



COLORADO
Department of Human Services



SMART Government Act:

Presentation to:

Senate Health and Human Services Committee

House Health, Insurance and Environment Committee

House Public Health Care and Human Services
Committee

Colorado Department of Human Services

January 6, 2015

Mission, Vision and Values

Mission

Collaborating with our partners, our mission is to design and deliver high quality human services and health care that improve the safety, independence, and well-being of the people of Colorado.

Vision

The people of Colorado are safe, healthy and are prepared to achieve their greatest aspirations.

Values

The Colorado Department of Human Services will:

- Make decisions with and act in the best interests of the people we serve because Colorado's success depends on their well-being.
- Share information, seek input, and explain our actions because we value accountability and transparency.
- Manage our resources efficiently because we value responsible stewardship.
- Promote a positive work environment, and support and develop employees, because their performance is essential to Colorado's success.
- Meaningfully engage our partners and the people we serve because we must work together to achieve the best outcomes.
- Commit to continuous learning because Coloradans deserve effective solutions today and forward-looking innovation for tomorrow.

DHS at a Glance

Direct Services

- ✓ 3 Regional Centers
- ✓ 2 Mental Health Institutes
- ✓ 10 Youth Correctional Facilities
- ✓ 5 Veterans Community Living Centers
- ✓ Vocational Rehabilitation
- ✓ Disability Determination
- ✓ Veterans Cemetery
- ✓ Regulatory Oversight

Community Programs

- ✓ County Programs
- ✓ Community Mental Health Centers
- ✓ Community Centered Boards
- ✓ Independent Living Centers
- ✓ Refugee Services
- ✓ Domestic Violence Programs
- ✓ Early Childhood Councils
- ✓ Area Agencies on Aging
- ✓ Tony Grampas Youth Services
- ✓ Ombudsman Programs
- ✓ 34 Boards and Commissions

