

Council Priority: Improve Human & Social Health for Vulnerable Populations

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1. Does the work and programs highlighted sufficiently progress toward meeting Council's expectations to support this Council Priority?
2. Does Council need any additional information or have any feedback to provide?

Problem Statement: *Obstacles and barriers exist that impede access to services for our underserved community members. We need to work with our regional partners to invest in a robust and accessible safety net to create conditions where one is not needed. Existing oil and gas wells in and around Fort Collins cause harmful pollution and have negative environmental and human health impacts.*

- 1** **Expand human services funding;** align with top community needs
- 2** **Embed equity** throughout City services, programming and operations; monitor progress
- 3** **Address environmental concerns** including air quality and oil and gas policies
- 4** Continue and expand **programs that provide direct support** to vulnerable populations



State of Colorado Department of Public Health and Environment Definitions:

- **Disproportionately impacted communities** - Asian, Native Hawaiian or Pacific Islander, African American/Black, Hispanic/Latin(o)(a)(x), American Indian or Alaska Native; older adults; lesbian, gay, transgender, bisexual, queer or questioning, gender nonconforming; people with disabilities; people with low socioeconomic status; people currently or formerly incarcerated; and people who live in rural and/or geographically isolated communities.
- **Community-led engagement** - the practice of working collaboratively and through disproportionately affected populations to address issues affecting those populations with the goal of using community expertise to lead, inform, and conduct engagement practices. This can include using culturally and linguistically tailored outreach, community advisory boards, etc.



Strategies: Improve Human and Social Health for Vulnerable Populations



| Ongoing | Timeline Notes | Status |
|--|-----------------------|----------|
| Equity Readiness Assessments with department teams | Ongoing in 2024- 2025 | On track |
| Air quality monitoring | Ongoing in 2024-2025 | On track |
| Identify and address barriers to Get FoCo usage to boost participation | Ongoing in 2024-2025 | On track |
| Equity Indicators Dashboard Data Analysis Update | 4 months (Q2-Q3 2025) | On track |

| Planned/Underway | | |
|---|---|----------|
| Complete and Implement Human Services Priorities Platform | Q3-Q4 2024; utilize in 2025 process | On track |
| Continue seeking resolution on Oil and Gas compliance issues and initiating State assessment of underutilized wells and aging pipeline system | Oct. 2024: Well closure ordered by the State; reclamation in progress | Complete |

| Budget/Council Contingent | | |
|---|---|----------|
| Immigration Legal Fund, Eviction Legal Fund, Mobile Home Parks Program, Community Consultants Program | BFO Offer 25/26 to continue program | Funded |
| 1FTE Equity Office Underserved Communities Engagement and Outreach | BFO Offer 25/26 to expand program | Unfunded |
| Human Service Program Funds | BFO Continuing Enhancement Offer 25/26 \$150k | Unfunded |
| 1FTE Healthy Homes Navigator and Direct Household Support | BFO Offer to enhance program | Funded |

Increasing Access: Removing Obstacles and Barriers

Cost

Language

Transportation

Communication
and Outreach

Documentation

Digital
Divide

Difficult
Processes

Translation
and Interpretation

Eviction Legal
Fund

Air Quality and
Healthy Homes

Get FoCo

Digital Inclusion

Human Services
Funding

Community
Consultants
Program

Spin
Access

Grocery Rebate
Program

Reduced-Rate
Recreation

Immigration
Legal Fund

Equity
Readiness
Assessments

Mobile Home
Parks Program

Utilities
Affordability
Programs

Reduced-Rate
Connexion

Gardens on
Spring Creek

Ensuring an equitable, legal, and responsive approach

Other City Programs Supporting this Council Priority

Additional Funded Budget Offers Supporting this Priority:

Adaptive Recreation,
Reduced Fee Scholarships,
and Behavioral Support Specialist

Conflict Transformation
Works

ADA Bus Stop
Improvements

Universal
Preschool

Rental Housing
Program

Transit Security and Mental
Health Collaboration

Multicultural Business and
Entrepreneurship Center (MBEC)

Municipal Court
Specialized Services

Cultural Community
Programs

NoCoBiz Connect (Equitable
Business Support and
Recognition)

Homeless Outreach and Proactive
Engagement (HOPE) Police Team

Dial-A-Ride



- Priorities Platform: Blueprint for how the Social Sustainability Department delivers resources, programming and partnership toward human services and homelessness in Fort Collins. Will influence staff work plans and FY25 competitive grant funding.
- Underscores and recognizes the adversities experienced by residents with disproportionately impacted identities.
- Will be reviewed and adapted annually to respond to changing community conditions.

