

Department of Human Services Unit Reports

Adult Services Unit

STAFF

- The unit is currently fully staffed.
- The Unit will need a case aid in light of increasing workload.

CASELOAD

Adult Protection 4 received, 4 investigated, 4 closed

Single Entry Point/Long Term Care Medicaid

136 clients, 3 intakes, 0 nursing home referrals, 1 denied

ACTIVITIES

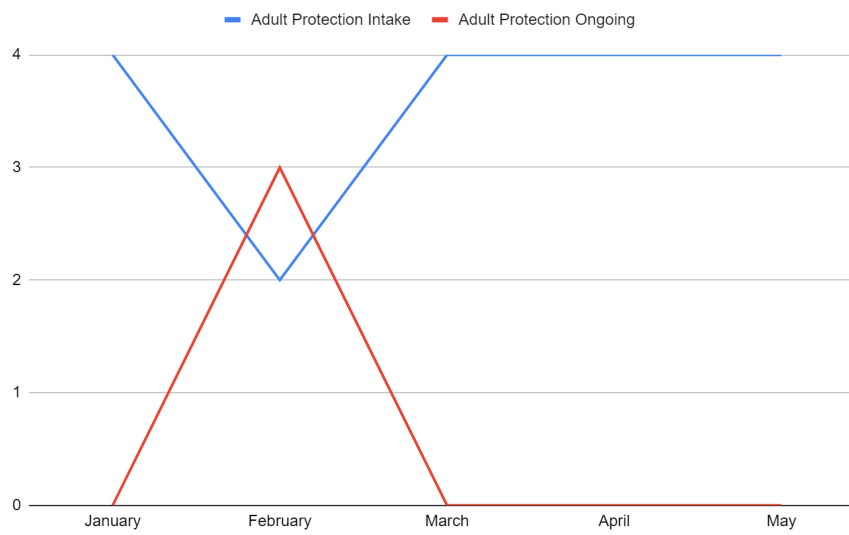
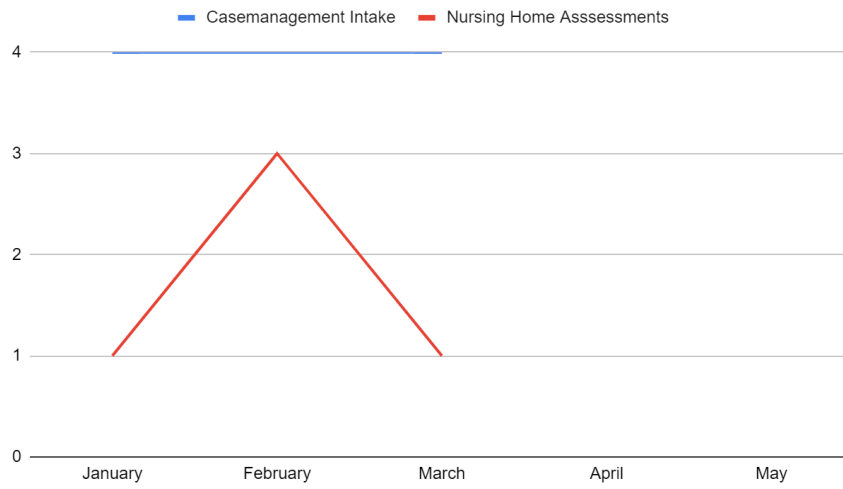
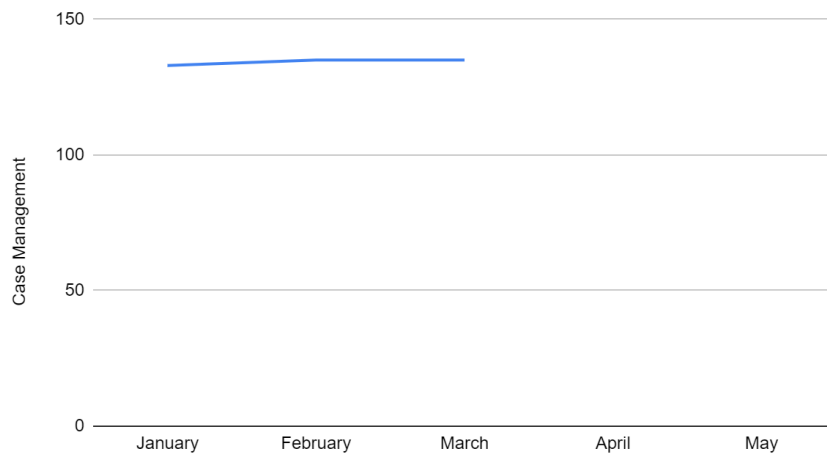
Case Management Agency

