees to help with your immigration legal case. If you need legal advice, make sure the person is a licensed attorney or an accredited representative to avoid falling victim to immigration scams.

Be sure to ask for a private lawyer’s license number that you can also confirm here: [https://www.coloradosupremecourt.com/Search/AttSearch.asp](https://www.coloradosupremecourt.com/Search/AttSearch.asp)

You can file a complaint with this office if you have an issue with your lawyer: [https://www.coloradosupremecourt.com/Complaints/File_ComplaintAgainstAtty.asp](https://www.coloradosupremecourt.com/Complaints/File_ComplaintAgainstAtty.asp)

"Notaries"/"Notarios"

"Notarios" are not authorized to help you with an immigration legal problem, and you may put yourself at significant risk by trusting one.

Unlike in Latin America, a “notario” is not authorized to practice law in the United States. Those who are authorized to practice law usually advertise themselves as lawyers.

Please read this link for additional information on Unauthorized Practice of Law Resources from the Colorado Supreme Court, Office of Attorney Regulation: [https://www.coloradosupremecourt.com/Complaints/ResourcesUPL.asp](https://www.coloradosupremecourt.com/Complaints/ResourcesUPL.asp)
As an asylee, you might find specialized help from non-profit resettlement agencies and support groups that can help you with housing and food during your first year as an asylee or refugee.

Colorado Refugee Services Program, 1575 Sherman St, Denver, CO 80203, Phone: (303) 863-8211
African Community Center, 925 S. Niagara St. Suite 200, Denver, CO 80224, phone: 303-399-4500 accoutreach@acc-den.org
International Rescue Center, Address: 1873 S. Bellaire St., Suite 500, Denver, CO 80222, Phone: (720) 328-6655

If you have been granted asylum, you have the right to live and work in the United States and apply for social support assistance. Your first year as an asylee will be very important for your long-term success. The I-94 document is the first and most essential document to start your life as an asylee.

What Documents Will I Need as an Asylee?
You should have been given a signed and stamped I-94 document which is your primary form of identification as an asylee. If any information on your I-94 is incorrect, including your status or the spelling of your name, you should return to where it was given to you and ask that the incorrect information be changed. With your I-94, you can apply for a Social Security number and card, which is used as a form of identification for financial, health, legal, and employment interactions. To apply for a Social Security number and card, go to www.ssa.gov (click “Languages” for a foreign language translation) or visit the Social Security Administration office in Denver. You may also apply for an Employment Authorization Document (EAD) using USCIS Form I-765. An EAD is also utilized as a form of identification with your photo on it. Contact the Colorado Department of Motor Vehicles (DMV) for either a driver’s license or a photo identification card. You will also need your Social Security Card to apply at the DMV. Locations can be accessed by contacting 311 or go to https://dmv.colorado.gov/identification-card.

How Can I Get a Green Card?
As an asylee, you may apply for a Green Card one year after being granted asylum, which is a process called “adjustment of status” that requires submitting a Form I-485 and other documents to USCIS. Going through this process and getting a Green Card will make you a Lawful Permanent Resident, which provides stronger protections against possible changes in immigration rules and is a required step toward becoming a U.S. citizen. It is important to plan and budget for your adjustment of status application. While some applicants may be eligible for a USCIS Fee Waiver, others will not be and must pay the application fee, which can be as high as $1,225. You will need to include a completed USCIS Form I-693, which requires a report from a specialized doctor called a civil surgeon and requires additional costs. Saving money for these expenses within your first year as an asylee can be essential.

How Can I Get a Social Security Card?
This is a federal government office and not state or city run. Apply for a Social Security Card or inquire about benefits at the Social Security Denver Office. Social Security is a federal, not city, program.

The Denver location for Social Security is located in Suite 200 on the 2nd Floor at:
500 Champa St,
Denver, CO 80202
Phone: 1-866-613-9904
What Should I Know About My Green Card?

How Do I Renew or Replace My Green Card?

You can submit a form called the I-90 to the U.S. Citizenship and Immigration Services (USCIS). The I-90 requires you to provide personal information and a photocopy of your expired (or almost-expired) Green Card. If you lose your Green Card, you can report it to your local police station. If the police cannot file a report, you can ask to submit a “written affidavit” and ask for a copy. Not only can this document be used in your application for a replacement Green Card, it can also be used if your lost Green Card is later found.

How Do I Apply for a Fee Waiver?

You may request a fee waiver if your documented annual household income is at or below 150% of the Federal Poverty Guidelines or you can demonstrate financial hardship.

What is the federal poverty level?

