



Archuleta County Department of Human Services

2nd Quarter Report 2019

The Department seeks to strengthen individuals, families and our community. We are dedicated to providing effective and efficient prevention, protection, advocacy and support services to families, children and adults so they can maximize their quality of life, well-being and potential.

The Archuleta County Department of Human Services provides assistance, protection and prevention services to individuals and families.

Our assistance programs are provided to eligible residents and include: Supplemental Nutrition Assistance Program, Colorado Works, Health First Colorado/Medicaid, Child Care Assistance, Child Support, and Low-Income Energy Assistance. Our programs are designed to help families and individuals toward financial self-sufficiency.

Our protection & prevention services are provided by child welfare and adult protection services, along with community focused programming.

Child Protection

Activity Purpose Statement: The purpose of the Child Protection Activity is to provide safety assessment and in home and out of home case management services to children at risk of abuse and neglect. The purpose and goal of the Child Protection Team is to ensure the safety, well-being and permanency of all children by providing preventative measures and services for families.

2019 Second Quarter Report

During the second quarter there were 58 referrals of alleged child abuse and / or neglect received. 19 were screened in for further Assessment. 3 of these referrals were tracked as High Risk Assessments (HRAs). 1 of the HRAs was substantiated and 1 was unsubstantiated. The other HRA is still in progress.

The 16 remaining referrals accepted were tracked as a Family Alternative Response (FAR). A FAR does not require a finding to be made but does provide the department with the means to engage a family around the issue reported.

Dependency and Neglect Cases

Only one D/N case was carried over from Q1 to Q2. In this case, all members of the blended family including four children and four parents continue to be involved with the case. The children remain placed in the kinship care of their grandmother and grandfather. The oldest two children successfully completed their school year and graduated kindergarten and preschool respectively and are also engaged in therapy. All four parents have engaged with their treatment plans during Q2 and have made significant progress in overcoming their substance abuse and barriers. Although there are still barriers to reunification, the family's progress has the Department feeling that reunification is very likely and could potentially happen during Q3.

One D/N case was started during Q2 involving a family that had been participating in a voluntary case prior to the Court filing. This family has struggled with excessive and hazardous clutter in their home, difficulties getting their children to school, and a variety of mental health and behavioral concerns. The Department supported this family through a voluntary case for almost six months, with as many wrap-around services as possible and near-daily interaction, but felt the safety concerns could no longer be mitigated. The two youngest children were removed from the home by emergency order and are currently placed with a certified foster family in Archuleta County, the other two children remain in the home as the children are older and able to self-protect (the living environment does not pose a safety risk to these children due to their developmental capacity). Supervised visits started immediately and other components of the ongoing case are being finalized.

Bridges Program

There are currently seven students enrolled in the Bridges Program. All have been successful in remaining in a normal school setting. The school counselor and instructional aides help support each individual child with behavioral issues and also support their families to create consistent academic progress. There was a very challenging situation with one of the students that prompted Axis Integrative Health System, Law Enforcement, the Department and Resource Officers to provide immediate intervention due to unsafe behaviors. The Middle School and collaborating agencies are working

Child Protection

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year End Total
Child Welfare Court Cases	3	2			
Children in Court Cases	9	8			

* Note that the year-end total could reflect duplicate children involved in court cases from previous quarters.

Adult Protection Activity

Activity Purpose Statement: Adult Protection Services (APS) purpose is to offer protective services to improve the health, safety, and welfare of at-risk adult experiencing mistreatment or self-neglect.

Intake/Ongoing APS Cases

Adult Protection saw almost a 25% decrease in reports during the second quarter in 2019. However, the number of open cases increased dramatically. This shows that Adult Protection is putting forth the time and effort to do thorough investigations and ensure all services are set up and working properly before leaving our community members on their own. This leads to higher self-sustainability and lower recidivism.

During the second quarter the reports were made up of self-neglect and caretaker neglect. Self-neglect and caretaker neglect are the two most common types of report that the Department receives. While there are a lot of challenges that the Archuleta County at risk adults face, the most prominent issues is the lack of resources, lack of housing options and mental health concerns.