- Case managers continue system work arounds and training to ensure timely Prior Authorizations Requests for community partners.
- Case managers completed over 1,000 log notes to meet Target Case Management requirements for March, April, and May. Case managers have created a process to meet new Targeted Case Management Rules to ensure payment.

Adult Protection

- World Elder Abuse Awareness Fair was June 14th from 11-2pm at the South Central Council of Governments Office. Participating community partners were Area on Aging, South Central Council of Governments, Spanish Peaks Regional Health Care Center, Veterans Community Living Center, Colorado Legal Services, Spark the Change Colorado, Senior RSVP Program, Thornton Medical, Huerfano County VA Officer, La Veta Village Assisted Living, American Legion, Alzheimer's Association, State Health Insurance Assistance Program, Capital Call, and AARP Elder Watch. APS provides Huerfano County Emergency Planning books and free totes.
- Commodities food distribution is currently placing all new applications on a waitlist as the state need for food has increased. The Huerfano County Commodities Program will complete an onsite survey June 20th.

Case Management



Assistance Payments Unit (Eligibility)

STAFF

- The Department is Fully Staffed
- One tech is out on extended leave.
- Unit will need to hire part-time to cross train into critical roles.

CASELOAD

New Applications

- Adult Financial (cash assistance): 11
- Colorado Works: 4
- Medicaid: 50
- SNAP: 42
- Expedited SNAP: 12

Redeterminations

- Adult Financial: 2
- Colorado Works: 10
- Medicaid: 34
- Snap: 78

Long-Term Care Nursing Facility cases

- 32 active cases

WORKLOAD UPDATES

The Assistance Payments Unit has been working diligently to get ourselves back on track and the following shows that all their hard work and dedication is paying off!!!

- We have had **HUGE** EBT Card in Hand improvement, and are on track to meet our goal of returning to baseline of 74% and exceed that. We expect to see more gains in June as we finish processing cases we were behind on.

	January	February	March	April	May
Overall Timeliness	74%	63%	52%	41%	72%

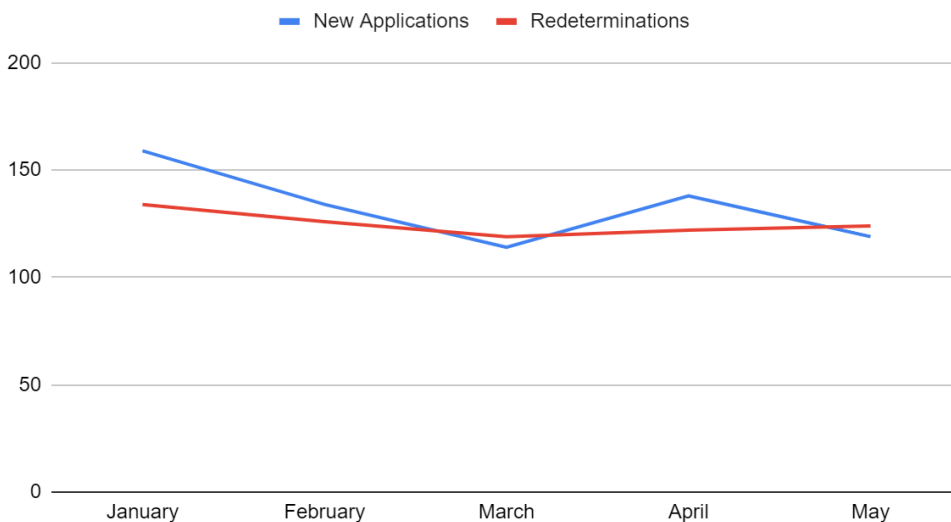
- We have increased our timeliness since 02/2024 and 03/2024, with some of the data as follows:
 - SNAP Applications:
In 03/2024, we had 4 applications over processing
As of 06/05/2024, we do not have any applications over processing

