



Archuleta County Department of Human Services

2<sup>nd</sup> Quarter Report 2022

Archuleta County Department of Human Services seeks to engage with individuals, families, and our community in order inspire hope and strengthen resilience. We provide program assistance, protection, and prevention services to individuals and families.

Our assistance programs include Supplemental Nutrition Assistance Program (SNAP), Colorado Works and Adult Financial (cash assistance programs), Health First Colorado/Medicaid, Child Care Assistance, Child Support Services, Family Advocacy, and Low-Income Energy Assistance (LEAP).

Child Welfare and Adult Protective Services offer prevention services. These programs provide strength-based support to a variety of Archuleta County citizens.

## RESOURCE PROGRAMS

### **ELIGIBILITY:**

The eligibility unit primarily conducts telephone interviews for applicants of all high-level program groups due to the continued declaration of the Public Health Emergency (PHE). Electronic benefit transfer cards (EBT) are available in person or by mail in order for consumers to obtain their benefits. As always, referrals to several community resources are offered on a daily basis.

Emergency maximum allotments for Food Assistance are still being provided to implement a supplemental benefit to all food assistance households. This supplement was able to bring all households up to the maximum payment. It is concerning for our most vulnerable populations to lose the supplemental benefit once the PHE ends; they have adjusted to the increased benefit over the last 2.5 years. The whole community will be affected by the end of the PHE, including grocery stores and food banks. ACDHS is strongly encouraging the elderly to stock up on items that can go in their freezer, or canned goods that can be stored in their cupboards.

Medicaid members continue to be locked into the program. Once the PHE ends, every member will have to complete a redetermination to determine if they are still eligible. The reality is they may lose their benefits due to income that has not been counted toward their eligibility due to the PHE and now will be considered. Local medical providers will be affected since many individuals will be unable to pay for medical services.

Non-emergent medical transportation continues to operate through the company IntelliRide, a third-party vendor the state is using to facilitate the program. Several Medicaid members have expressed frustrations in not receiving reimbursement for mileage in a timely fashion; their concerns have been forwarded to the state. Health Care Policy and Financing (HCPF) has shared with counties across the state that they are creating a way for customers to submit their complaints regarding non-reimbursement. The hope is to gather the data of how many people are not receiving reimbursement in order to hold IntelliRide accountable.

During this quarter, the Resource Manager created an Information System Contingency and Incident Response Plan. These two plans were part of an incentives program through HCPF in regards to cyber security. A new incentive for the upcoming year will focus on customer service; the State is currently working on the parameters of the incentive and how it will be measured. This will also include the new complaints process through HCPF.

### **Fraud**

In the first quarter the fraud investigator, Sara Cole, received 4 fraud referrals. One was unfounded. Two are still under investigation and the third one is closing out soon. Out of the three current fraud cases has strong evidence of an Intentional Program Violation (IPV) for unreported income. The next steps include a face to face meeting with the client.

In the second quarter, Sara received one referral from the Fraud Hotline. Upon looking over the referral with Director Vita, we found that the referral did not meet the requirements for an investigation.

The fraud investigator is preparing more face to face meetings with another client in order to determine if an IPV was committed. Sara has reviewed the evidence and is compiling all the necessary information for the meeting with the client. She will present the evidence to Supervisor Martinez and Director Vita before the face to face with the client.