Human Services Priorities

Caregiving

Prevention

Intervention

Food Security

Financial Stability and Opportunity

Homelessness Priorities

Sheltering

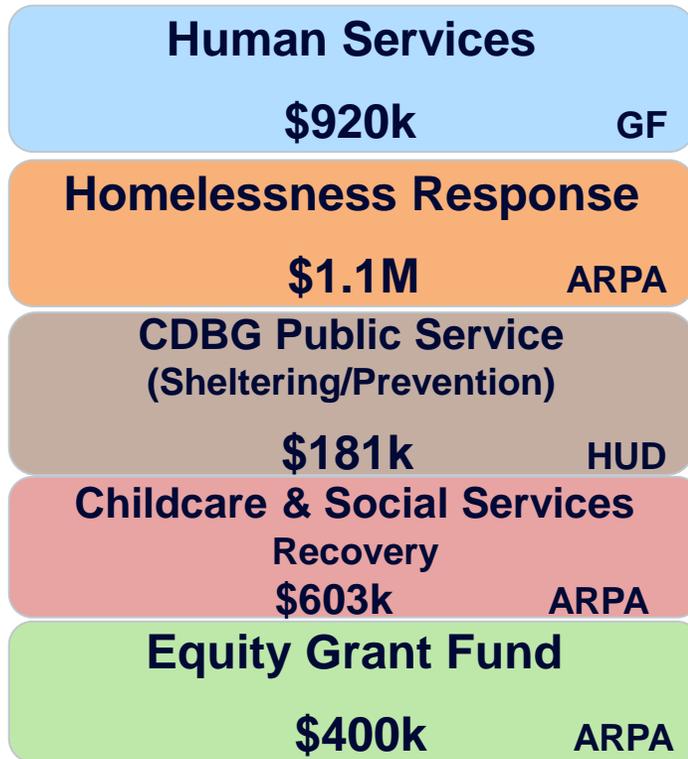
Supportive Services

Prevention



Grant Funding to Nonprofit Partners

2024



Total: \$3,204,000

2025



Total: \$1,950,000

Joe had been caring for his wife Jane, who has advanced Alzheimers, in his home with limited supports. Joe was exhausted and Jane continued to become more and more restless and agitated. After learning about Elderhaus, Joe decided to bring Jane one day each week. After the very first day- Joe saw a change in Jane. She came home exhausted and content. Within a month, Joe added a second day for Jane to attend. Joe recently shared that their lives have changed for the better. "I have more time than I know what to do with! Jane is so much more relaxed, her agitation has decreased - and while she no longer can speak- she knows where she is going when we pull into the Elderhaus driveway- and I get to see a smile that has been absent for years."

Human Services Program Grant Recipient
Elderhaus Adult Day Program

Dear workers at the Food Bank, first I wanna say I really appreciate you guys getting together all the food we eat. Sometimes I don't have home lunch or my mom didn't go grocery shopping but ~~that's~~ I can rely on the food at school. I really appreciate you guys.

Love: [redacted] at
BGC



To Meals on Wheels
The gift bag was such a nice surprise. There were so many interesting things in it. I was fun opening it and very much appreciated

We like the food we receive. There is a nice variety

Merry Christmas!

Jim & Marijo

2 Embed equity throughout City services, programming and operations; monitor progress



Goal 1: Commitment and Common Language

- Employee Education and Training
- Employee Resource Groups
- Accessibility and Compliance Work
- Equal Employment Opportunity Education
- Inclusive Language Guide and Module

Goal 2: Inclusive and Equitable Engagement

- Digital Inclusion - Get FoCo
- ADA Compliance
- Cultural Events and Engagement
- Proclamations and Community Receptions
- Event Sponsorships
- Community Connectors
- ARPA Equity Grant Fund
- Boards and Commissions

Goal 3: Data Accountability

- Equity Readiness Assessments
- Equity Indicators Update
- Equity Office Intake Form-Data Collection
- Web and Digital Accessibility Compliance



Kudos to Eric Patton in Transfort and Jan Reece in the Equity & Inclusion Office for their work with a community member to address ADA issues on city buses and bus stops.