- AF Redeterminations:
In 02/2024, we were over processing by 7 cases
On 06/05/2024, we only have 1 case over processing
- SNAP Redeterminations:
In 03/2024, we were over processing by 19 cases
On 06/05/2024, we only have 4 cases over processing
- We have made a significant gain in processing redeterminations for all program areas!!
On 05/08/2024, we still had 14 Redeterminations to process for April
As of 6/11/2024, we only have 4 Redeterminations from May that are pending verifications and we are already making good progress on June redeterminations
- Tayla has been working really hard to get us caught up on our CW/TANF applications and Redeterminations and we currently do not have any cases that are over processing!!!
WooHoo Tayla!!!

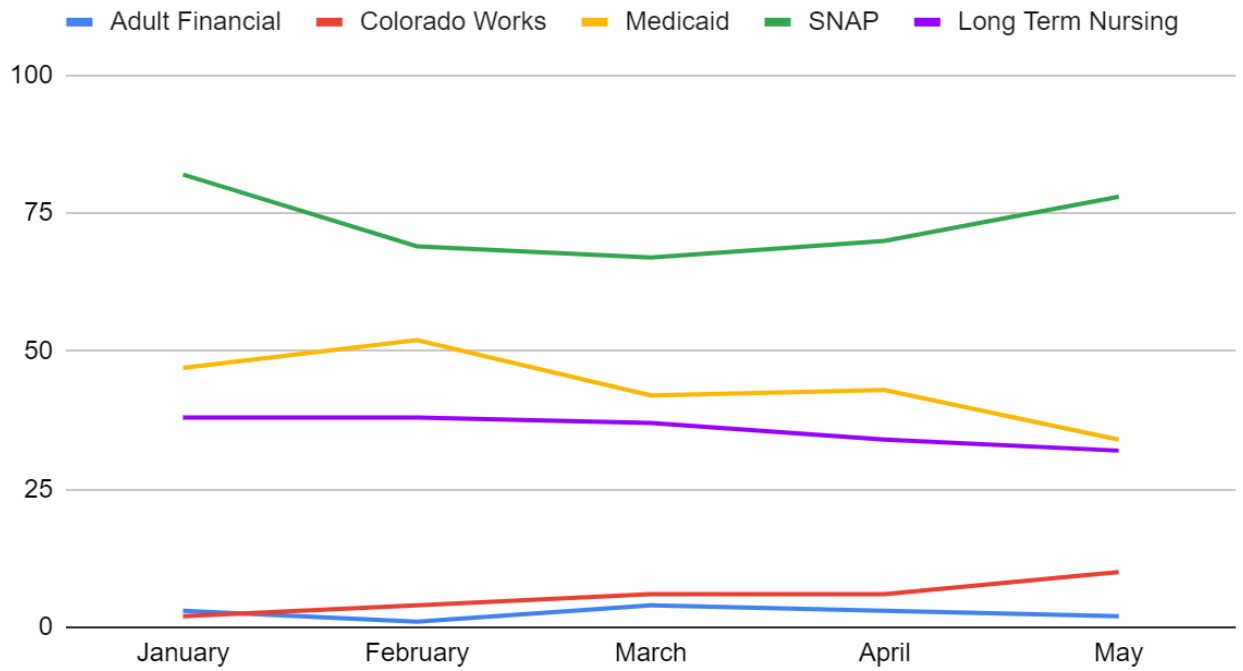
ACTIVITES

- Our newest Eligibility Technician, Shelby Ore, has now completed her SNAP training and is currently pulling Applications and Redeterminations from PEAK, scheduling appointments and verifying EBT Card-in-Hand. Shelby is beginning to work cases under the direct supervision of Unit Supervisor.
- Dylan Brunmeier has completed his Eligibility training for Colorado Works/TANF and is working on the Workforce Development training for CW/TANF. Dylan continues to assist eligibility by entering new applications and pending Redeterminations and provide back-up support for the Call Center and Front Desk. Dylan is working with the state to get our CCCAP up-to-date.
- Tayla has completed her trainings for CW/TANF and is now able to fully process and authorize those cases