A measure of income issued every year by the Department of Health and Human Services (HHS). Federal poverty levels are used to determine your eligibility for certain programs and benefits, including savings on Marketplace health insurance, and Medicaid and CHIP coverage. This chart changes on an annual basis. Check the Federal poverty level at: https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines/prior-hhs-poverty-guidelines-federal-register-references/2021-poverty-guidelines

If you are a Lawful Permanent Resident (LPR), your Green Card is the most important document that proves your right to live and work in the United States. For information, go to www.uscis.gov/AR-11

When your Green Card expires, you will still be an LPR, but holding an expired card will make it difficult to apply for jobs and services, travel abroad, and interact with most government agencies. You should know the expiration date of your Green Card and make careful plans to renew six months before it expires. As a Green Card holder, you are required to complete an AR-11 Change of Address form every time you move.
How Can I Apply to Become a U.S. Citizen?

If you have been a lawful permanent resident for five years, you could be eligible to apply for U.S. citizenship.

Call the Office of Immigrant and Refugee Affairs for information about naturalization resources to help you prepare for your citizenship process.

The final step to becoming a naturalized citizen is taking the Oath of Allegiance.

What Are Some of the Requirements for the N-400 Citizenship Application?

- You have been a lawful permanent resident (Green Card holder) of the United States for at least five years. If you marry a U.S. citizen, the requirement is three years instead of five.
- You are at least 18 years old at the time of filing.
- You have not traveled outside of the United States for more than a total of 12 months in the last five years.
- You have not traveled outside of the United States for more than six months during one trip in the last five years.
- You have lived within the same state where you are claiming residence for at least three months.
- For a complete list of citizenship requirements, go to www.uscis.gov/n-400.

The N-400 Citizenship Application requires a fee of up to $725. If you qualify for the I-912 Fee Waiver, you will not have to pay any application fee. A full list of requirements can be found at www.uscis.gov/i-912.

You may request a fee waiver if your documented annual household income is at or below 150% of the Federal Poverty Guidelines or you can demonstrate financial hardship.

What is the federal poverty level?

A measure of income issued every year by the Department of Health and Human Services (HHS). Federal poverty levels are used to determine your eligibility for certain programs and benefits, including savings on Marketplace health insurance, and Medicaid and CHIP coverage. This chart changes on an annual basis. Check the Federal poverty level at: https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines/prior-hhs-poverty-guidelines-federal-register-references/2021-poverty-guidelines
Social Security Office

Apply for a Social Security Card or inquire about benefits at the Social Security Denver Office. Social Security is a federal, not city, program. The Denver location for Social Security is located in Suite 200 on the 2nd Floor at: 500 Champa St, Denver, CO 80202, Phone: 1-866-613-9904

United States Citizenship and Immigration Services (USCIS)

Denver Field Office, 12484 E Weaver Pl, Centennial, CO 80111, Phone: (800) 375-5283. Please refer to your interview or appointment notice to confirm the field office address for your visit. USCIS field offices do not allow walk-ins. You must have an appointment to visit an office. Site: uscis.gov

Field offices in the U.S. and its territories provide: Interviews for all non-asylum cases (for example, getting a Green Card); Naturalization ceremonies; and Appointments for information and applicant services that supplement what we provide through our website and by phone (for example, case-specific scenarios that require in-person help).

The Houston Asylum Office located in Texas services the state of Colorado for all asylum interviews filed in Colorado. As an Asylum Office processes a case, it will notify an applicant by mail if it schedules an appointment for an interview on the application.

The public phone number is: 281-931-2100
The public fax number is: 281-931-1342
Office Address: 16630 Imperial Valley Drive, Suite 200, Houston, TX 77060
Mailing Address: USCIS, Houston Asylum Office, PO Box 670626, Houston, TX 77267
The public e-mail address is: Houston.Asylum@uscis.dhs.gov.

You can check the status of your immigration application, petition, or request using the USCIS receipt number at https://egov.uscis.gov/casestatus/landing.do. Use the unique 13-character identifier receipt number located on a USCIS receipt notice of action you receive in the mail to track your case. The receipt number consists of three letters-for example, EAC, WAC, LIN, SRC, NBC, MSC or IOE-and 10 numbers. Omit dashes ("-"") when entering a receipt number. However, you can include all other characters, including asterisks ("*"), if they are listed on your notice as part of the receipt number.
Federal Government Poverty Guidelines, 2021 HHS Poverty Guidelines for Fee Waiver Request