FY 2014-15 Appropriated Budget

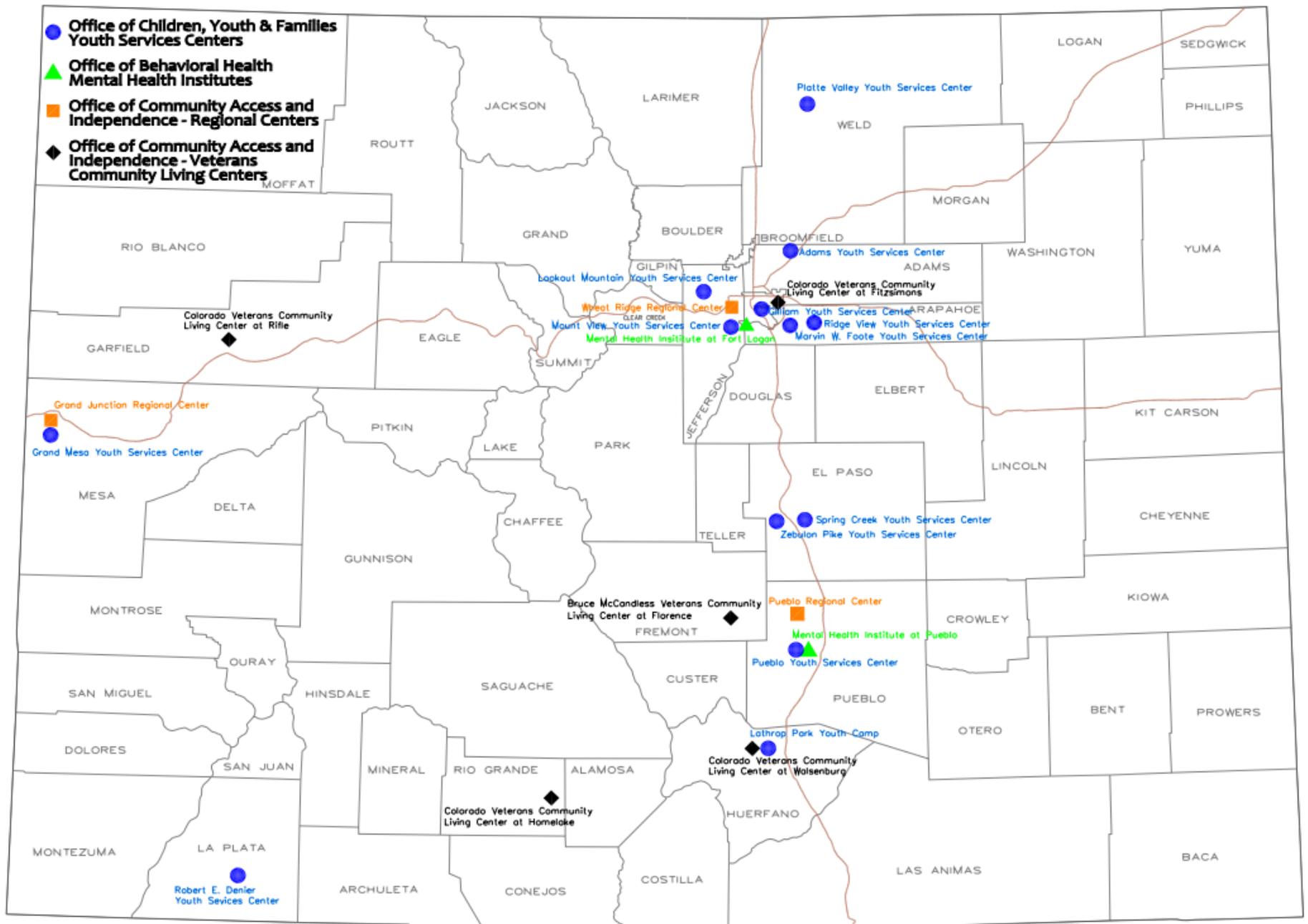
\$1.9 billion total funds

(41% General Fund, 33% Federal Funds, 18% cash funds, 8% re-appropriated funds)

5,200 employees



COLORADO
Department of Human Services



Colorado Department of Human Services Sites

SMART Government Act Alignment

Strategic Planning

- Statewide outreach effort - nearly 1,000 stakeholders, clients, constituents, partners and employees, including Colorado WINS
- 11 cities and 2 Tribal townhall-style meetings throughout Colorado
- Alignment of budget and legislative requests with performance outcomes
- Two rounds of public feedback on draft plan
- Prior drafts and final 2015-16 plan posted on website

SMART Government Act Alignment

Performance Management

- Office of Performance and Strategic Outcomes
- C-Stat
- Centralizing Quality Assurance and Improvement

Budget and Legislative Agenda

Transparency

- C-Stat reports
- County-facing reports
- Community Performance Center - <http://www.cdhsdatamatters.org/>



Strategic Priorities

CDHS strives for every Coloradan to have the opportunity to:

Thrive in the community of their choice

- Expand community living options for all people served by the Department.
- Ensure child safety through improved prevention, access and permanency.

