



# DEEP

---

## DENVER EMPLOYEES EMERGENCY PROGRAM (DEEP) Emergency Assistance Application Information

**General Overview** Applications to DEEP can be considered only if they are complete and if the request meets the criteria for an emergency.

**Eligibility** All City and Civil Service employees who have successfully completed employment probation are eligible for grants. Seasonal, on-call, and limited employees are not eligible. Employees who have been suspended or placed on unpaid disciplinary leave in the last six months, **in accordance with CSA Rule 16-20 Progressive Discipline 1)**, are also not eligible. Grants can only be awarded for the benefit of City employees or their dependents.

**Grant Amounts** Grants may be awarded for up to \$300 per twelve-month period. An applicant may receive more than one grant as long as the cumulative total does not exceed \$300 in a twelve-month period. Because of the limited availability of funds, DEEP may award less than the amount requested if a lesser amount will resolve the emergency.

**Grant Determinations** Grants will be awarded on a first-come first-served basis for requests that meet the eligibility criteria.

**Excluded Items** Grants will not be awarded to pay for: day care, credit card payments, auto loans, auto repair, auto insurance, gambling, litigation, debt consolidation, cable TV, rent, mortgage payments, telephone, bail, or other expenses not covered by the program.

**Application Requirements** Applications must be completed in full and have supporting documentation attached that illustrates the emergency nature of the request. For example: eviction notice, utility shut-off notice. (Please send copies not originals).

If you are requesting assistance with Xcel energy, you must make a payment arrangement with Xcel before DEEP can assist. Once the payment arrangement has been made, DEEP usually assists with the required "good faith" payment, typically \$100. To make payment arrangements, please call 720-913-3204.

**Vendor Information** Checks will be written directly to vendors, never applicants. Therefore, it is very important that applicants include a copy of the bill they are requesting help with. The document must show the vendor name, address, and amount due. Checks will be mailed to the vendor unless the applicant requests to pick it up, so please be sure to include the mailing address.

**Submitting Applications** Completed applications must be delivered, mailed or faxed to:  
Office of Employee Assistance, 1437 Bannock St., Suite 500, Suite 760, Denver, CO, 80202; Fax 720-913-3205. If delivering application, you may do so between the hours of 8:00 a.m. and 4:00 p.m.

**Notification of Decisions** Applicants will be notified by phone of the status of their request. If the application does not contain sufficient information, it will be held on file until additional information is received.

**Receiving Approved Awards** checks will be mailed directly to the vendor unless the applicant makes special arrangements during the notification call.

**Privacy Policy** Denver Employees Emergency Program (DEEP) regards all applications for financial assistance as confidential. All information collected by DEEP will be subject to the same confidentiality that applies to all information collected by the Office of employee Assistance, which are consistent with the Colorado Mental Health Statute and the National Health Insurance Portability and Accountability Act.

**Non-Discrimination Policy** The DEEP shall not discriminate on the basis of any non-merit factor in making grants, selecting staff, directors and volunteers, or any other activity.

OFFICE OF EMPLOYEE ASSISTANCE, DEEP, 1437 BANNOCK ST. SUITE 500, DENVER COLORADO, 80202  
PHONE (720) 865-DEEP FAX (720) 913-3205 [www.denvergov.org/deep](http://www.denvergov.org/deep)