- *A visually impaired community member, but not blind, was riding city buses and noticed that the bus stops are not announced. Eric has provided training to bus drivers, so all stops are announced which benefits all riders.*
- *The community member also pointed out that bus stop signage placement was too high for folks who may use wheelchairs. Transfort is working on adjusting the heights so all persons can easily access bus schedules at stops.*
- *Eric and Jan worked on these issues together and brought updates to the Disability Advisory Board.*
- *The community member provided a glowing review on the great customer service that Eric and Jan have provided him and praised their ongoing, clear and kind communication and ability to be receptive to his living experience as a person with blindness. He is extremely grateful for all the work Eric and Jan have been able to put in place so quickly. Thanks for your thoughtful service, Eric and Jan!*

Vulnerable Groups: Young, elderly and individuals with respiratory/cardiovascular conditions (regardless of location).

- **No More Oil and Gas Operations**

- Prospect Energy ordered to shut down (Aug 2024)
- City working to acquire property to expedite reclamation

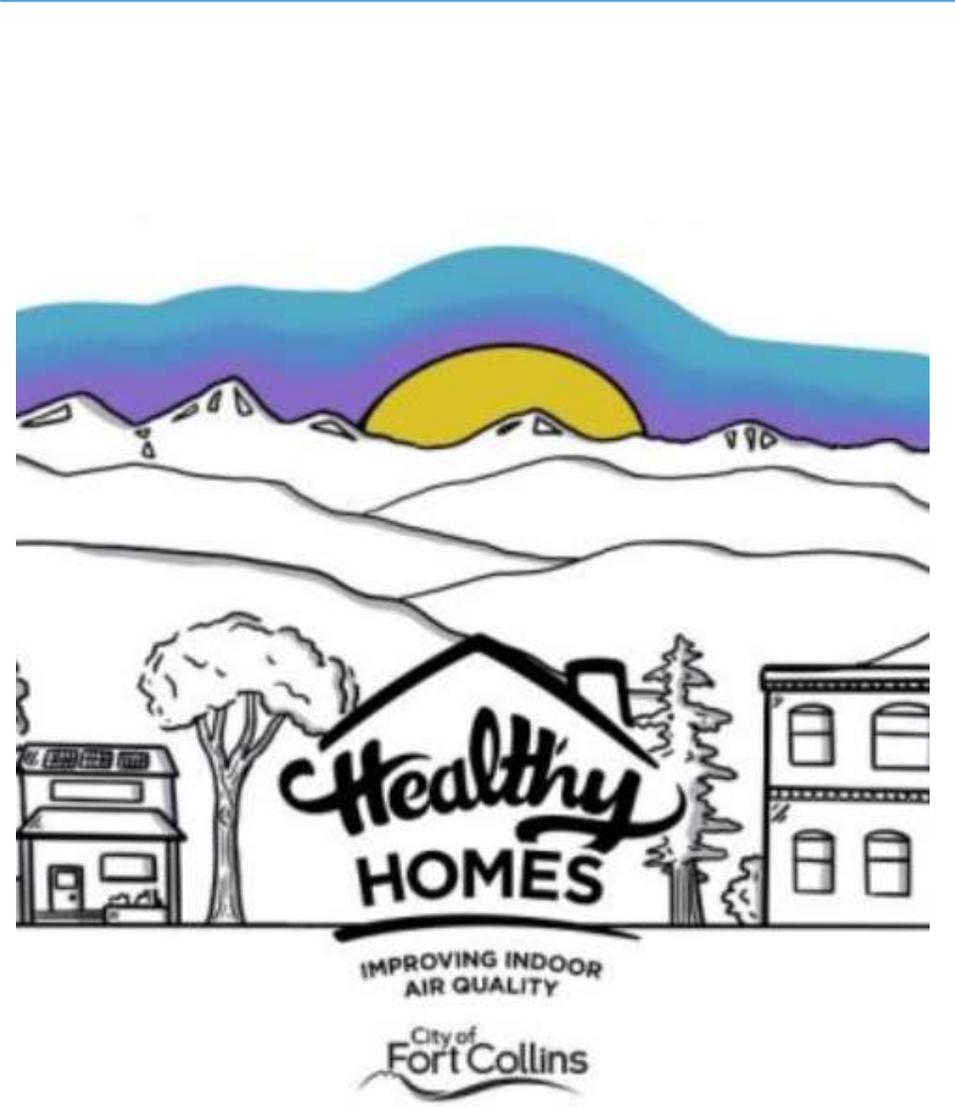
- **Air Toxics Monitoring**

- Year 1 of 3 complete under EPA grant
- Sites prioritized by community interest; data analysis pending

- **Monitoring Advisory Committee**

- County-wide initiative supported by EPA grant
- Diverse representation providing feedback on monitoring locations and community engagement
- Methods: storytelling, public art, workshops, bilingual website (airready.colostate.edu)





In 2024, Healthy Homes provided:

