Denver City Guide

OFFICE OF IMMIGRANT & REFUGEES AFFAIRS
DENVER HUMAN RIGHTS & COMMUNITY PARTERSHIPS

Please take one.
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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 when 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.

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.

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.
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  
oin@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
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](http://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.*
The Denver City Attorney's Office can be contacted regarding many programs and services, including:

- Civil Litigation
- Employment and Labor Law
- Victim and Community Services
- Legal Services
- Prosecution and Enforcement

The City Attorney website also offers information on how to file a claim electronically, request documents, and resources available for victims and communities.

Contact Information

Administrative Contact:
720-865-8600

Civil Litigation:
720-913-3100

Employment & Labor Law:
720-913-3125

Victim & Community Services:
Rose Andom Center
720-913-8020

Municipal Operations:
720-913-3275

Prosecution:
720-913-8050

Report 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. The Denver City Attorney's Office may be able to pursue cases in court on behalf of wage theft victims.

720-913-8050
CAOWageTheft@denvergov.org
Denver Labor, a division of Denver Auditor's Office, helps protect all workers in the City and County of Denver against wage theft, regardless of their immigration status.

Their bilingual team enforces the following Denver's wage laws:

- Prevailing wage
- Minimum wage
- Civil wage theft

Prevailing wage refers to the minimum wages and fringe benefits that city contractors and subcontractors must pay their workers doing construction work in connection with any public building or public work on behalf of the City and County of Denver. Minimum wage is the lowest legal wage employers can pay their workers when they perform their activity within the geographical limits of the City and County Denver. Civil wage theft happens whenever somebody isn't paid the wages they're entitled to, as promised and required by law. If you think you are being underpaid or are a victim of wage theft, please submit a complaint. Denver Labor protects the complainant's confidentiality and doesn't ask about the immigration status.

It is your right to request oral or written language assistance services in your primary language. Please contact Wage Complaints to obtain these services at no charge to you.

**Wage Theft Complaints**

Denver Labor focuses on getting restitution to workers without going to court. Wage theft complaints can be submitted anonymously and by third parties:

Phone: 720-913-9243
Email: wagecomplaints@denvergov.org
Website: www.DenverWages.org
The mission of the Public Defender is to defend and protect the rights, liberties, and dignity of those accused of crimes who cannot afford to retain counsel.

**Contact Information**

**Colorado Public Defenders Office**
(Felony & State Level Misdemeanor Cases):
1290 Broadway Suite 900
Denver, CO 80203

**Municipal Public Defender's Office**
(All Other Cases): 720-337-0407

**Denver County Court's Bonding Office:**
490 East Colfax
Denver, CO 80204
Phone: 720-337-00672
https://public.denvercountycourt.org/Bond/Index

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

Small Business Opportunity:
720-913-1714

Workforce Services:
720-337-9675

DEDO's Neighborhood Equity & Stabilization (NEST) division provides longtime businesses and residents with a range of opportunities to remain in place by partnering with non-profit partners and community organizations.

Website: denvergov.org/NEST
Email: NEST@denvergov.org
Phone: 720-913-1847
The Office of Children's Affairs (OCA) works to ensure youth thrive across the life span. OCA provides access to free and low-cost food, childcare, early childhood education, after-school 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](http://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](http://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](http://denvergov.org/tastyfood)

**Youth Program Locator**

5 - 18 years old

Search for a variety of programs that keep youth safe, engaged and active. You can also locate additional resources that support the whole family.

**Search programs and resources at:**
[denvergov.org/youthprogramlocator](http://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:

- Family and Adult Assistance Division
  Economic Resilience
- Child Support Services
- Child Welfare
- Adult Protective Services
- Resource Engagement and Prevention 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.

**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

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.

- Assistance for current/overdue rent.
- Relocation assistance, including security deposit and rent.
- Immigration status NOT required. Income restrictions apply.
- Must live in the City and County of Denver.

Utility Assistance

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

- 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.

For more information about Rent or Utility Assistance call 1-844-926-6632 or visit denvergov.org/RentHelp

It is your right to request oral or written language assistance services in your primary language. Please contact Rent Assistance or Utility Assistance to obtain these services at no charge to you.
Free housing counseling is available to homeowners seeking to maintain and retain their home in the City and County of Denver.

You can contact any of the following housing counseling services:

- **Brothers Redevelopment**: brotheersredevelopment.org | 1-844-926-6632
- **Colorado Housing Assistance Corporation (CHAC)**: chaconline.org | 303-572-9445
- **Denver Housing Authority (DHA)**: denverhousing.org | 720-932-3000
- **NEWSED Community Development Corporation**: newsed.org | 303-534-8342
- **Northeast Denver Housing Center**: nedenverhousing.org | 303-377-3334
- **Del Norte Neighborhood Development**: delnortendc.org | 303-477-4774

**Free Eviction Legal Services**

Free eviction legal services are available for low to moderate income Denver households from the following organizations:

- **Colorado Legal Services**: 303-837-1313 or coloradolegalservices.org
- **Colorado Affordable Legal Services**: 303-996-0010 or ColoradoAffordableLegal.com
- **Colorado Poverty Law Project**: 720-772-9762 or copovertylawproject.org
- **Covid-19 Eviction Defense Project**: 303-838-1200 or cedproject.org

Free in-person eviction legal assistance and housing resource navigation is also available Monday-Friday 8am – 12pm in Room 163 of the City and County Building (1437 Bannock St).