Achieve economic security through meaningful work

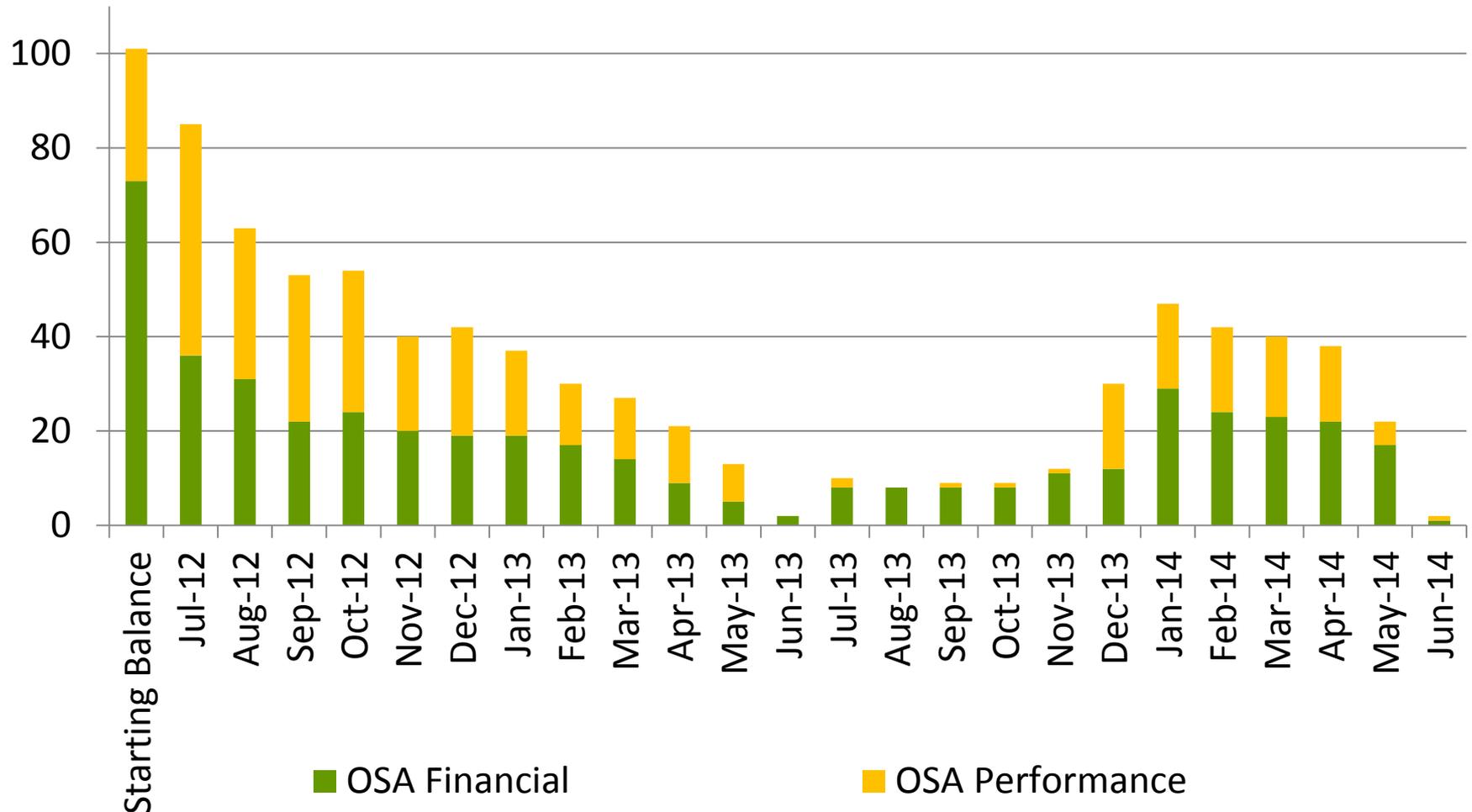
- Achieve economic security for more Coloradans through employment and education.

Prepare for educational success throughout their lives

- Improve kindergarten readiness through quality early care and learning options for all Coloradans.
- Return youth committed to the Division of Youth Corrections (DYC) to the community better prepared to succeed through education received while in the custody of the Department.

OSA Audit Recommendations*

Fiscal Years 2013 and 2014



* Recommendations exclude GOIT-related recommendations and Management Letter comments

FY 2015-16 Budget Requests

*Thrive in the
community of
their choice*

- Gerontology Stipend Program
- State Funding for Senior Services
- Office of Children, Youth and Families Medical Oversight
- DYC Staffing Enhancements
- Child Welfare Workload Study
- Collaborative Management Program
- Mental Health Institutes Treatment Unit for Patients Previously Transferred per 17-23-101 C.R.S.
- Circle Program Business Analysis
- Provider Rate Increase
- Old Age Pension Cost Of Living Adjustment

*Achieve
economic
security through
meaningful
work*

- Business Enterprise Spending Authority



FY 2015-16 Budget Requests

Prepare for educational success throughout their lives

- Early Intervention Caseload Growth
- Microloans to Increase Access to Child Care
- Increased Access to Licensed Family Friend and Neighbor Providers

Data, Technology, Infrastructure

- Interoperability of Data Systems
- Modernizing Child Welfare Case Management System
- Data Integration and System Analysis
- Enterprise Content Management
- Mental Health Institutes Electronic Health Records, Phase II
- Regional Centers and Veterans Community Living Centers Renovations
- Facilities Master Plan
- Mental Health Institute Electronic Health Record, Phase II