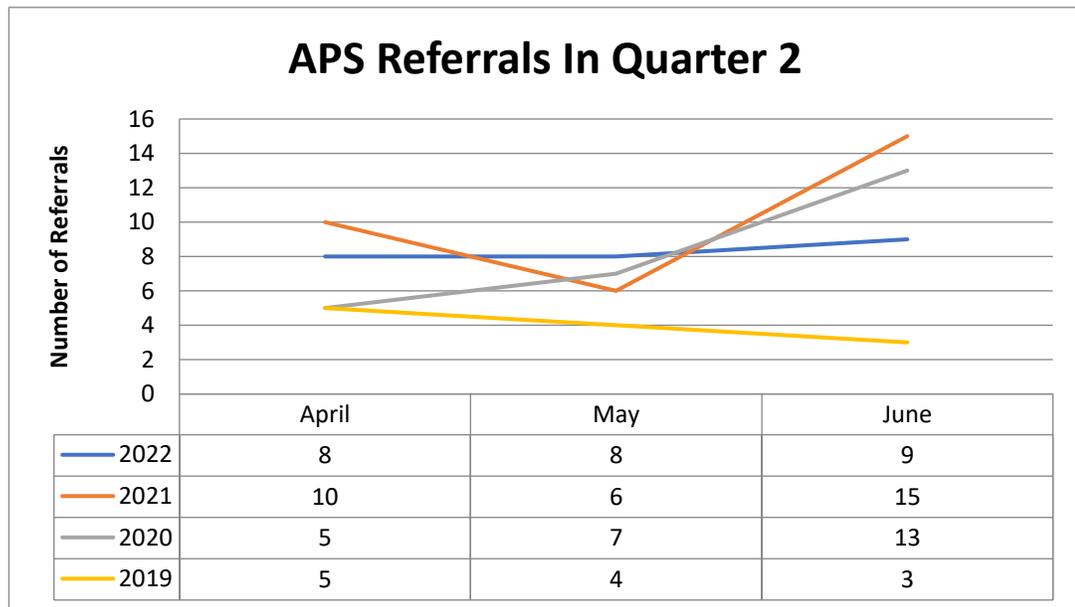
The fraud unit has started calling clients for unpaid claims. Some clients respond, others do not. There are several unpaid claims that need to be addressed.

During this quarter Sara completed the following CBMS Training: SNAP, MAGI, NON MAGI, Colorado Works, and Adult Financial.

## ADULT PROTECTIVE SERVICES (APS)

### Intake/Ongoing Cases

Archuleta County Adult Protective Services (APS) saw an increase in reports made this quarter as compared to the previous quarter. A total of 25 referrals were made. Five of the referrals were screened in. Three cases had been screened in and investigated for self-neglect. The fourth referral was reported for exploitation, and the fifth for caretaker neglect and physical abuse. This results in a total of 5 new opened cases for the quarter. After investigation of the first case it was determined that the adult was not at-risk. The second and third cases resulted in substantiated findings for self-neglect, and services are being provided. The fourth case for caretaker neglect and physical abuse were unsubstantiated. The fifth case for exploitation is still under investigation.



### Staff Changes

The APS case manager role was established by Madeline Haskin who has successfully finished the necessary and required training for Adult Protective Services. Madeline has been managing APS cases independently while also undergoing enhanced supervision. Madeline's primary role in the department is to handle all APS cases and assist in all APS administrative tasks such as – maintaining all required Memorandum of Understandings between government and non-government agencies, hosting the quarterly Adult Protective Team meetings, updating/revising the APS policy

for Archuleta County, and more. Madeline will be leaving the department on July 28<sup>th</sup>. Other caseworkers will be certified for APS will undergo the training required. The new APS Manager will be introduced in the next Quarterly Report.

**Guardianship Cases**

The department would obtain permanent guardianship over clients who are deemed to lack decisional capacity in order to maintain their health, safety, and welfare, and supports are not available to care for them. The department does not have guardianship over any adults at this time.

	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Year End Total
Total # Reports Made	17	25			
Reports Accepted for Assessment	6	5			
Reports Screened Out	11	20			
Assessment Unsubstantiated	2	1			
Assessments Substantiated	3	2			
Assessments Inconclusive	0	0			
Mistreatment Occurred –Not Culpable	0	0			
Assessment/Cases in Progress		1			
Unable to Investigate/Locate	1	1			
Total # of Open Cases	0	5			
Guardianship	0	0			
Conservatorship	0	0			
Representative Payee	0	0			

## CHILD PROTECTIVE SERVICES

In Q1 2022- DHS received 96 reports of abuse and neglect in total. 13 reports were received in January, 25 reports were received in February, 18 reports were received in March and 40 reports were received in April. Of the 96 reports received, 41 were screened in for assessment. Of the 41 screened in assessments there were 7 differential response assessments with 10 children involved for the month of January, 9 differential response assessments and two HRA assessments involving 16 children for the month of February, 5 differential response assessments and 4 HRA and 1 youth in conflict assessments involving 20 children for the month of March, and 10 differential response referrals and 2 HRA assessments and 1 youth in conflict assessment involving 23 children for the month of April. None of the assessments from Q1 remain open as assessments at this time.

