

## Department of Human Services Unit Reports

### Adult Services Unit

#### STAFF

- The Unit is fully staffed.

#### CASELOAD

##### Adult Protection:

- 1 Cases received in November, the case was transferred to the appropriate home county.
- Guardianship: Hallie (3), Joanna (2)

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

- 151 clients, 7 intakes, 1 nursing home referrals, 2 denied
  - Hallie (74)
  - Joanna (77)

##### Commodities

- 105 Clients served in December distribution

#### ACTIVITIES

- On Call Policy: Request to match CW.
- State of Colorado HCPF recommends caseloads of 65.
  - Joanna and Hallie processed 37 referrals in four months.
- No outstanding PARs or untimely assessments despite continued systems issues.

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

### **STAFF**

- The Unit is Fully Staffed

### **CASELOAD**

#### New Applications

- Adult Financial (cash assistance): 15
- Colorado Works: 7
- Medicaid: 49
- SNAP: 29
- Expedited SNAP: 13

#### Redeterminations

- Adult Financial: 3
- Colorado Works: 10
- Medicaid: 37
- Behavioral Health: 0
- Snap: 73

#### Long-Term Care Nursing Facility cases

- 25 active cases

### **ACTIVITIES**

- We reached 97% card in hand timeliness for November.
- Heather Pacheco completed her LTC training and passed the testing, receiving her certification to process LTC cases. She will begin shadowing our current LTC technician for more in depth, real world training.
- ME Review: We had 22 cures. We are nearly complete with all of them and expect all cures to be accepted.

## **Child Welfare Unit**

### **STAFF**

- New Case Aide to start December 30.

### **CASELOAD**

- 15 open cases
- We have a total of 18 children
  - Foster care: 7 children
  - Kinship care: 9 children
  - Home with parents: 2 children
  - Youth in Office: 0
  - Medically fragile in hospital: 0
- Ashley Wilkins, Leadworker
  - 6 cases; 2 open assessments, 6 assessments pending closure
- April Romero, Caseworker I
  - 4 cases; 3 open assessments, 5 assessments pending closure
- Krista Cordova, Caseworker I
  - 5 Cases; 2 open assessments, 5 assessments pending closure
  - 2 County Foster Homes, 9 Kinship Homes

### **ACTIVITY UPDATES**

- Referrals to FRC: 3
- We have 9 kinship homes which are being processed to begin receiving the new kinship provider payments.
- The unit is receiving on average 5-6 referrals per week and the weekend on-call has been busier.
- Having a contract family time supervisor has helped.
- We have had 100% permanency 5 months this year.

## Family Resource Center

### STAFF

- FRC is fully staffed.

### CASELOAD

#### Referrals

- 7 - agency

#### Ongoing Case Management/Parent Support

- Huerfano: 8
- Las Animas: 4

#### Basic Needs/Services

- Huerfano: 1

#### Playgroup Participants

- 12 families

### ACTIVITIES

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

- o PSSF Site Meeting – Financial Health Institute & University of Denver Fatherhood Survey Program
- o 2024 FRCA Fall Member Meeting
- o Chicanos Por La Causa Early Childhood Development Health and Mental Health Services Advisory Committee Meeting
- o TAP Family Support Team Meetings
- o CMP Southeastern Affinity Group Meeting
- o HULA Meeting
- o Empathy in Action Book Study
- o Weekly Staff and Supervisor Case Planning Check-Ins
- o CFN Peer Learning Session: Emotional Intelligence and Lived Experiences

- FRCA Fall Member Meeting and Annual Meeting 2024

Andrea Montoya attended the Family Resource Center Association Fall 2024 Member Meeting and FRCA Annual Meeting in Denver in the RiNo Art Park neighborhood in November. Despite the snowstorm, the meeting was well attended by Family Resource Centers across the state. Topics covered were: TBRI trainings and services, FRCA current funding, state and federal legislative updates and FRC advocacy, FRCA Annual Meeting, research and evaluation results for FRCA, Vroom updates, and the Benefit Recovery Fund. Attendees experienced meals provided by Comal Heritage Food Incubator, a culinary and business program that supports immigrant and refugee women, established by an FRCA member center, Focus Points.

- Financial Health Institute

One of the Promoting Safe and Stable Families Intensive Case Management services offered at the Family Resource Center is Financial Health. Financial Health is a program in which FRC staff has been trained by the Financial Health Institute to provide the program to Huerfano and Las Animas Counties communities! The FHI program aims to create and deliver effective, trauma-informed financial education for people experiencing economic stress. FRC staff is trained to work collaboratively with their participants about personal finance and economics. The approach is informed by the latest research in learning strategies, behavioral economics, psychology, and neuroscience, resulting in the award-winning educational program.

## Organizational Report

### STAFF

- Case-Aide begins December 30.
- We had a rash of illness in the office in late November and early December.
- Dr. Wellman will be out beginning December 20 and returning January 6.
  - Each department head is handling their department.
  - Hallie Coulter is the emergency department head.
  - All supervisors have been briefed on the plan.

### OPERATIONAL MANAGEMENT

- ME Review is going well. Challenging but we believe all cures will be accepted.
- Dr. Wellman Attended CCI and learned more about upcoming budget issues.
- Our only 0-3 childcare provider has closed in the county.
- We will be entering a CCCAP freeze beginning on January 15.
- Starting new work flows in Child Welfare in January.
  - We would like to purchase tablets.
- 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.
- Come to our holiday celebration on Dec. 19 from 12-2 at the FRC. Bring a white elephant gift.
- 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 are beginning to refine some processes between Adult Services and Assistance Payments and are continuing to create a data driven, front of house process.
- 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.

November 2024

Total Households: 418 (added nearly 60 families)

Total Adults: 649 (added nearly 100 adults)

Total Children: 163 (added 110 new children)

#### *Commodities*

We distribute around 105 boxes per month.