**It is your right to request oral or written language assistance services in your primary language. Please contact Free Eviction Legal Services providers to obtain these services at no charge to you.**
Food Assistance

Free and discounted food and groceries for families in need.

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.
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

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**Agency for Human Rights & Community Partnerships**

The agency for Human Rights & Community Partnerships (HRCP) is the umbrella agency for one division, eight offices, and ten commissions. HRCP works to create lasting change for Denver's residents through advocacy, capacity building, partnerships, community engagement, and direct services. Among others, the agency includes:

- Anti-Discrimination Office
  Division of Disability Rights
- Office of Immigrant and Refugee Affairs
- Office of Deaf and Hard of Hearing Services
- Office of Financial Empowerment & Protection
- Office of Aging
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: https://www.justice.gov/eoir/file/ProBonoCO/download.

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.
Other Ways to Find Immigration Legal Help

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

You can file a complaint with this office if you have an issue with your lawyer: https://www.coloradosupremecourt.com/Complaints/File_Complaint AgainstAtty.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
What Should I Know About My First Year as an Asylee?

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, 303-863-8211, crsp@state.co.us
African Community Center, 925 S. Niagara St. Suite 200, Denver, CO 80224, 303-399-4500, accoutreach@accden.org
International Rescue Committee, 1873 S. Bellaire St., Suite 500, Denver, CO 80222, 720-328-6655
Lutheran Family Services Rocky Mountains, 1035 Osage Street, Suite 700, Denver, CO 80204, 303-922-3433
Jewish Family Services, 3201 S. Tamarac Dr, Denver, CO 80231, 303-597-5000

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 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

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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:


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 https://www.uscis.gov/green-card.

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. You can access the form here: www.uscis.gov/AR-11.
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 Can Prevent Me from Becoming a Citizen?

Excessive travel outside of the United States can interfere with the continuous residence requirement. Failing to pay taxes, lying to the government, or being convicted of a crime can have a negative impact on the “good moral character” requirement for becoming a citizen. If you have these problems, you can consult with an immigration attorney or DOJ accredited representative before starting the application process. Also, most applicants must be able to understand, speak, and write basic English.

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.

What are the fees? Can I apply for a fee waiver?

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
Federal Government Information

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)
Address: Denver Field Office, 12484 E Weaver Pl, Centennial, CO 80111
Phone: 1-800-375-5283
Website: uscis.gov
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. 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 egov.uscis.gov. 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, 2023 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.

Check the Federal poverty level at:

- You can check which USCIS forms you can use the fee waiver at:
https://www.uscis.gov/i-912

Household Size 150% of HHS Poverty Guidelines
(The incomes on this chart changes on an annual basis)

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$21,870</td>
</tr>
<tr>
<td>2</td>
<td>$29,580</td>
</tr>
<tr>
<td>3</td>
<td>$37,290</td>
</tr>
<tr>
<td>4</td>
<td>$45,000</td>
</tr>
<tr>
<td>5</td>
<td>$52,710</td>
</tr>
<tr>
<td>6</td>
<td>$60,420</td>
</tr>
<tr>
<td>7</td>
<td>$68,130</td>
</tr>
<tr>
<td>8</td>
<td>$75,840</td>
</tr>
</tbody>
</table>

Add $7,710 for each additional person
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 program to assist Denver’s immigrant, refugee and asylum populations to access each other as well as resources they need to navigate the city. Free and open to all!

- Practice English Conversation
- Study for the citizenship exam
- Get help with technology
- Search for a job
- Find resources around Denver
- And more!

To find a location or get more information, call 720-865-2362 or visit denverlib.org/plazaflyers.

Join our Facebook group: PLAZA at Denver Public Library

Scan the QR code for Plaza flyers and resources!
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 Deaf and Hard of Hearing Services**
201 W. Colfax Ave., Dept. 1102 - 7th Floor Denver, CO 80202
720-913-8487
deafhhservices@denvergov.org

**Denver Office of Deaf and Hard of Hearing Services**

The Denver Office of Deaf and Hard of Hearing 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

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.*

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.
The DPR system includes 30 recreation centers and pools with more than 10 program areas, 8 golf courses, and over 20,000 acres of urban and mountain parkland including off-street trails, parkways, and open spaces.

Denver youth and residents age 60+ receive free access to recreation centers through the MY Denver Card and MY Denver Prime programs. Financial assistance and other discounts are also available. Learn more at denvergov.org/Recreation.

Denver Parks and Recreation offers the following recreation programs:

- Active Older Adults
- Adaptive Recreation
- Alternative Sports
- Aquatics
- Arts & Culture
- Citywide Sports
- Fitness & Wellness
- MY Denver Programming and Social Enrichment
- Outdoor Recreation
- Youth Sports

Search programs and resources at: www.denvergov.org/parksandrecreation

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 at denvergov.rmcpay.com, via phone at 1-866-280-9988, or by mail (send your check or cashiers check with the citation number to Parking Violations Bureau, P.O. Box 46500, Denver, CO 80201).