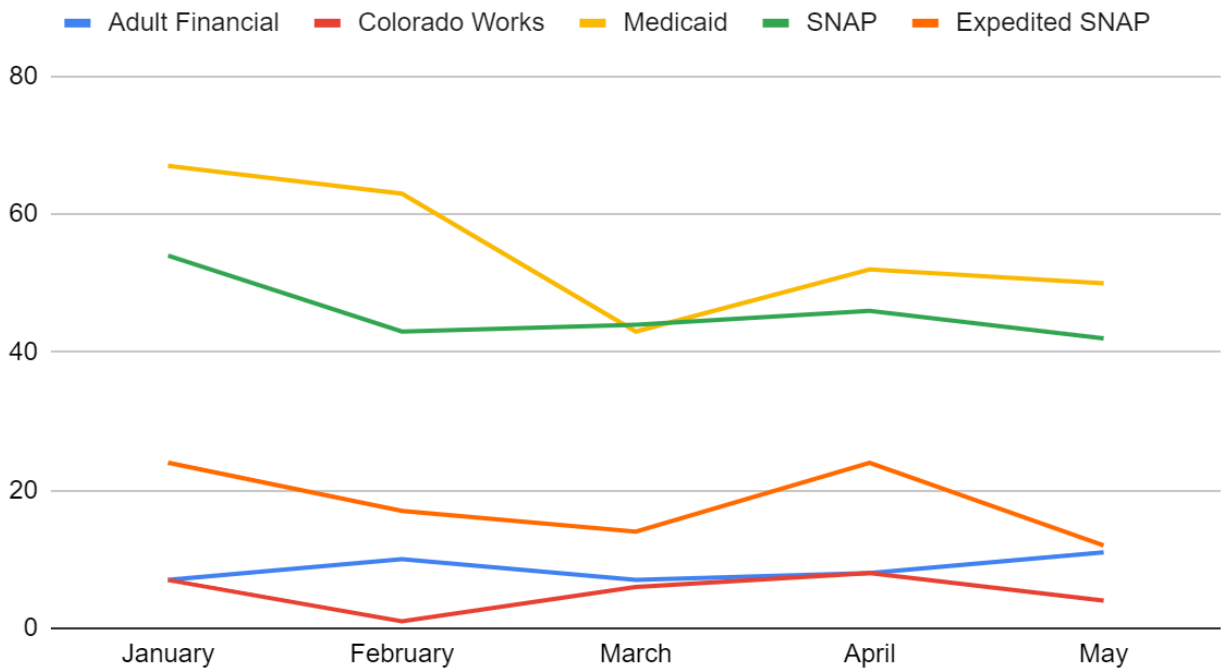
Total Applications



Redeterminations



New Applications



Child Welfare Unit

STAFF

- The unit is currently fully staffed.