Adult Protection assisted one client in applying for low income housing, when he was approved the Department was informed that the client is 27th on the list to get an apartment. Another ongoing adult protection client was removed from her current nursing home for severe mental health behaviors, and the caseworker had to transport the client to Colorado Springs because it was the closest home that would accept her. Between Durango and Pagosa Springs, there are only two nursing homes that accept Medicaid, which is problematic, as the majority of our clients do not have private insurance. Another large issue with ongoing cases is mental health. Out of our 12 reports for this quarter, 5 of them were specific to mental health related concerns. Mental health in itself is not a reason to open an assessment but depending on the severity of the mental health concern it can impact a client's decision making capacity. Mental health concerns also make completing assessments much more challenging because the adult still has the right to refuse services as long as the client has decisional capacity.

In the second quarter the Adult Protection Services unit worked closely with many community organizations such as Pagosa Springs Police, Rise Above Violence, San Juan Basin Public Health, and many others. This cohesiveness and cooperation with each other for the greater good of the community is really what helps Adult Protection do what it does, and help the people it helps. Without the continued support of our community and its organizations, it would be extremely difficult for ACDHS to excel at the level that it does.

It should be noted that Archuleta County Adult Protective Services met all required standards of timeliness for all cases and reports. There are several categories that are required by the state APS, these include: Screen in/screen out decision, initial response, investigation, baseline, case plan and monthly contacts.

This quarter also included Elder Abuse Awareness month. Adult Protection staff kept the department of Human Services social media sites updated with information regarding elder abuse awareness as well as how to make reports. The APS worker also set up a public training on what Adult Protection does and what elder abuse looks like. This training is scheduled for July 16th.

Guardianship Cases

The department was forced to take emergency guardianship of an at-risk elderly woman who struggled to care for herself. The department only takes guardianship if the client is unable to care for themselves and there is severe risk of harm to themselves or the community. The department made many diligent search efforts for relatives that may be identified as a caregiver, however was unsuccessful. In this specific case, client was being released from a mental health hospital, and the facility was releasing her without her having a residence to return to. Without Archuleta County Adult Protection advocating for the client, she would have ended up

Family Advocate / PSSF Activity

Activity Purpose Statement: The purpose of the Family Advocate / PSSF Activity is to provide short and long-term support to families through direct client contact and making internal and community based service referrals.

The Family Advocacy program has seen an increase in participation over the second quarter. A total of 7 clients were actively enrolled in the intensive case management program and participated in weekly home visitation services. Two families met established goals and have graduated from the program as well as closed their cases with Child Welfare services. Currently there is a waiting list of 3 families wishing to participate in the PSSF program. Services ranged from assisting families with life skills, home organization, budgeting assistance, concrete needs support, transportation assistance, goal setting, and resource connection and navigation. The family advocate also processed 210 non-emergent medical transportation applications over the course of the quarter, and issued 15 EBT cards. A total of 43 Pagosa Outreach Connection applicants were screened, interviewed, and advocated for during the second quarter by advocate.

Through the 2nd quarter the family advocate has completed the 35 page community resource guide to assist Archuleta County residents with resource navigation. With funding assistance through the San Juan Basin AAA Agency on Aging, the Department has been able to print \$3,500 worth of guides to be distributed throughout the county. Over the next quarter advocate will develop plan and disburse guides to community partners and residents as well as develop the guide for online access through the Department's website. Advocate will continuously update online guide as new resources and services become available while fostering relationships and collaboration with community partners.

The advocate has received certification in the child welfare hotline training course and is now able to take child welfare reports when caseworkers are unavailable. Advocate will be attending the PSSF Coordinator/Grantee meeting in August with topics specific to program information, networking, program fidelity/implementation, and information specific to intensive case management services. The advocate is also scheduled to attend the free Trust Based Relational Intervention training offered through the Adoption Exchange next week in La Plata County. This training will provide an evidence based approach to working with youth that have experienced trauma. Available housing and housing costs continue to be an issue for many Archuleta county residents as well as the availability of affordable child care. Youth in conflict services are very limited and have been identified as an area of concern for many families within the county. Lack of transportation has also been identified as a recurring barrier for families living in outlying Archuleta communities such as Arboles.

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year End Total
Advocacy Services Provided	30	22			
Families actively utilizing Intensive Case management Services	6	7			
Families Disengaged from Intensive Case Management Service	3	2			

Child Support Activity

Activity Purpose Statement: The purpose of the Child Support Activity is to provide establishment, modifications and enforcement services to custodial and noncustodial parents so they can consistently receive and/or pay court-ordered support for their children.

CSS collected \$103,748.25 for April, \$87,336.51 for May and \$79,625.07 for June and has appeared for court in Durango and Ignacio for 9 cases this quarter.