### **Dependency and Neglect Cases**

There are 5 active dependency and neglect cases open at this time. Three cases carried over from the previous quarter.

The first case was opened in 2019 and involves two children. All three of the parents involved did have their parental rights terminated however they did appeal that decision. The case remains open during the appeal phase. Both of the children have been placed in their permanent home with a family member who has a desire to adopt both children.

The second case involves three children and three parents. Two of the children are able to remain in the home with one parent with protective supervision by ACDHS. That parent appears to be making progress and the children remain safe while in that parents care. The third child was removed from the home and placed in the custody of ACDHS. This child was placed with a family member. The parents of this child is not making progress in this case at this time however ACDHS continues to make diligent efforts to provide services to this family in an effort to reunify the parents and child.

The third case involves one child who was left without a caregiver when both parents were arrested for domestic violence. The parents were able to regain custody of the child in May however ACDHS remains with protective supervision to monitor this family's progress.

The fourth case involves a substance exposed newborn who had been left with a family member at the hospital 8 hours after the child was born. Neither parent returned to the hospital to discharge the baby and a police hold was placed on the child. The child was placed in ACDHS custody so that the child could be released from the hospital. The child is currently placed with a family member. Neither parent appear to be making progress toward sobriety at this time however ACDHS will continue to offer services in an effort to reunify the parents and child.

The fifth case involves two children and two parents. Both children have been exposed to severe neglect and unsafe living conditions. Both children are extremely high needs due to disabilities. Both children were placed together in a foster home in La Plata County. Both parents are cooperative and have been making good progress toward their treatment plan objectives. The parents will receive additional capacity testing.

### **Non-court involved cases**

The department has 15 voluntary cases open that provide families with a range of services. The department continues to work proactively to prevent child maltreatment by providing services early and to remove barriers and stressors to decrease the likelihood of abuse or neglect.

### **Foster Care**

We have two current foster homes that are available to take kids if needed. One child was placed in one of the homes for a short time before the family regained custody. Another child was placed in the same home for 10 hours after both caregivers were arrested before their family was able to pick them up. We are asking those current homes if they know of others who may want to be foster parents, and working toward making fliers and possibly radio ads to try to recruit more families for foster care.

Two children are currently placed in a new foster home in La Plata County because the needs of the kids are greater than our foster homes could accommodate. One child was placed with kin, but has returned to the home after all safety concerns were mitigated. A second child was placed with kin and returned after the safety concerns were mitigated, but will be placed back with the same kin due to the home's instability. A third child was placed with kin, and that kin is working on obtaining custody as the biological parents have made no effort to participate in their treatment plans for them to gain custody. A fourth child is currently placed with kin, after previously being placed with kin, due to one parent's instability and the other living in Arizona with a partner with a dangerous charge.

## CHILD SUPPORT

ACDHS believes in the importance of listening to lived experience from those involved in child support services. Individualized engagement is important in building working relationships and understanding how circumstances are different for every individual. Continuous training encourages child support professionals to think about first impressions parents might have of the program. We should consider each interaction that a parent has with our office-from the time they walk in the door and including every person they encounter along the way. All of these things provide excellent customer service.

During this quarter the child support unit attended 27 court hearings in Archuleta County. Most of these hearings were in person instead of WebEx. This makes it much easier to build working relationships with custodial and non-custodial parents. Additionally, it is more productive for the child support technicians to have court in Archuleta County, rather than driving to La Plata County.

Child support collected this quarter:

April \$77,695.74

May \$80,619.67

June (amounts not yet available)

### **Other news**

Everything considered this quarter, Archuleta County Department of Human Services was very productive. The Department is still undergoing some change and makes great strides each week to work at full capacity. There are currently only a few job openings in the Department and interviews are being scheduled weekly.

The new building the Department will be moving into is almost completely finished on the inside. The furniture has arrived and is being assembled in each office. The potential move in date will be August 19<sup>th</sup>, 2022.

Contracts for CORE service providers were approved by the BOCC this quarter. The Core Services Program was established in 1994 to provide strength-based resources and support to families when children and youth are at imminent risk of out-of-home placement, in need of services to return home or to maintain a placement in the least restrictive setting possible.

