

Department of Human Services Unit Reports

Adult Services Unit

STAFF

- We are in the hiring process for Case Manager

CASELOAD

Adult Protection:

- 2 accepted cases; 2 screened out cases.
- Hallie Coulter: 3 guardianship cases | 2 court reports completed
- Joanna Hribar: 2 guardianship cases

Single Entry Point/Long Term Care Medicaid

- 150 total clients | 3 intakes | 1 nursing home referral | 0 denied
- Hallie Coulter: 74 cases
- Joanna Hribar: 76 cases

Commodities

- 106 Clients served in January. February distribution moved to 2/19 as a result of weather conditions.
- Enrollment is open

ACTIVITIES

- State of Colorado Health Care Policy and Finance recommend caseloads be at 65.
- Adult Protection Supervisor met with the new Walsenburg Police Chief, Lieutenant, and Sargants. The team is looking forward to their start date.
- Case managers will be completing 17 hours of training through July 25. Training topics will include Well Education Benefit for HCBS Members, The New Children with Complex Health Needs Waiver, and the Community First Choice program and system training.

Assistance Payments Unit (Eligibility)

STAFF

- The Unit is Fully Staffed
- We are hiring for a Call Center Technician

CASELOAD

New Applications

- Adult Financial (cash assistance): 6
- Colorado Works: 6
- Medicaid: 50
- SNAP: 21
- Expedited SNAP: 13

Redeterminations

- Adult Financial: 4
- Colorado Works: 3
- Medicaid: 32
- Behavioral Health: 0
- Snap: 118

Long-Term Care Nursing Facility cases

- 27 active cases

ACTIVITIES

- January continued to be challenging as we are catching up on cases after we saw several rounds of illness go through the department in December, as well as system outages.
- Fortunately, the last week of January and first week of February, all full-time techs worked Overtime and we were able to make great gains on our back-log of Redeterminations and good head way on applications and changes. We are very grateful to be given the opportunity to have some extra time to get ourselves in better shape going forward. Below is a comparison of our numbers at the start of the two-week period of OT and at the end of that period. You will agree, this made a huge impact and we Thank you!

MONDAY 01/27/2025	MONDAY 02/10/2025
Application Over Processing = 13	Application Over Processing = 5
Expedited SNAP = 2	Expedited SNAP = 0
SNAP = 4	SNAP = 1
CW = 1	CW = 3 (2 pending VCL) AF = 2 (pending VCLs)
MA = 6	MA = 0
Applications due by 02/09/2025 = 38	Applications due by 02/16/2025 = 13
Expedited SNAP = 4	Expedited SNAP = 5
SNAP = 13	SNAP = 4
AF = 7	AF = 3
CW = 8	CW = 1
MA = 6	MA = 0
RRRs - JANUARY	RRRs - JANUARY
97 received by 01/15/2025	5 received by 01/15/25 (pending VCL or int)
11 received after 01/15/2025	5 received after 01/15/25 (pending VCL or int)
CHANGES	RRRs - FEBRUARY
	116 received as of 02/10/25 (26 processed)
	CHANGES
	December = 222 (completed all but 2)
	January = 285 (166 reviewed/completed)

Child Welfare Unit

STAFF

- The Unit is fully staffed.

CASELOAD

- 14 open cases
- We have a total of 22 children
 - Foster care: 8 children
 - Kinship care: 8 children
 - Home with parents: 6 children
 - Youth in Office: 0
 - Medically fragile in hospital: 0
- Ashley Wilkins, Leadworker
 - 4 cases; 0 open assessments
- April Romero, Caseworker I
 - 6 cases; 1 open assessments
- Krista Cordova, Caseworker I
 - 4 Cases; 1 open assessments
- Foster Home/Kinship Care

ACTIVITY UPDATES

- 5 Referrals have been made to the FRC- (Family Resource Center)
- 3 Referrals have been made to H.U.L.A.
- Caseloads are on the lower side, however this has been helpful for workers to engage with their clients more often.
- Last week three cases had blown up at once, which resulted workers having to work very long hours and a lot of traveling. However, the TEAM pulled together and ensured that our kiddos were safe.
- The CW Unit continues to administer random UA's which has helped significantly and have a successful process.
- We continue to have Court twice a month, which has been very productive and smooth. Mrs. Catlin Young is very knowledgeable and keeps all our Court Orders up to date and able to meet Permanency for the children sooner.
- Ms. Young and CW Supervisor meet weekly to staff cases.
- The CW Unit continues to have consistent Family Engagement Meetings (FEM), and Team Decision Meetings (TDM) twice a month in person. Ms. Andrea Montoya has set up an easy process for everyone to schedule meetings. This process has been very successful.
- The CW Unit has a unit meeting every Monday morning and touch base every morning to discuss workers daily activities. The unit has made several changes, which can be hard but it appears that most are adapting.
- The Workers are working very diligently to get their cases up to perfection. They are also working on engaging with their kiddos more often.

Family Resource Center

STAFF

- FRC is fully staffed.

CASELOAD

Referrals

- 4- agency; 1-Self Referral

Ongoing Case Management/Parent Support

- Huerfano: 10
- Las Animas: 6

Basic Needs/Services

- Huerfano: 2

Playgroup Participants

- 7 families

ACTIVITIES

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

- 211 Introduction Meeting
- Safe Baby Court Meeting
- Las Animas County Truancy Court Staffings and Hearings
- CMP Southeastern Affinity Group Meeting
- HULA Meeting
- Family Resource Center Association FRC Program Review
- Bringing the Protective Factors to Life in Your Work Series (5 Sessions)
- Family Support Team Meetings Las Animas County
- Collaborative Management Program State Steering Committee Meeting
- Family Resource Center Association RFP Webinar
- Weekly Staff and Supervisor Case Planning Check-Ins
- FRC Monthly Staff Meeting

Organizational Report

STAFF

- Hiring for new Case Manager for Adult Services
- We are hiring for a Call Center Technician
- We are starting restructuring at the front of house.

OPERATIONAL MANAGEMENT

- We have 8 unapproved cures for the ME review. Most are fixable and we are awaiting final directions from HCPF.
- Started new work flows in Child Welfare in January.
 - We are in the process of working with Anthony to purchase tablets.
 - We have improved our metrics, closed 6 cases, closed all outstanding assessments (still have a few current assessments); updated all documentation; and are in compliance with the state.
 - Lindsay started as Case Aide and she is settling in really well and assisting in the needed areas.
 - We will have a state level CW visit in a few months.
- VSO appointment upcoming. We need to work on cooperation between the county and my department on doing this.
- The team including our attorneys and court partners will be attending the Best Practices Court team Convening at the end of April.
- We are attending between 2-5 meetings a week to discuss upcoming funding and legislative changes. It is a lot and we need to start working on a contingency plan.
- 2025 goals are being developed will center on cleaning up our contracts and contracting process, developing and revising policies to align to current rule and requirements, professional development for all units, building in strong budget and finance processes, and improving office environment and communication.
- LEAP advertising has started and materials are out. LEAP is open for applications. We are in the process of purchasing other advertising and support materials. We did a big Leap push in Gardner this month.
- There are significant rule changes in HCPF and in funding coming down the pipeline.
- We are nearly caught up on our timeliness!
- 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. We started a new data tracking system, so our numbers are not correct. We are working with Care and share to correct that.

January 2024

Total Households: 206

Total Adults: 356

Total Children: 37