2015 Legislative Requests

*Thrive in the
community
of their
choice*

- Child Protection Statutes Recodification Task Force
- Eliminate CDHS authority to transfer dangerous Mental Health Institutes' patients without criminal convictions to the Department of Corrections
- Child Welfare Performance Audit Recommendations
 - County Child Protection Teams
 - Collaborative Management Statutory Conflict
- Establish parameters for funding for new child protection caseworkers

*Achieve
economic
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work*

- Electronic Benefits Transfer ATM Restrictions



Keeping Kids Safe and Families Healthy

Governor Hickenlooper's Child Welfare Plan "Keeping Kids Safe and Families Healthy" was announced in February 2012



Keeping Kids Safe and Families Healthy 2.0

Focusing on Prevention

Budget

- ✓ Create new prevention programs for families with young children “screened out”
 - ✓ SafeCare
 - ✓ Community Response
 - ✓ Nurse Family Partnership
- ✓ Core Services funding to counties to support safety services for children at home

Legislative

- ✓ Expand mandatory reporting
- ✓ IV-E Waiver implementation and funding

Consistent Decision Making

Budget

- ✓ Establish a statewide child abuse reporting hotline
 - Create a public awareness campaign on reporting child maltreatment
- ✓ Establish new competencies and training for child abuse hotline and screening & assessment staff
- ✓ Create new training for mandatory reporters
- ✓ Require consistent screening rules/practices for all counties (RED Teams)

Legislative

- ✓ Public release of child identifying information in fatality reports
- ✓ Amend statewide referral and screening authority

Investing in the Work Force

Budget

- ✓ Fund new mobile technologies (tablets, laptops, smartphones) for caseworkers
- ✓ Transparency through public facing website

Budget/Policy/Legislative

- ✓ Workload/caseload audit



HB 13-1271 Child Abuse Reporting Hotline & Child Welfare Rules

1-844-CO-4-KIDS 

Implementation completed on-time and on-budget

24/7 staffing by a live person

Robust data

Official Launch on January 1, 2015

Comprehensive rules adopted in November

Child Welfare Workload Study

- Requested as part of Governor's Child Welfare Plan 2.0
- Legislature appropriated \$500,000 in 2013
 - Directed the funds to the Office of the State Auditor
 - Office of the State Auditor contracted with a private vendor
- Study released August 25, 2014
 - Identified need for:
 - 574 additional caseworkers
 - 122 supervisors
 - Found caseworkers spend an average of 30% of time on documentation
 - Study provided no caseload ratio recommendation



Child Protection Ombudsman Audit

- Audit Released July 14, 2014
- Five recommendations, with 14 total subparts
- All recommendations preliminarily completed as of January 2, 2015

“We [OSA] did not find evidence that the Department had infringed upon the Program’s independence...”



DYC Medication Management Audit

- Office of the State Auditor Medication Management Audit (August 26, 2014) identified gaps in oversight, policy and direct care. All audit recommendations implemented on time.
- Created and updated policy and practice for:
 - Clinical oversight of prescribing practices
 - Uniform system to strengthen medication administration practices
 - Medical monitoring
 - Handling and disposal of controlled substances
- OCYF Medical Director request
 - Provide expertise for medical, behavioral and dental health of children in the child welfare system and youth corrections