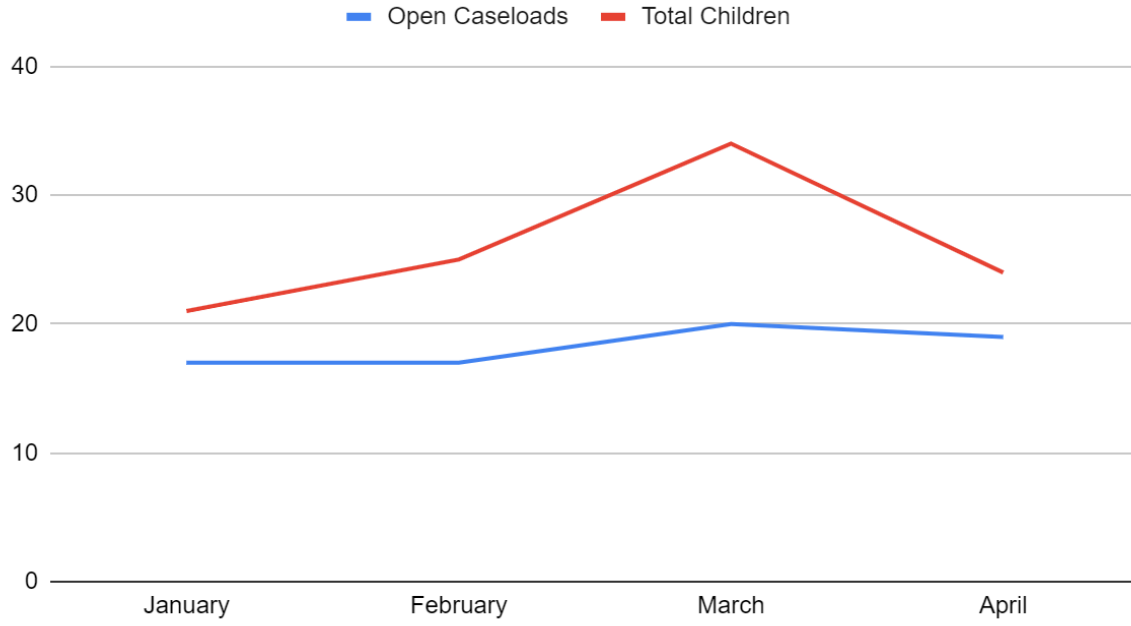
CASELOAD

- 22 open cases
 - 20 cases are open dependency or neglect cases
 - 2 voluntary case
- We have a total of 27 children
 - Foster care: 9 children
 - Kinship care: 9 children
 - Home with parents: 9 children
 - Youth in Office: 0
- Ashley Wilkins, Leadworker
 - 13 cases; 3 assessments
- April Romero, Caseworker I
 - 4 cases; 1 assessments
- Kyle Gomez, Caseworker I
 - 3 Cases; 0 assessment
- Dreama Ortivez, Supervisor
 - 1 case
- Krista Cordova, Case Aide
 - Supporting 2 cases
- We currently have two county foster homes
 - October 1, 2024 is Foster Home Audit