What is the federal poverty level?
- A measure of income issued every year by the Department of Health and Human Services (HHS). Federal poverty levels are used to determine your eligibility for certain programs and benefits, including savings on Marketplace health insurance, and Medicaid and CHIP coverage.
- You may be eligible for a fee waiver on USCIS applications.
- You may be eligible for city benefits based on your household income.
- You can check which USCIS forms you can use the fee waiver at https://www.uscis.gov/i-912

<table>
<thead>
<tr>
<th>Household Size</th>
<th>150% of HHS Poverty Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$19,320</td>
</tr>
<tr>
<td>2</td>
<td>$26,130</td>
</tr>
<tr>
<td>3</td>
<td>$32,940</td>
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<tr>
<td>4</td>
<td>$39,750</td>
</tr>
<tr>
<td>5</td>
<td>$46,560</td>
</tr>
<tr>
<td>6</td>
<td>$53,370</td>
</tr>
<tr>
<td>7</td>
<td>$60,180</td>
</tr>
<tr>
<td>8</td>
<td>$66,990</td>
</tr>
</tbody>
</table>

Add $6,810 for each additional person
Know Your Rights!

If you are approached by federal immigration enforcement agents, such as ICE, be aware that you have rights, regardless of your legal status. Download and share our fact sheet in multiple languages to learn more. Please be aware that ICE will NEVER ask for any kind of payment. If they do, they may be ICE imposters. Call the Colorado Rapid Response Network and report the encounter with ICE at 1-844-864-8341.

What Is Public Charge?

Most immigrants who are subject to public charge are not eligible for the benefits that count under the test, and the majority of benefits are not considered in the public charge assessment. The rule that applies currently is the same rule that had been in place since 1999 and is much more limited than the now vacated 2019 rule. Please note that the 2019 version of the public charge rule is no longer in effect.

- Testing and Vaccines for COVID-19 have not been and will not be considered under the public charge rule.

- If you are concerned about the public charge rule, please reach out to a legal expert or a trusted community agency. We want your family to stay safe and healthy, and our programs can help you do that.

- For more information and helpful flyers about the public charge rule go to https://cdhs.colorado.gov/public-charge-rule-and-colorado-immigrants and read the Community Fact Sheets in various languages.
Denver Public Library's Plaza Program is a ten-year-old program to assist Denver’s immigrant, refugee and asylum populations to access each other as well as resources they need to navigate the city. Services offered are: English conversation practice, Citizenship test practice, and other legal services. Make an appointment online at denverlibrary.org/services-immigrants

**Athmar Park Branch**  
Jessica Grazulis  
jgrazulis@denverlibrary.org  
720-865-0230

**Green Valley Ranch Branch**  
Maria Guerrero Menchaca  
mguerreromenchaca@denverlibrary.org  
720-865-0310

**Hadley Branch**  
Rinh Pham - OR - Phong Dang  
rpham@denverlibrary.org  
pdang@denverlibrary.org  
720-865-0170

**Hampden Branch**  
Laura Riley  
lriley@denverlibrary.org  
720-865-0185

**Montbello Branch**  
Ernesto Escarsega  
eescarsega@denverlibrary.org  
720-865-0200

**Rodolfo “Corky” Gonzales Branch**  
Virginia Vassar Aggrey  
vvassar@denverlibrary.org  
720-865-2370

**Ross-Barnum Branch**  
Nelma Heredia  
nheredia@denverlibrary.org  
720-865-0145

**Ross-University Hills Branch**  
Amy Halbach  
ahalbach@denverlibrary.org  
720-865-0955

**Schlessman Family Branch**  
Daniyom Bekele  
dbekele@denverlibrary.org  
720-524-2750

**Valdez-Perry Branch**  
Chufo Ramirez  
cramirez@denverlibrary.org  
720-865-0300
Denver's Department of Public Health & Environment (DDPHE) is dedicated to advancing Denver's environmental and public health goals. DDPHE works collaboratively with city, state, and community partners to conduct education, community engagement, and enforcement to ensure healthy people, healthy pets, and a sustainable environment. Our mission is to empower Denver's communities to live better, longer.

The Public Health department also offers information and resources for the following:

- Health Assistance
- Emergency Preparedness
- Overdose Prevention

Contact Information

Main Contact: 720-865-5484
Community & Behavioral Health: 720-865-5402
Environmental Quality: 720-865-5452
Medical Examiner: 720-337-7600
Public Health Investigations: 720-865-5401
The Denver Office of Aging can be contacted regarding any of the following programs or services:
- Adult Protective Services
- Disability Services
- Older Adult Resources
- Adult Protective Services

DenverConnect

DenverConnect is a mobile resource center designed to connect older adults 60+ with information. DenverConnect will bring city services and resources to neighborhoods, assisted living centers, and places where large concentrations of older adults are gathered. The program targets low-income and racial/ethnic minorities.

