

## **Department of Human Services Unit Reports**

### **Child Welfare Unit**

#### **STAFF**

- The unit currently has an open position for Case-Aid. The position closes on the 19th.
- The unit's office was reconfigured to provide a new space for "RED" teams and to include an office for the attorney to use and for protected time.

#### **CASELOAD**

- 15 open cases
  - 8 cases closed since December
  - 13 cases are open dependency or neglect cases
  - 1 voluntary case
- We have a total of 18 children
  - Foster care: 9 children
  - Kinship care: 6 children
  - Home with parents: 3 children
  - Youth in transition: 1 (18 year old mother and baby)
- Ashley Wilkins, Leadworker
  - 6 cases; 2 assessments (9 kids)
- April Romero, Caseworker I
  - 4 cases; 2 assessments (5 kids)
- Kyle Gomez, Caseworker I
  - 3 cases; 1 assessment (4 kids)
- We currently have two county foster homes

#### **ACTIVITY UPDATES**

- Kyle Gomez received his certification for Caseworker and has fit nicely into the role of caseworker.
- The team has been working together to create new systems and to manage the caseload. The team has coalesced and is enthusiastic about the work and about the future of the department.

## **Adult Services Unit**

### **STAFF**

- Mary Vigil officially retired December 27.
- The unit is currently fully staffed.

### **CASELOAD**

#### Adult Protection

- Four cases the past month (1 transfer from El-Paso)
- Three cases are closed.

#### Single Entry Point/Long Term Care Medicaid

- 133 open cases
- 2 assessments completed in December for Nursing Home Care and Community Care

### **ACTIVITIES**

#### Single Entry Point/Long Term Care Medicaid

- The unit continues to meet with Las Animas County DHS and Southern Colorado Disability Services to plan for the upcoming CCB and SEP merger.

#### Hunger Relief

- The unit has been distributing commodities boxes in the community. We are supporting approximately 60 households with each distribution.
- The Care and Share distribution date has shifted to the first Thursday of the month. We are serving approximately 200 households at each distribution.

## **Assistance Payments Unit (Eligibility)**

### **STAFF**

- Olivia Cabrera had her baby! She is currently on maternity leave.
- Carey Kaestner has taken over the call center operations and has been a huge help in covering the front office during training.

### **CASELOAD**

#### New Applications

- Adult Financial (cash assistance): 13
- Colorado Works: 11 (correction November had 9 new cases)
- Medicaid: 49
- SNAP: 55
- Expedited SNAP: 25

This represents a change from the previous month by a decrease of 1 application in adult financial; an increase of 2 for Colorado Works; a decrease in Medicaid applications; an increase in 39 for SNAP; and an increase of 12 for expedited SNAP.

#### Redeterminations

- Adult Financial: 1
- Colorado Works: 14
- Medicaid: 55
- Snap: 71

This represents a change from the previous month by an increase of 5 for Colorado Works and an increase of 44 for SNAP.

#### Long-Term Care Nursing Facility cases

- 39 active cases

### **ACTIVITIES**

- Cross training has started for staff. Tayla is cross training on Colorado Works; and Chantal is cross training on Eligibility.
- Offices were rearranged. Marcie has moved into an office, and Chantal is temporarily occupying Olivia's desk while she is on maternity leave.
- Kathleen was able to complete training for Chats. She is currently waiting on full access to begin processing payments.

## Family Resource Center

### STAFF

- FRC is fully staffed.

### CASELOAD

#### Referrals

- 7 Total: 5 agency, 2 walk-ins.

#### Ongoing Case Management/Parent Support

- Huerfano: 8 families (2 CW involvement, 6 no current CW involvement)
- Las Animas: 7 families (6 CW involvement, 1 no current CW involvement)

#### Basic Needs/Services

- Huerfano: 2
- Las Animas: 1

#### Playgroup Participants

- 11 families

### ACTIVITIES

- Staff Trainings and meetings held by FRC Director/Staff:

Huerfano Las Animas IOG Meeting	FRCA Funding Opportunities Webinar
Community Coalition	DHS Christmas Party at the FRC
FRC and DHS Director Meet and Greet	HULA Meeting
PSSF Salesforce Training	Family Meetings Check-in
CMP Southeast Regional Affinity Group Meeting	CoSHI Grant Year Kick-off Webinar
	PSSF Fiscal Review Webinar

- Paintbrush Therapy/Playgroup Staff were able to provide holiday gifts to 40 children through speech therapy and playgroup services this year! Donations from HULA and Spark Colorado contributed to the gift giving and are very much appreciated! Special thank you to Amy and Andrea for making the holidays special for families!

## **Finance Office**

### **STAFF**

- Karina has started training for 2 hours per day into the accounting position.

### **ACTIVITIES**

- We have located the correct reports to pull for payroll cost centers
- Jan has access to CFMS
- Istonish came and made a special onsite call to get access to the I drive (the common drive) to find reports and spreadsheets.
- We have submitted partial reimbursements for October. We anticipate full reimbursement and updated financials by the first of February.

## **Organizational Report**

### **STAFF**

- The department has two openings: Case Aide and Office Manager
- Evaluation packets have been created and will be performed during February
  - All staff will create individual goals; units will create unit goals, and we will have overall department goals.
- Offices have been rearranged and we continue to explore how to use the current space.

### **ACTIVITIES**

- CDHS surveys clients to ensure that there is continuity of high client care and satisfaction. Member Experience Survey Results for eligibility for the time period of July to September 2023 (the most recent data):
  - Overall, the department received a rating of 4.5/5
  - 86% of respondents said they were treated with respect.
  - 100% of respondents said they received services in a timely manner.
- Quality Assurance: No errors in eligibility for the month of December.
- The director attended the Legislative update for CDHS.
  - Legislative priorities were defined as:
    - Funding for upgrading systems including CBMS and Trails
    - Funding for more caseworkers in Child Welfare.
    - Increased County administration funding
    - Continued investment in Collaborative management Programs.
    - Focusing on recruitment and retention of human services employees.
    - Full funding for all tiers of the County Tax Base Relief Fund.
  - Other notable information included the desire to professionalize Eligibility Technicians given the expertise and the huge load of knowledge and experience required for the position.

- Forward planning: The team has started forward planning for the department. Until June, we are focusing on cross training positions, hiring and becoming fully staffed, stabilizing changes in the department. Starting in June, we will begin exploring collaboration and community involvement including creating collaborative solutions with surrounding counties.
- We are currently required to participate in the HCPF (Healthcare Policy & Financing) request for documents. This is a lengthy and time consuming process. The directors are working together around the state to find a way to comply while sharing information.
- We completed the PSSF Grant review. It was a lengthy process that required a great deal of staff time.
- Las Animas County Director is providing support in budget training and best practices adoption.
- We will have an onsite visit from the state on April 22, 2024 for support and review.