Waste pickup information can be found online at denvergov.org/Trash, 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
Get Help, Report Problems, Ask Questions: Call 311 (720-913-1311) or visit denvergov.org/Online-Services-Hub

Find programs, projects, and services online:
www.denvergov.org/DOTI
Follow DOTI on social media:
Facebook: www.facebook.com/DenverDOTI
Twitter: www.twitter.com/DenverDOTI
Follow the grant programs on social media:
Facebook: @DenverHEAL (Denver Healthy Eating & Active Living)
Instagram: @denver_calc (Denver Community Active Living Coalition) & @tssdenver (Teen Safe Streets Coalition)
Through our Office of Community and Business Engagement (OCBE), Denver’s Department of Transportation and Infrastructure (DOTI) offers education & partnership with residents, organizations, and businesses around transportation safety, active living, and community resiliency. Learn more about our programs below and connect with us at ocbe@denvergov.org.

Programs for Safer Streets

Denver Community Active Living Coalition (CALC) is a diverse group of community members who care about health and safety through physical activity. We envision a city with safe, convenient & fun spaces to walk, roll, bike, and take transit where residents of all ages and abilities can connect to their environment and one another.

Local Coalitions:
- Northeast Denver (Montbello & East Colfax)
- Southwest Denver (Ruby Hill, Mar Lee, College View, Harvey Park)
- Northwest Denver (Sunnyside & Chaffee Park)

Learn more by visiting www.denvercalc.org or connect with us at calc@denvergov.org

Denver Vision Zero: DOTI is committed to making Denver’s streets safe for everyone – no matter where they live in the city, no matter their means, and no matter their choice to walk, roll, bike, drive, or take transit. 84 people died in traffic deaths in Denver in 2021. Our goal is zero traffic-related deaths and serious injuries by 2030. Join the Safe Speeds Coalition to help us understand risky driving behaviors like speeding, and help us create & share messaging and education to make our roads safer.

Learn more and get involved by visiting www.denvergov.org/visionzero
Programs for Families

DenverSafeRoutes to School (SRTS) works with school communities to create safe and equitable places and opportunities that enable physical activity, lower the obesity rate and risk while traveling to and from school. The program’s overall goal is to double the mode-share of families who walk or bike to school, from about 14% in 2022 to 30% by 2027. Learn more by visiting www.denvergov.org/srts or connect with us at srts@denvergov.org. For more information on free or discounted booster & car seats, connect with us at srts@denvergov.org.

Programs for Youth Leaders

Denver Teen Safe Streets (TSS) is a youth-led program to promote transportation safety, educate about teen driving programs like the Graduated Drivers’ License, and create social norms for teens to be safe while traveling on Denver’s roads. To learn more, contact us at oCbe@denvergov.org.

The Future of Denver Youth Collaborative is led by youth for youth. If you are between the ages of 14-25 and want to be more involved with your community and build relationships with other youth, this is for you! For more information, visit denvercalc.org/post/futureofdenveryouth.
The Denver Department of Finance can be contacted regarding any of the following programs or services:

- Information on the City Budget
- City Financial Reports

**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**

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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 at [denvergov.org/JobCenter](http://denvergov.org/JobCenter).

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

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RTD is the public transportation provider for the Denver metro area, connecting communities with buses and trains, Access-a-Ride (services for people with disabilities), neighborhood shuttles like FlexRide, and more. Let RTD help meet your transportation needs!

**Discount Programs**
You and your family may qualify for discounts. Discount fares are available for:

- People with low incomes
- Seniors (ages 65+)
- People with disabilities
- Youth (ages 6-19)

All children five years of age or younger ride free accompanied by a fare-paying adult (limit 3 children per adult).

Learn more about eligibility and applying for discount fares at [rtd-denver.com/discount-fares](http://rtd-denver.com/discount-fares)

**Have Questions or Need Interpretation Assistance?**
Call Customer Care at **303.299.6000** with any questions about riding with RTD. Interpretation services are available at no cost. Stay on the phone and keep talking as the Customer Care representative connects to an interpreter who can speak your preferred language.

**How to Buy Tickets and Passes**
Whether traveling by bus or train, it’s easy to buy your RTD tickets and passes. Choose the service level that meets your needs (Local for short trips, Regional for longer distances, or Airport), and you’re on your way.

**Where to Buy Tickets and Passes**
- Ticket vending machines at all rail stations
- Bus operator (if using cash, pay the exact amount)
- On [rtdonlinestore.com](http://rtdonlinestore.com)
- RTD sales outlets and participating King Soopers and Safeway stores (see locations at rtd-denver.com)

**RTD on Your Smartphone**
The easiest place to buy your tickets is on your smartphone. Download the [RTD MyRide app](http://app.rtd-denver.com) for iOS or Android!

Explore RTD services, plan your trip, and more at rtd-denver.com.