- Bilingual indoor air quality assessments
- Weatherization and furnace inspections/cleanings
- Resources including smoke alarms, fire extinguishers, CO alarms, portable air cleaners, doormats, and radon test kits
- Home projects that improved the health, safety, and climate resiliency of participants' houses

90% said that their knowledge of indoor air contaminants improved

70% said that their overall health in their home improved

74% said that their home's indoor air quality improved

93% would recommend the program to a friend



Video: A Healthy Homes volunteer shares the program's impact



The mobile home park work continues to be impactful by:

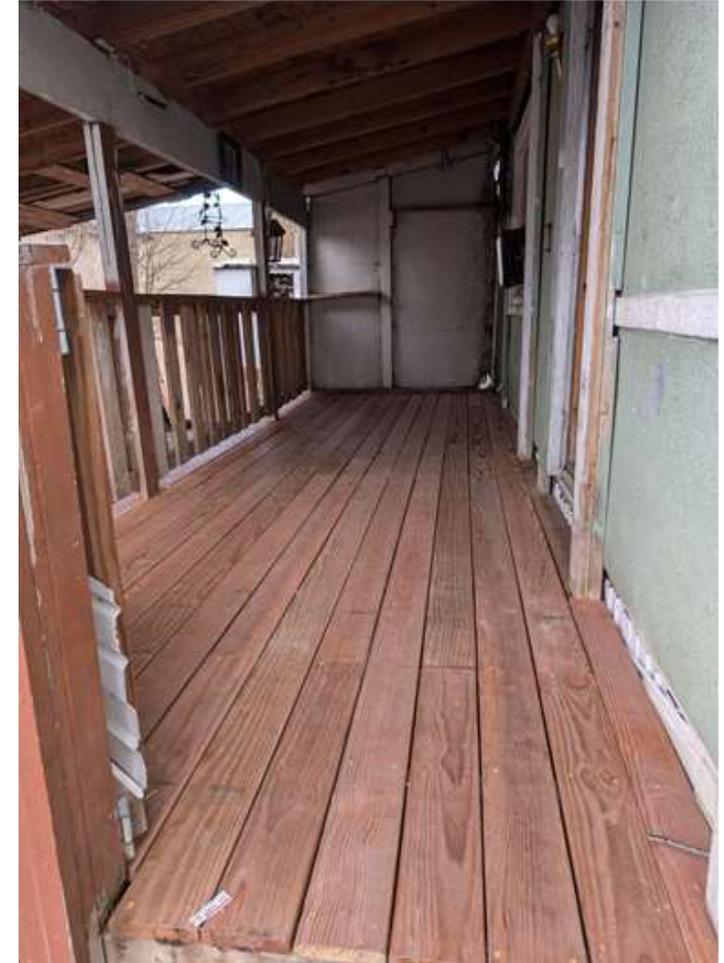
- Keeping residents in their homes with home improvement projects
- Supporting housing quality and aging in place with educational workshops
- Connecting neighbors by funding mini-grant projects

In 2024, the City's mobile home park program:

- Repaired **37** mobile homes with roofing, flooring, deck/handrail, electrical, and plumbing projects
- Hosted and assisted with **5** resource fairs and community events
- Taught **350** senior and primary Spanish speaking mobile home park residents DIY skills like plumbing and power tool use.

Projects funded helped residents improve their home's quality

One resident needed a new electrical panel and upgrades to transition their stove from gas to electric. He had been using a countertop "hot plate" while saving money for the work and new stove. The electrical work was under budget, so he received a new stove from the grant too. For the first time, this grant recipient was able to cook a "proper holiday dinner" as a result of having updated electrical lines and a stove. ***"I am so happy and appreciative! Thank you so much, City of Fort Collins!"***



Immigration Legal Fund (2024)

8 new work authorizations

245 people reached through educational/self-advocacy sessions

33 asylum cases supported

18 Crime, Trafficking, and Domestic Violence Victim Visas processed

21 Special Immigrant Juvenile Status cases

103 cases actively managed

Eviction Legal Fund (2024)

Attorneys represented **136** clients in non-court appearances

366 renters reached through Know Your Rights trainings

1,119 people received educational materials

49 eviction mediation and housing hotline volunteers trained

1,101 renters served

108 landlords served



Bob*, a US citizen, is petitioning for his wife, Joy*, to become a lawful permanent resident. They have been married and living abroad for over 20 years working for non-governmental organizations and nonprofits fighting human trafficking in developing countries. They traveled to Fort Collins last summer with one of their children for a work-mandated sabbatical in the US. They intended to stay for several months, but when they arrived to stay with Bob's parents, they discovered that both of his parents were in poor health and require full time care. They have a salary that is sufficient for living in a developing country, but don't have the necessary dollars to pay for a private immigration attorney and USCIS fees. They are now working with the **Immigration Legal Fund** to prepare Joy's petition and leveraging grant funding from the Women's Foundation of Colorado for filing fees. The family continues to fight trafficking from their home in Fort Collins.