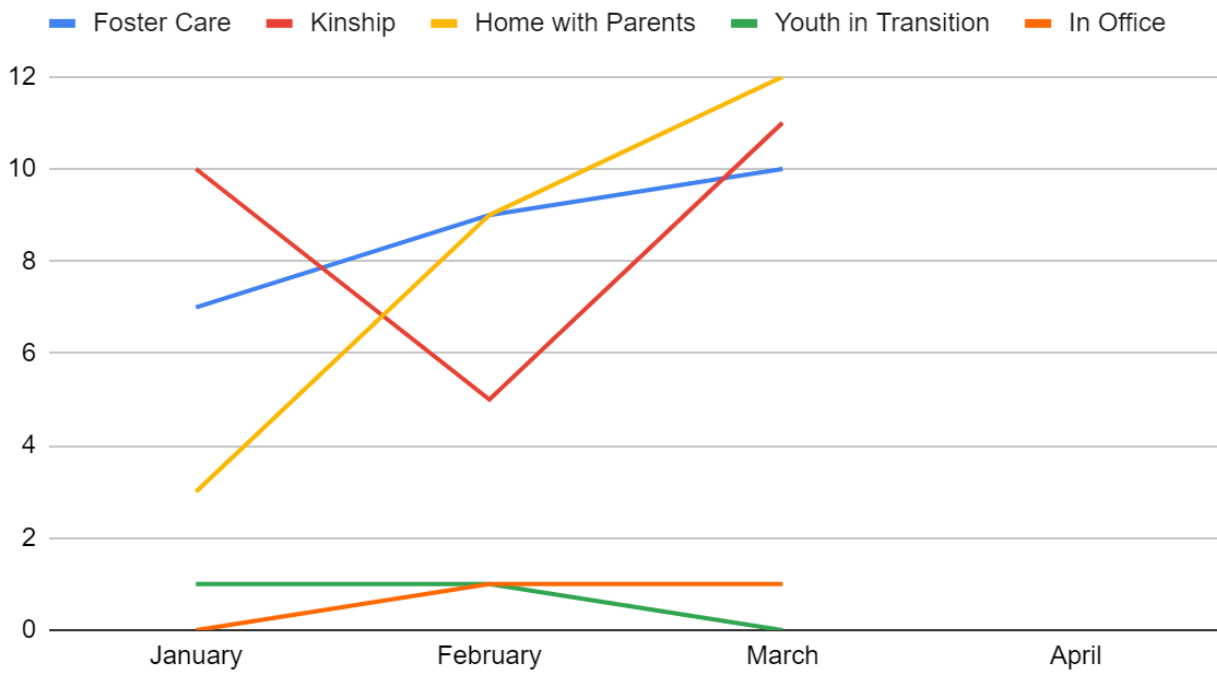
ACTIVITY UPDATES

- We have two adoptions upcoming. We are hoping for September.
- All workers have completed mandatory training for recertification.
- 100% on Contacts for the Month of May.
- C-Stat scores improved on timeliness of assessments.
- Visitation load has increased approximately 60%.
- Overall referrals have increased 68% from the same time period as last year.
- Implemented weekly unit meetings.
- Implemented monthly team building activities.

Total Open Caseloads and Children



Total Children



Family Resource Center

STAFF

- FRC is fully staffed.

CASELOAD

Referrals

- 2 Total: 2 agency, 0 walk-ins.

Ongoing Case Management/Parent Support

- Huerfano: 11 families
- Las Animas: 7 families

Basic Needs/Services

- Huerfano: 1

Playgroup Participants

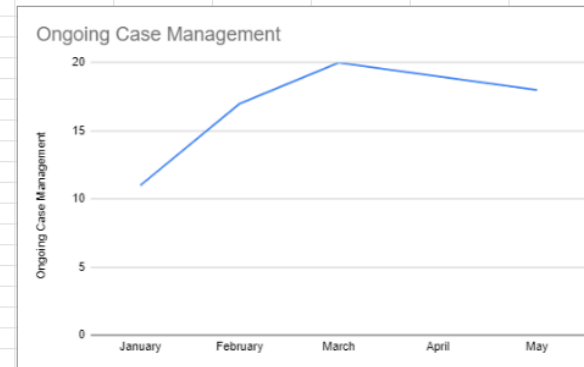
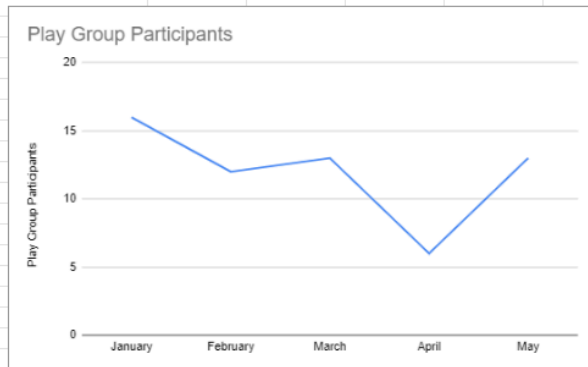
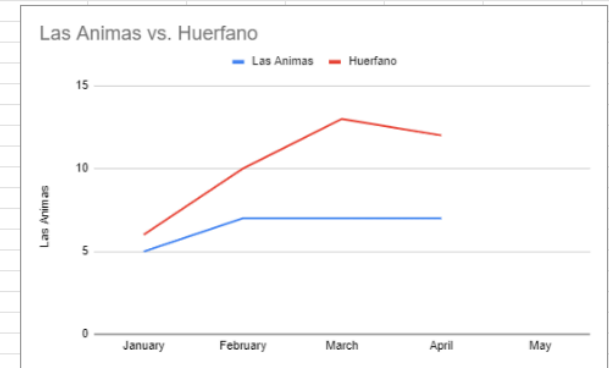
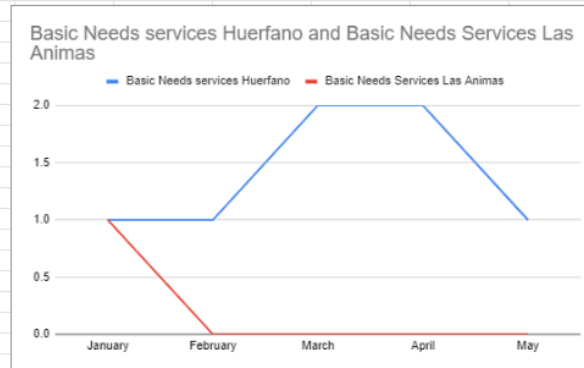
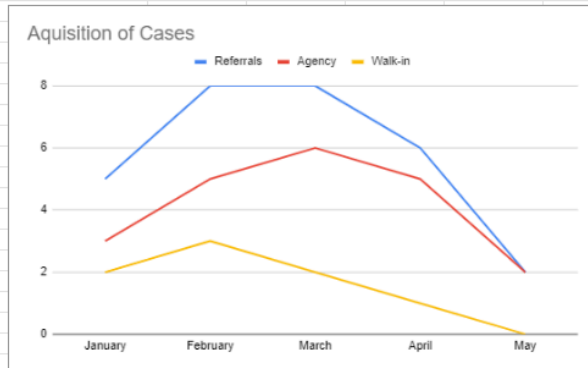
- 13 families