Connie Chubbuck was hired this quarter as a Legal Technician and has been shadowing the lead Legal Technician in all capacities. She is learning the verbal language for CSS, as well as the documentation required to open new cases and modify cases. In a short period of time, Connie has been able to identify non-paying obligors and follow-up with them to re-instate their payment schedule. She has attended several court hearings to observe proceedings and made it a priority to meet the Archuleta County Court clerks.

The CSS Supervisor organized training for the Legal Technicians with Rise Above Violence. The training included how to recognize the myriad ways trauma can be experienced by domestic violence victims, how to ask victims questions strategically and transparently, and what resources are available to victims within the community. At the end of the training, Legal Technicians requested one-on-one case consultations with a domestic violence advocate on a regular basis. They expressed ongoing training would help them prepare for the needs of a traumatized person.

The CSS Unit started a new process this quarter. Obligor that have not been paying their child support consistently are receiving a phone call reminder that their child support payment is due. Outreach to obligors who are about to have their driver's license or recreation license suspended are also contacted. Strong encouragement to contact their Legal Technician is provided.

Colorado Child Support Services Department of Human Services is inviting counties to utilize Behavioral Interventions for Child Support Services (BICS). The BICS intervention would potentially increase first payments by Non-Custodial Parents (NCP's) and lead to faster receipt of payment. The intervention would encourage NCP's to choose a payment method and write down their plan before leaving the CSS office or the court house. The ACDHS CSS Unit is currently working out the details in order to provide this type of outreach to NCP's after a court hearing.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year End Total
Percent of Current Child Support Collected (State goal is 66%)	60.4%	61.6%			
Percent of Cases With Arrears Payments (Statewide goal is 44.8%)	36%	37.7%			

LEAP Activity

Activity Purpose Statement: The Colorado LEAP program is a federally funded state-supervised, county-administered system and is designed to assist with winter heating costs.

The LEAP season ended on April 30, 2019.

Discover My Goodwill continues to contract with the State to process LEAP applications. This contract is no longer between Archuleta County and Discover My Goodwill, but is a county option. We continue to see this option as best for providing LEAP services.

Archuleta County residents submitted 22 applications for the month of April 2019, with a benefit totaling: \$6819.54.

For LEAP season November 2018 – April 30, 2019 the total number of residents that submitted an application was 314, with a benefit totaling: \$141,759.59.

Income guidelines will be updated to use 60% of the State Median Income (SMI). 60% SMI is higher than 165% Federal Poverty Level (FPL). Adopting the income guidelines at 60% of SMI will allow more applicants and targeted populations (e.g., elderly, disabled and families with children), access to the program. Another change to the program is the allowance of reopening denied cases. This allowance will reduce the number of applications denied for failure to provide requested verification and will lessen applicant burden as they will not be required to complete an entirely new application but can just provide the additional information to be considered for a benefit.

Over 5,000 applications state-wide were denied in the 2018-19 heating season for being over the income limit threshold based on 165% of the Federal Poverty Level. Adopting the 60% of State Medium Income Guidelines will significantly reduce the number of denials for exceeding gross income limits. In the 2018-19 heating season approximately 14,000 households state-wide were denied for failure to provide requested verification. By adopting the option to reopen denied cases for this reason, we can significantly reduce the number of applicants not being served and can reduce the number of households required to reapply for the program benefit.

Child Care Activity

Activity Purpose Statement: The purpose of the CCCAP Program is to provide eligible households with access to high quality affordable child care that supports healthy child development and school readiness while promoting household self- sufficiency and informed child care choices.

May was Mental Health Awareness Month, just as we care for children’s physical health we must also take care of their mental health. We do this by supporting their social-emotional development.

Archuleta County DHS renewed Seeds of Learning, Our Savior Luther Preschool and Mardel Gallegos Headstart fiscal agreements beginning July 1, 2019. The fiscal agreements will be renewed again in 3 years. Archuleta County uses market rate survey information to set rates for CCCAP payment to providers.

DHS lost 1 home child care provider during this quarter. Another provider anticipated to be moving to the area is interested in opening a home child care upon her arrival to Pagosa. This provider is planning on participating in the CCCAP Program.

5 children aged out of the CCCAP program, meaning that they will be entering Kindergarten in the fall. Our Savior Lutheran Preschool and Mardel Gallegos Headstart close for the summer months. One child will go back to Our Savior Lutheran Preschool in the fall.

