



— DEPARTMENT SNAPSHOT —

HUMAN SERVICES



Top Completed Projects 2022

- Organized and hosted first annual Back-to-School Bash and fifth annual North Pole Gift Shop community outreach events.
- Relunched Homes for Hope
- Launched the Prevention Unit to focus resources on supporting parents to keep children safely in their homes when possible, avoiding out-of-home placement.
- Strengthened partnerships with the top four Adams County clinics serving Head Start-enrolled families as their medical homes to encourage and administer lead and anemia screenings in line with recommended guidelines for pediatric care.
- Expanded the veterans outreach groups and activities throughout the county, increasing the visibility of the Veteran Service Office (VSO) and benefit application services.
- Sustained the Work Options Culinary Training Program partnership where job seekers receive culinary skills training, practice, and credentials through a work-based learning opportunity at the Mountain View Café in the Human Services Center.
- Increased work-based learning programs in the community such as apprenticeships and internships. These programs are instrumental in creating quality career pathways that enable students and job seekers to secure industry-relevant skills, certifications, and credentials.
- Established a partnership with Commerce City Senior Commission and Senior Hub to expand the geographic reach of services and the variety of services available to the aging population in Adams County.
- Coordinated with People & Culture to decrease the vacancy rate in Children & Family Services (CFS) from 23.8% to 17.33%.

Impact

- 800 families served through the Back-to-School Bash, with 2,000 children receiving school supplies.
- The North Pole gift shop provided activities and gifts for 351 children—including four foster care families. In addition, 20 children were funded through a partnership with the Adams County Sheriff's Office.
- Seven youths were provided therapeutic foster care placements thanks to Homes for Hope.
- CFS received >10,761 hotline calls, completed >3,196 assessments, worked with >1,090 children, and ensured >774 children/youth were able to safely remain at home through prevention services.
- Partnering with health clinics increased Head Start's recommended medical screenings:
 - Anemia: 71% → 94%
 - Lead: 75% → 96%
- Partnership with Commerce City Senior Commission and the Senior Hub expanded the number of resources accessible and expanded the types of services available.
- Work Options has trained 49 students in the past year and trained 104 since its inception in August 2021.
- WBC recruited 20 employers who provided 57 new subsidized employment positions for residents to earn wages.
- VSO served 200-300 veterans per month through outreach events and phone/in-person appointments. The VSO also received more than \$200,000 in benefits in response to claims.

Top New Projects 2023

- Establish the Adams County Human Services Community Voice Council (CVC)—a 10-member group made up of community members who are, or who have been, involved with Human Services programs.
- Implementing Differential Response, a policy and practice shift designed for use with abuse/neglect allegations that are low- to moderate-risk, in a way more engaging and collaborative with families.
- Upgrade Call Center to reduce call wait times and expand options for customer interactions—including chat and chatbot features.
- Implement the Business Process Redesign to optimize capacity, decrease customer wait times, reduce workloads, and improve service delivery.
- Adult Protection will participate in a CDHS pilot of Alternative Response to allegations of abuse, providing more services and supports to lower-risk referrals.
- Implement the universal pre-kindergarten (UPK) into the Head Start program.
- Provide consistent, high-quality assistance to veterans applying for benefits and services.
- Collaborate with Community Safety & Well-Being (CSWB) on Up and Adams—a multiphase, two-year pilot program supporting economic self-sufficiency, long-term independence, and quality of life for residents experiencing homelessness.

What Should Residents Expect?

- The CVC will bring resident perspectives and provide valuable input to improve and inform systems, policies, and practices across all programs.
- Differential Response will help Human Services interact differently with families who have allegations of abuse/neglect, increase collaboration in safety planning, and decrease the incidence of founded abuse determinations which can negatively impact parents and families.
- System upgrades and redesigned business process will result in shorter wait times at the call center and quicker public assistance eligibility determinations.
- Adult Protection's Alternative Response pilot will potentially increase collaboration in safety planning and decrease the incidence of founded abuse determinations when abuse/neglect allegations are made.
- The UPK program projects to have **7,042** eligible preschoolers starting in August 2023.
- Up and Adams will serve at least **25** residents experiencing unsheltered homelessness. WBC will provide resume-building services, mock interviews, WBL opportunities, and employment-focused case management with the goal of obtaining long-term employment.

2022 Statistics and Successes

- For every dollar spent at the WBC, **\$17.55** was given back to the local economy.
- From July 1, 2020, through June 30, 2021, over **\$40M** in increased wages resulted from WBC efforts.
- **\$14,380** is the average annual wage increase, per person, after using WBC services.
- Community Support provides assistance to approximately **28,300** SNAP cases and **99,000** Health First Colorado cases monthly.
- **13** children/youth achieved permanency through adoption.

Human Services Programs

- Head Start
- Veteran Service Office
- Workforce & Business Center
- Children & Family Services
 - Adoption
 - Foster Care
 - Prevention Services
- Economic Mobility
- Burial Assistance
- Child Support Services
- Community Support Services – Aid to the Blind, Aid to the Needy Disabled, Food Assistance, Home Care Allowance, Old Age Pension, Temporary Assistance for Needy Families, Health First Colorado
- Specialty Programs – Colorado Child Care Assistance Program, Community Services Block Grant, Low-Income Energy Assistance Program, Adult Protection Services

Top Trends

- The shortage of Early Childhood Education teachers continues to impact the Head Start program in Adams County, resulting in the closure of three classrooms in the 2021-2022 school year and two classrooms in the 2022-2023 school year. This is also a national trend.
- With the ending of the federal Public Health Emergency and resulting reductions in federal assistance available for housing, food, and medical coverage, Human Services is experiencing an increase in residents seeking assistance for basic needs.