ACTIVITIES

- Andrea Montoya has been appointed to the Family Support Council (FSC) in Las Animas County. The FSC is a state-mandated entity, made up of family members and other community partners, that provide guidance and direction to the Case Management Agency (CMA) at Las Animas County Department of Human Services.
- The renewal process has begun for the 2024-2025 Promoting Safe and Stable Families Grant (PSSF). This Federal Grant allows the FRC to provide Intensive Case Management Services to clients in Huerfano and Las Animas Counties through state-certified Family Development Workers who serve the clients listed above with a variety of prevention and intervention services including basic needs and stabilization support, parenting education, financial health classes, in-home services, and so much more! The FRC has two Family Development Workers - Missy Serra and Giana Barela, trained in multiple curricula to offer individualized services to families. They make a great team and are appreciated by the clients they serve and those they work with!
- During May, the FRC partnered with the Denver-based SE2ChangeForGood PR Team on a Forward Together Campaign Grant! The campaign helps young people build and foster stronger relationships with their peers, parents, and trusted adults. Research shows that young people who have at least one strong connection are more likely to make healthy choices. The campaign also helps parents connect with their teens and overcome parenting challenges like building stronger bonds, having mental health discussions, and mastering talks about the risks of fentanyl, tobacco, and vaping. As a grantee, the FRC collaborated with the Forward Together team and distributed materials across networks, both online and across agencies. More information about Forward Together can be found at forwardtogetherco.com

Trainings and Meetings Held and/or Attended by FRC Director/Staff:

- IOG On-Boarding Meeting - Las Animas County IOG - Aguilar Schools
- Resilience In The Trenches: Vicarious Trauma Mitigation for Professionals on the Frontlines
- Third Judicial Truancy Program Steering Committee Meeting - Las Animas County
- Las Animas County Truancy Court - TAP
- Colorado Partnership for Thriving Families Full Partnership Meeting
- CDHS Partnering for Safety Training
- CMP State Steering Committee Meeting
- Community Coalition - Creating the Change - Meeting
- HULA Meeting
- Las Animas County Child Welfare Check-In and CMP Data Planning
- Collaborative Management Program Southeast Regional Affinity Group Meeting
- FRC Monthly All Staff Meeting
- Safe Baby Court - Family Meetings Check-In
- Collaborative Management Program RAE and MSO Training



Organizational Report

STAFF

- One staff member is out on extended leave.
- Our DHS Attorney position is being filled for conflict cases by Juile Ripperger and ongoing by Caitlin Young

OPERATIONAL MANAGEMENT

- We are in the process of finalizing an MOU with Crowley County to provide Family Engagement Meetings, and we will bring that at the next board meeting.
 - We are planning for a hard restart to FEMs with support from the FRC, CW, and the new attorney.
- Caitlin Young has started as our attorney. She has started working with the Child Welfare team to improve processes, documentation, and case management in accordance with legal best practices.
- We have made a priority list for urgent policy or procedure reviews: Hardship and Economic Support Policy and Procedure, On Call Policy and Procedure, Reimbursement Procedure. We also anticipate a pressing upcoming need for Policies concerning CORA, Requesting Case Records, and Guardianships. We have set a goal to do a complete policy review and update by June 2025.

