

Date: Monday, November 14, 2022

Time: 10:00 AM

Location: Commissioners Conference Room Second Floor - County Administration Building

BOARD OF SOCIAL SERVICES AGENDA MEMORANDUM

This meeting will be recorded, broadcast online and archived.

Introductions and Announcements

- County Manager Lorenda Volker, Commissioner Kristin Stephens, Commissioner Jody Shaddock-McNally, Commissioner John Kefalas, Human Director Heather O'Hayre, Division Managers Thad Paul, Lori Metz, Jill Maasch, Gordon Coombes, and Executive Assistant Kaylee Strouse

Additions to Agenda

- None

Bridges Out of Poverty: Overview and Operationalization - Vanessa Fewell and Gordan Coombes

Link to presentation: [Applying the Bridges Out of Poverty Framework in Human Services](#)

- The Bridges Out of Poverty is intended to be used at four different levels; individual, institutional, community, and policy. Because all four can be used on an individual level, and community levels, sometimes there are barriers that can only be solved based on policy. This includes the policies that help run the program and can go from local government all the way to federal policies.
- In order for the Bridges Out of Poverty to be successful, it is important that there is a strong foundation. This includes everyone at the planning table eliminating barriers, leadership development, long-term funding sources, and succession planning.

- To help our community we need to create mutually respectful relationships. From the beginning of a working relationship we want to make sure that we are always seeking to understand, establish accountability, and foster the development of resources for stability.
- Employment First is tied to SNAP or food assistance. Anyone that is receiving SNAP has access to Employment First, a case management service aimed at increasing job training and ultimately income resources, even if they are working.
- The State Leadership Team from the Colorado Department of Humans Services recently visited to learn more about this program. In fact, they are wanting to duplicate it across all counties because of how we utilize our partnership with the Economic and Workforce Development Department.
- General Assistance is a local ordinance that began in the 1980s that is funded by the County. At the beginning of each year, we receive fifty thousand dollars in county general fund as part of the Commissioners' budget. For the calendar year 2022, the entire budget was spent by August 30, 2022 the fastest we have ever seen. Before we used this resource, we utilized other resources. This year we had 76 requests, 36 of which were granted. For those we were not able to assist, we were able to refer them to other community programs. Before we are able to help a person, they have to have an eviction notice or utility shut-off notice. We would like to update this ordinance to remove this requirement so that it is not forcing people to get into an emergency situation before we can assist them. To be clear, we are not requesting more funds at this time. It was agreed to move forward with this removal.
- We are changing the environment of our lobbies. They will no longer be a lobby, instead they will be known as a Welcome Center. Division Manager Gordon Coombes is leading this transition. We recognize people come to us for all different reasons including assistance, food, safety concerns and physiological needs. Prior to the pandemic and the many facilities changes we've presented prior, each office had a specific purpose; for example, our offices at 2555 Midpoint were for child welfare and the HUB. However, we are now remodeling the Welcome Centers so that at each location, all DHS programs can be provided to our clients. It is important to us that the client's experience is not transactional, rather relational, so that we can ensure we are helping them navigate our department and getting them the resources they need. The reason for these changes is due to our focus on the Bridges Out of Poverty model, listening to our clients, our staff, and in line with our values curve.
- For those first time clients, our Welcome Center will have kiosks where they can apply. It is important to us that there is a warm hand off throughout the department even if we are not able to help the person that came into the Welcome Center.

- One of the ways we have received feedback from our clients is through our 'Human Services Comment Card'. This has allowed feedback to be received regarding their experience and customer service received, among other areas.
- Regarding our staff, we are providing training, and understanding our staff perspective. Previously, our staff was transaction focused and focused on the number of clients that they helped in a day. Now, we are emphasizing the importance of sitting with the clients and building that relational rapport with our clients. We are seeing consistent improvement in this area. An example of this is everyday we ask for a Daily Lobby Activity Report, before the report would often reflect the number of clients served. Now it has shifted to how the staff have overcome challenges, and the resources they provided to the client.

Child Care Assistance Program Update

Link to document: [Child Care Assistance Program \(CCAP\)](#)

- There is always limited allocation of funds available and there is not a lot of flexibility at the local level to administer these resources.
- Some changes for the providers include paid holidays, coverages of absences, and increase of activity and transportation fees.
- The State is piloting a process that is mirroring some of these changes that come with the Universal Pre-Kindergarten. In this piloting, providers will not have to track attendance for zero to three years of age. Additionally we are exploring contracted slots and drop-in care to see if more providers would be interested.
- All CCAP flyers and licensing material will be translated to Spanish, including the application.
- Regarding spending, there is anticipation that spending will increase because of the rate increase, serving more families, and more providers being added.
- Heather O'Hayre serves on Rule Advisory Counsel and they are reviewing the provider rates for pre-kindergarten and this will affect the CCAP rates too.
- However, the Larimer Coordinating Organization partnership will also help with recruitment for those with different languages.

Department of Active Report

Link to presentation: [Department Activity Report; Department of Human Services, 3rd Quarter 2022](#)

- Youth and family: There has been a significant increase in referrals which means there will mostly likely be an increase in case loads too. Compared to last year, there has been an increase of twenty-five cases thus far. However, the number of family meetings has decreased because families wanted to have more family meetings during the pandemic.

- Aging and Adult Services has also seen an increase in referrals and screened in for assessment. The most common referrals are caretaker neglect for ages seventy and older. We have added a prevention specialist position to our team. Their job is to help those that do not meet the need for assessment and help connect them to the office on aging, aging and disability resource center, and our community partners.
 - As the level of need rises post Covid, we are also seeing the same in the facilities. The office on aging has seen a decrease in the workforce which has also affected some of the services that we offer but also expansion in other areas.
 - The long-term care numbers have remained the same and will continue to do so until the public health emergency ends.
- Benefits and Community Support: each family member is receiving the max amount of assistance and will continue to do so until the public health emergency ends. Additionally, the food assistance has increased significantly, almost three thousand this past year. We are continuing to track this very closely.
- Currently the State is working on an outreach campaign in four different languages to provide information once the public health emergency ends to help people to adjust to the reduced benefits. When that happens over six hundred thousand people will not be eligible to receive Medicaid. In order to help with that, we have hired eight temporary employees to help process the increase in cases.
- Regarding service provisions, we are right on track from last year (2,553 cases)

Other Business

- None