*Names changed to protect confidentiality

Immigration Legal Fund program participant

Income-Qualified Assistance Program

1,758

households enrolled as of January for the 2024-2025 season (November through April)

Payment Assistance Fund

\$51,282

has been distributed to

168

households (at or below 80% AMI), in partnership with Energy Outreach Colorado

Utilities Emergency Fund

Launched

January 1, 2025

\$86,000 approx.

has been distributed to

292

households

Get FoCo now offers access to 5 different programs for income-qualified residents:

Grocery Tax Rebate

- 3,150 applications in 2024
- \$578k rebates in 2024

Recreation Reduced-rate

- 2,444 households applied in 2024

Connexion Reduced-rate

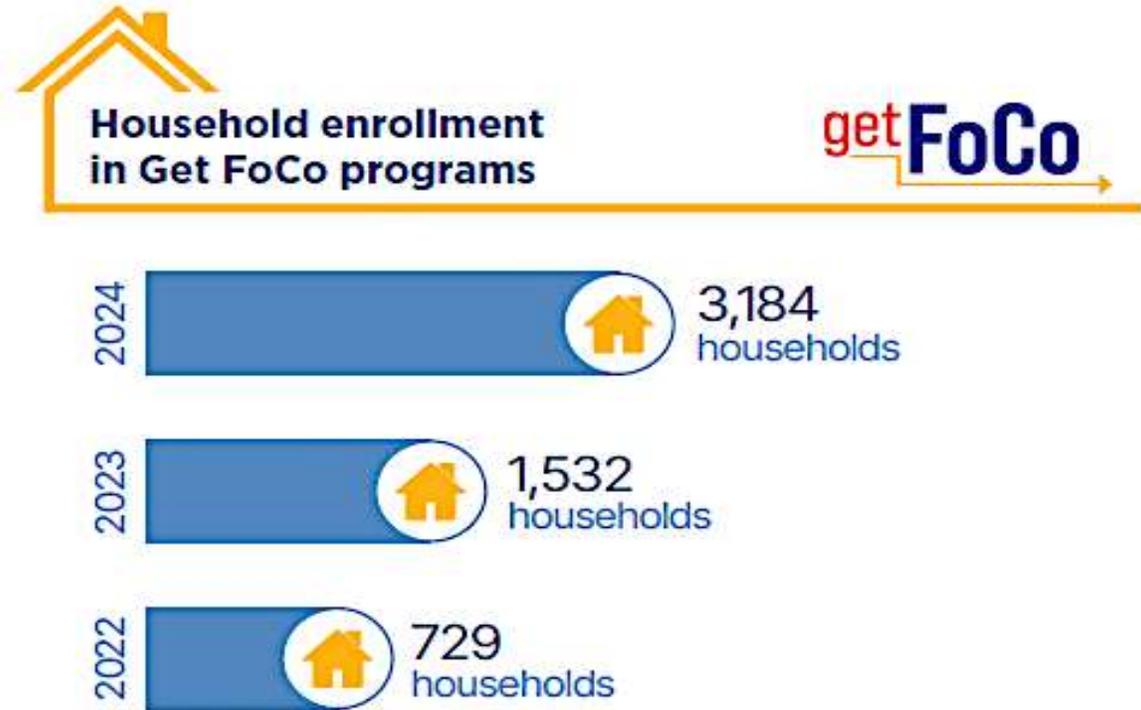
- 970 households

Spin Access

- 765 households applied in 2024

The Gardens on Spring Creek

- nearly 300 applications in less than 3 months



2024 Digital Inclusion Trailblazer

The City of Fort Collins was awarded the status of Digital Inclusion Trailblazer by the National Digital Inclusion Alliance – a recognition reserved by local governments leading the way in the digital inclusion space.



Council Priority

Obstacles and barriers exist that impede access to services for our underserved community members.

- Examples of how we're working with/for community – Community Consultants, Community Connectors, Healthy Homes Educators, and the Resilient Housing Group
- Immigrant community: uncertain future, reluctant to send children to school, attend worship services, or participate in anything associated with any government entity
- Seniors and families expressing concern about cuts to federal programs (Medicaid, Medicare, and Social Security)

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