



As of October 2, 2024, Denver no longer operates a newcomer reception center, and no longer offers newcomer shelter or onward travel assistance. This guide is intended to explain where newcomers can access basic services.

Shelter for People Experiencing Homelessness

Newcomers experiencing homelessness in Denver can access the City's system of shelter for people experiencing homelessness.

Visit www.denvergov.org/findshelter for information about shelter options.



Individual men:

- Arrive in person to Lawrence Street Community Center, 2222 Lawrence St., between 7 a.m. to 8 p.m. daily. Arrive before 6 p.m. for transportation to other shelter options. (303) 294-0157
- Arrive in person to Crossroads, 1901 29th St., between 8 a.m. to 8 p.m. daily. There is no transportation to other shelters from this location. (720) 305-4640

Individual women:

- Arrive in person to Samaritan House, 2301 Lawrence St., between 4-4:30 p.m. for shelter or transportation to other shelter options. Shelter is until 7:30 a.m. (303) 294-0241.

- Call Delores Project at (303) 534-5411. Beds are assigned only by phone at 10 a.m. daily.

Families with minor children:

- The **Salvation Army Connection Center** is the way to access the family shelter system for families experiencing homelessness.
- Call (303) 295-3366 between 7:00 a.m. and 9:00 p.m. Monday through Friday, or 8:00 a.m. to noon Saturday and Sunday.
- Call until someone answers. Ask for a Spanish speaker. You must have a phone number to receive calls back. (The Connection Center does not communicate through WhatsApp).
- Arrive in person: 11701 E 33rd Ave between 7:00 a.m. and 9:00 p.m. Monday through Friday, or 8:00 a.m. to 12 p.m. Saturday and Sunday.

Mullen Home- is available for newcomers experiencing homelessness with children under age 14, and pregnant people in the third trimester, who have been residing in the Denver metro area *for 60 days or longer*. Newcomers of any nationality could qualify. Newcomers recently arriving to Denver generally do not qualify. *Exceptions can be made for newcomers who have not been in the metro area for 60 days or longer in exceptional circumstances, including children or parents with disabilities, advanced pregnancy or recent post-partum, or domestic violence.*

- For access to the Mullen Home, email newcomerprogram@denvergov.org or leave a voicemail at 720-913-3203.

Please note that the Mullen Home will only operate until the end of 2024 and no new admissions will happen after early November 2024.

Unaccompanied youth:

- Youth ages 15-20 can arrive in person to Urban Peak, 2100 Stout St. between 8 a.m. and 8 p.m. Mondays through Fridays, or 10 a.m. and 8 p.m. Saturdays and Sundays. (303) 974-2908

Those experiencing domestic violence: SafeHouse Denver, 24-hour crisis hotline (303) 318-9989

Transgender individuals: Call Delores Project at (303) 534-5411. Beds are assigned only by phone at 10 a.m. daily.

Help After Hours

A newcomer in need of help during hours when other resources are not available can call 911 only in case of a life-threatening emergency. The DPD non-emergency line 720-913-2000 is also available 24 hours.

Newcomers Sleeping on the Streets or in a Vehicle

Send a referral to <https://forms.office.com/g/xdN5J6CV1Z> to request that a Denver Department of Housing Stability (HOST) Spanish-speaking outreach team contact a newcomer sleeping outside or in a vehicle. Responses are during business hours only.



Shelter During Cold Weather

Additional shelter beds for people experiencing homelessness are activated during periods of cold weather.

- The City's Emergency Operations Plan calls for the opening of recreation centers as warming locations during regular business hours, and additional overnight shelter to ensure capacity for everyone to come inside when temperatures are unsafe.
- The Denver Department of Public Health & Environment (DDPHE) is the lead agency in monitoring weather conditions and determining when temperatures indicate a need for severe weather activation.
- So that people in crisis do not have to figure out where shelter is available, people in need of shelter should be referred to the [city's "front door" shelter access points](#) and will be transported to overnight shelter.

To find out if the City is activating cold weather shelter, visit: www.denvergov.org/findshelter and click on “Severe Weather Shelter Plans”

Medical Care

Call 911 if it is an emergency.

Denver Health: 660 Bannock St., 303-436-6000. Emergency medical care for adults and children.

Denver Nurse Line: 303-739-1211. 24 hours, medical advice to help you know if you need to get immediate medical attention.

Help During a Mental Health Crisis

Colorado Crisis Services is a statewide resource for mental health, substance abuse or emotional crisis help, information and referrals. Call 844-493-8255, text “TALK” to 38255, or visit <https://coloradocrisisservices.org/es/>

Call 988 or visit <https://988colorado.com/spa> for free, immediate mental health support, 24 hours a day, 7 days a week.

Help for Those Experiencing Domestic Violence

SafeHouse Denver: 24-hour crisis hotline (303) 318-9989

Additional Resources: <https://denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Police-Department/Safety-and-Crime-Prevention/Intimate-Partner-Violence>

Help for Newcomers with Disabilities

El Grupo Vida: Arrive in person to 3443 South Galena St., Suite 120, 9 a.m. to 4 p.m. Monday – Friday. www.elgrupovida.org, (303) 335-9875

Other Ways to Seek Assistance

Contact the Denver Newcomer Program at

newcomerprogram@denvergov.org or leave a voicemail at 720-913-3203 for questions or information about resources. Responses will be in Spanish and sent within 72 business hours.

Mile High United Way's 2-1-1 Help Line is a free, multilingual, and confidential service that connects individuals with community resources and information.