Wings is still set to open in September, 2019, they don’t have the rates available yet. They have hired Dennis Bissmeyer as the Executive Director of Wings.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year End Total
Total Number of Ongoing Child Care Cases	13	5			
Number of Children Served	15	9			

Financial Resource Services Activity
Colorado Public Assistance

Activity Purpose Statement: The purpose of the Financial Resource Services Activity is to provide information, referrals, eligibility and outreach services to children, families and individuals so they can access food, shelter and medical care.

During the 2nd quarter of 2019, the eligibility unit submitted several incentive deliverables to the Colorado Department of Health Care Policy and Financing (HCPF). HCPF reviewed FY 2018-19 County Incentives Program data, metrics, and documentation which covered January 1, 2019 through June 30th, 2019. Archuleta County met all benchmarks for 6 different incentives. The incentives were Eligibility Timeliness & Backlog, Long Term Services and Supports, Child Welfare Incentive, Case Maintenance Incentive, Training Incentive, and Improving Member Correspondence.

The Resource Manager is engaged in a local Food System/Food Equity (FS/FE) Coalition. FS/FE works to form partnerships among members that lead to grassroots work in the community supporting and growing our local food system and community capacity around food and nutrition. Since the Coalition formed, almost 70 individuals from the community have been identified and invited. Meetings generally have participants (5-17) from a variety of community organizations and interested residents. The Coalition focuses on themed sessions around specific food system/food equity areas in the community. As the Coalition looks toward the future it plans to focus on examining food from a full system perspective, including a) community/network mapping, b) review of current food and nutrition curriculum offered across the county, c) efforts to network and have a common language, d) data collection: food system distribution model and small growers, e) continued learning, and f) to work on collaboration and grant seeking.

During this quarter, the resource manager attended the Medical Coverage Collaborative (MCC) in La Plata County. The collaborative coordinates with community partners to ensure that clients receive appropriate, non-duplicative services and are connected to other social support services as needed. According to collaborative partners, Archuleta and La Plata county are “famous” to other entities and counties for their partnerships created from the MCC.

Laurie Gutierrez has joined ACDHS as a bi-lingual, bi-cultural receptionist. Laura has experience in health promotion and is an asset in communicating with Spanish speaking clients. Goal #4 of the MCC is to “Ensure clients have linguistically and culturally appropriate assistance to enroll in and maintain their health coverage.” Laurie’s experience is valuable when implementing health literacy projects at the local community level.

In April, 2019, the Resource Unit participated in the 9 News Health Fair at the Pagosa Springs High School. Outreach was provided for all ACDHS eligibility programs, along with Suicide Prevention and Foster Care Recruitment.

During this quarter, the Suicide Prevention Collaboration Committee received training for post-vention. The emphasis of the training was to provide information for communicates to create grief support for those bereaved by suicide. The training reviewed what can be done in communities after a suicide, how to connect with survivors, caregivers, first responders, and mental health

(duplicated numbers)	Jan	Feb	Mar	Apr	May	June	July	Aug.	Sept.	Oct	Nov	Dec	
TANF Households	25	28	21	22	22	23							24
Food Assistance Cases	577	600	589	579	567	586							583
Food Assistance Household Members	1252	1202	1268	1238	1204	1111							1213
Family and Adult Medicaid Households	1072	1749	1748	1767	1744	1747							1638
Adult Financial	58	55	53	58	58	61							57
<i>*Family and Adult Medicaid Households include long-term care, Medicare savings, and Medicare part D programs</i> <i>*Year End totals are reflecting cases and not how many individuals are in each household</i>													

Fraud Activity

Activity Purpose Statement: The goal of the Fraud Investigation Unit is the integrity of all Public Assistance Programs, the detection and prevention of external and internal fraud within all Public Assistance Programs. This includes the investigation of allegations of Public Assistance fraud and aiding in the recovery of overpaid Public Assistance benefits.

In the second quarter of 2019, three (3) Fraud Referrals were received. One (1) referral was investigated and found to be Unfounded, with the remaining (2) referrals currently under investigation. Both investigations pertain to unreported income.

Our Department had two (2) Claims for Repayment in the second quarter. The Repayment Agreements were sent to the clients. One (1) client executed the Repayment Agreement and paid their claim in full. This claim was from the Adult Financial Program in which incorrect income was reported. This can occur when a client is receiving Adult Financial assistance while applying for Social Security and the client receives a payment from both the Adult Financial Program and Social Security in the same month once Social Security is approved.

The second Agreement has not been returned by the client and is being monitored for compliance.