- Hunger Relief:

Care and Share

The Huerfano County DHS office runs a Care and Share distribution program one time per month. The program is run by Deah Weller with support from the HC Road and Bridge Department and with volunteers comprised of DHS family members.

May 2024

Total Households: 393

Total Adults: 613

Total Children: 66

Commodities

As of 6/14/2024: 94 boxes distributed.

- Accounting has been working to fix and update spreadsheets that were broken in order to close out the end of the state fiscal year. We have been reviewing accounts and are working to ensure that costs are allocated to the appropriate fund in order to maximize state dollars.
- We submitted the Phone Contract and will begin working with project management this week.
- Coordinating with Las Animas to explore community resources and holes in our resources.
- Dr. Wellman has been appointed to the Infant and Early Childhood Mental Health Steering Committee.
- We have updated front office forms to ensure that staff have access to required forms when clients request them.
- We have our digitization kick off in July, so the office manager and director have a plan to organize and review files in the office for destruction or digitization.
- Met with the consultants for the Health Department/DHS building. Working to get a meeting with Health Department to align goals.
- Attended CCI where Dr. Wellman was able to meet with Michelle Barnes and network with other directors. We learned about the new legislation coming up and its impact on our county and were able to share our needs as a small/medium county.

GOALS

Director Wellman has been with HCDHS for a little more than six months. In that time, we have tackled some challenges and had some real successes.

- In this year, compared to last year, our Child Welfare referrals have increased by 68%.
- Our Adult Services unit changed from Single Entry Point to a Case Management Agency.
- Eligibility closed our timeliness gap by more than two months.
- We increased our customer service rating to 100%.
- We completely revamped the front of house systems and operations.
- We adjusted our salary schedule.
- We tackled figuring out how to get our technology and systems online faster.
- We have rewritten SOPs and Policies (just a start, but we started).
- We have built strong partnerships with our neighboring counties.
- Hired a new director
- Hired a new accountant
- Hired a new office manager
- Hired a new Case Aide
- Hired two new eligibility technicians
- Dealt with never ending phone issues
- Dealt with platforms outages and systems just not working right (CMA, CBMS, etc)
- Dealt with heating and cooling problems
- Dealt with car troubles in our fleet
- Had to say goodbye to friends and colleagues

Update on Goals

Adult Services

Goal: Complete ARD with no deficiencies on all guardianship cases.

Progress: ARD scheduled for August.

Goal: Become proficient in the care and case management system

Progress: Hallie and Joanna have been attending all trainings, have advocated for better systems, and have caught up on outstanding issues related to the CMA.

Assistance Payments

Goal: By the end of the year, have all applications, redeterminations, and changes processed in correct timeframe.

Progress: On track to achieve goal by end of summer.

Goal: Create a welcoming, organized, and collaborative environment.

Progress: Regular unit meetings, front office redesign, and working toward internal collaboration.

Child Welfare

Goal: Maintain and improve timeliness on C-Stats, contacts, and court reports

Progress: Redesigned court report, 100% timeliness on contacts, improved C-Stats on assessments this month.

Goal: Create and maintain open lines of communication within the unit, service providers, and with council.

Progress: Established unit team building, established regular attorney and respondent council meetings.

Family Resource Center

Goal: Formalize the PSSF client onboarding process.

Progress: Checklists and folders created.

Goal: Establish parent/teen support program

Progress: Trained at the end of April in Lift program.

Goal: Re-establish staff meetings

Progress: Staff meeting the last Wednesday of the month around a meal and celebrations.

Overall Organization

Goal: Office Organization, Set-Up, Welcoming environment.

Progress: Moved offices around including CW and visitation rooms, preparing for digitization, creating Google Drive portals and organizing files for policies and memos. Changed front office flow and look to be more welcoming.

Goal: Staff training into DHS, community service, and professional skills.

Progress: Child Welfare up to date on training. Worked with state to figure out how to get easier and faster access to systems and to get access to monitor training. State training liaison visit with eligibility. Held one all staff training and have quarterly trainings scheduled. Started intensive coaching and mentoring with select staff.