

Huerfano County Department of Human Services
121 W. 6th St., Walsenburg, CO 81089
719-738-2810



Heather Wellman, PhD., Director

Dear Commissioners Wardell, Sporeleder, and Chamberlin; and County Administrator Young,

As you know, the Huerfano County Department of Human Services has been diligently working to improve our Assistance Payments Unit timeliness metrics. We have seen great success over the course of the past year and hit a high note in November with 95% timeliness. However, the month of December saw a dip in our timeliness. During December, we experienced several state level systems outages and nearly every eligibility technician needed to take sick time as a virus rampaged through our office. This along with the several holidays during the month of December led to a decrease in timeliness.

A decrease in timeliness means our most vulnerable neighbors may experience delays in receiving their benefits. We would like to nip this issue in the bud through a concerted effort by the Assistance Payments Unit through the use of overtime. We would like 5 technicians to work 10 hours of overtime each for a total of 50 overtime hours. Each technician would stay for one hour beyond our normal operating hours for the course of ten business days. We believe this would give us enough time to address the backlog of applications and redeterminations and bring our timeliness metrics back into compliance with state expectations.

Thank you so much for your understanding and support,

A handwritten signature in blue ink, appearing to read "H. Wellman", with a long horizontal line extending to the right.

Heather Wellman, PhD

Director

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