Contact Information

Denver Office of Aging:
201 W. Colfax Ave, Dept. 1102
Denver, CO 80202

Denver Office of Sign Language Services
201 W. Colfax Ave., Dept. 1102 - 7th Floor
Denver, CO 80202
720-913-8487
SignLanguageServices@denvergov.org

Denver Office of Sign Language Services

The Denver Office of Sign Language Services provides sign language interpreters and real-time captioning (CART) to Denver City/County agencies, services, programs, and events free of charge.

Per Federal legislation, Americans with Disabilities Act (ADA), Deaf/ hard of hearing people are a protected class. Therefore, they are entitled to effective communication and equal access to all government programs, services, and events.
The Denver Clerk and Recorder Office can be contacted in relation to any of the following programs or services:

- Elections
- Register to Vote
- Ballot Tracking (BallotTRACE)
- Election Worker Opportunities
- Election Data & Maps
- Marriage / Civil Unions
- License Application (Online or In-Person)
- Foreclosures
- Deeds of Trust
- Foreclosure Process
- Release of Deeds of Trust
- Foreclosure Auctions

Contact Information

Phone: 720-865-8400
Hearing Impaired: 720-913-8657

Denver Elections Division: 303-653-9668
Hearing Impaired: 720-913-8657
Clerk's Office: 201 W. Colfax Ave
Denver, CO 80204
Elections: 200 W. Colfax Ave
Denver, CO 80204
The Denver Animal Shelter processes 6000 lost and abandoned pets each year in the Denver Area. Lost pets can be viewed on the shelter website, and they can be retrieved with proof of ownership and a valid ID.

The Denver Animal Shelter can be contacted regarding any of the following programs or services:

- Pet Adoption
- Lost Pet Processing and Reunification
- Animal Education
- Animal Ordinance Enforcement
- The Working Cats Program

**Contact Information**

Phone: 311
Outside Denver: 720-913-1311
Animal Pickup Requests: 720-913-2080

1241 W. Bayaud Ave.
Denver, CO 80223

*Senior Discount: 50% off adoption fees
Military Discount: 50% off one-time adoption fees
Deposits can be places to hold animals not yet available for adoption.

To Adopt a pet, visit the shelter's website to view available animals and arrange for the required visitation before adoption.

Bring ID and fee payment, and be prepared to make spay/neuter arrangements if necessary.*
The Denver Parks and Recreation system includes 30 recreation centers and nearly 20,000 acres of urban and mountain parkland including off-street trails, parkways and natural areas.

Denver Parks and Recreation offers the following programs and services:

- Adaptive Recreation
- Active Older Adults (AOA)
- Arts and Culture
- Virtual Programs and Activities
- Fitness

Contact Information

Phone: 720-913-1311
201 West Colfax Ave, Dept. 601
Denver, CO 80202
The Denver Department of Transportation and Infrastructure can be contacted regarding any of the following programs or services:

- Trash, Recycling, & Compost Pickup & Services
- Parking Citation Information & Payment
- Traffic Citation Information & Payment
- Parking Services & Payment

Parking can often be paid via the PayByPhone app or with a Denver SmartCard prepaid parking card, on top of the regular card payments and coins. Parking citations can be paid online, in-person at the Webb Municipal building at 201 W. Colfax Ave, or via phone.

Waste pickup information can be found online, as well as account sign-up information for reminders and schedules for trash pickup. The Denver Trash and Recycling app is also available. Extra bags of trash and large items are picked up regularly every 8 weeks.

Contact Information

- Parking Citations: 1-866-280-9988
- Residential Parking Permits: 720-913-5365
- Parking Cashier: 720-913-5365
- Handicap Parking Applications: 720-913-8480
- Graffiti Removal: 303-446-3557
- Waste Services: call 311
The Denver Department of Finance can be contacted regarding any of the following programs or services:

- Information on the City Budget
- City Financial Reports

Denver Department of Finance: 720-913-5500

The Treasury, through the Department of Finance, also offers these services:

- Property Tax Information & Payment
- Business Tax Information & Payment
- Motor Vehicle Fees and Registration

Treasury: 720-913-9300

The Office of Human Resources offers information on employment at the City and County of Denver for current, former, and prospective employees. Available positions can be found online on the Denver Job Center website for both internal and external applicants.

- Denver Employment Benefits Include
- Education Refund Programs
- Behavioral Health Resources
- Child Care Assistance
- Health Services

Contact Information

Office of Human Resources: 720-913-5751

Employee Relations: 720-913-5710

24-Hour Job Line: 720-913-5627