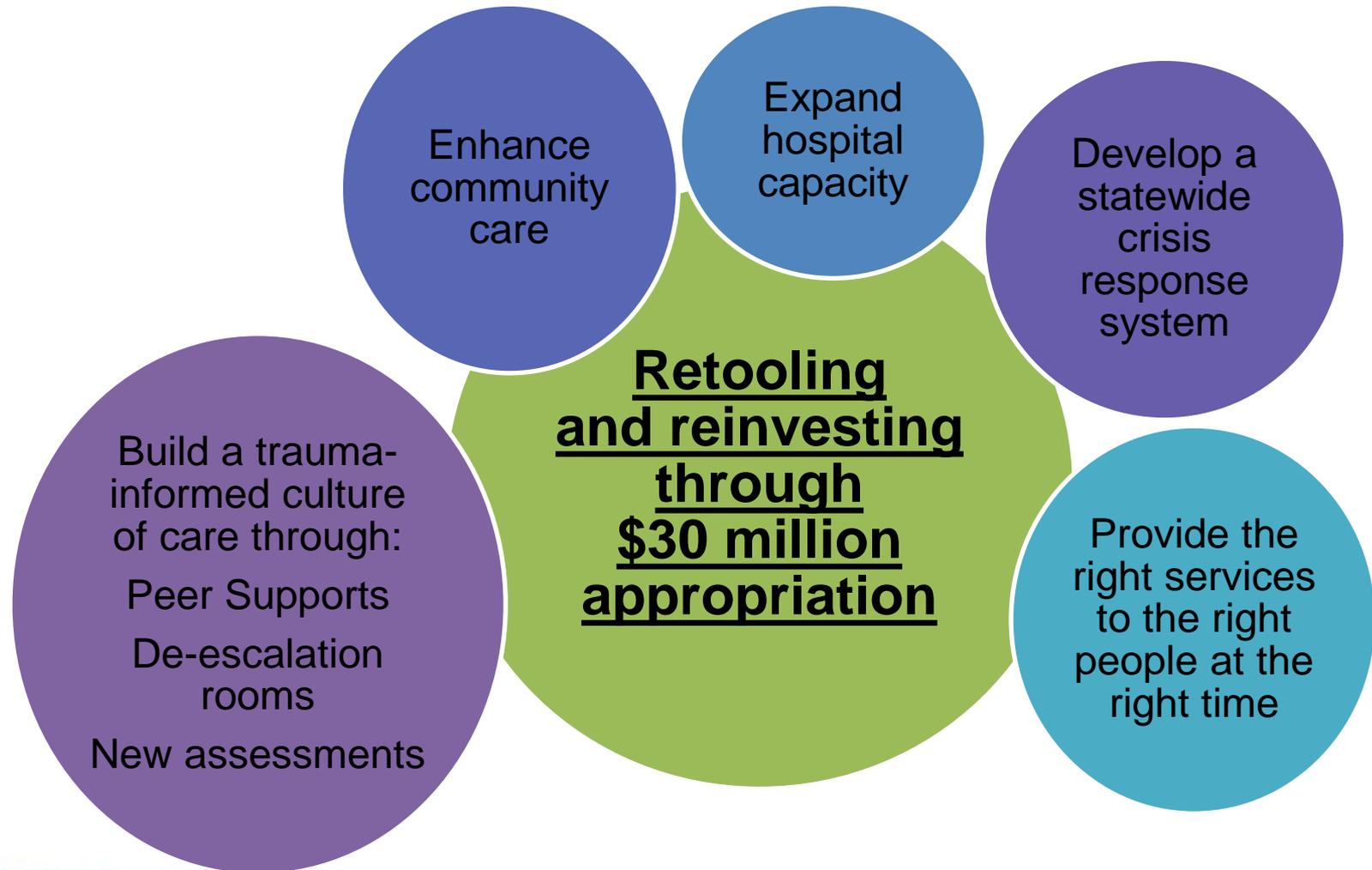
2014 Child Welfare Performance Audit

Reaffirms the work already underway as a part of the Governor's Child Welfare Plans

- Scope included 79 child welfare areas
 - Recommendations in 11 areas
 - 16 recommendations with 47 subparts
- 23% completed as of Audit release on November 12, 2014
- All audit recommendations are on schedule



Redesign Behavioral Health Care



Statewide Crisis Response System

Crisis Response Component	Description
Statewide Crisis help line	Hot line staffed by skilled professionals and peer specialists to assess, deescalate, make appropriate referrals to resources, and treatment
Statewide Awareness campaign and communication	Multi-media campaign/branding and communication to increase awareness of behavioral health illnesses and resources
Walk-in crisis stabilization	Urgent care services for immediate clinical intervention, triage, and stabilization
Mobile crisis services	Crisis Services able to respond in the community (e.g. homes, schools, or hospital emergency departments)
Crisis respite/residential	Range of short-term crisis residential services (e.g. supervised apartments/houses, foster homes)



Regional Center Task Force

- HB14-1338 created the Regional Center Task Force to:
 - Study, make recommendations on, and report findings on matters relating to state-operated Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IDD) as well as on the Home and Community Based Services (HCBS-DD) waiver program operated by the Regional Centers.
 - Utilization study conducted to inform task force
- The Task Force has convened six times, and will continue to meet regularly until the December, 2015 deadline for the final report.
- Subcommittee created to develop recommendations on the admissions policy.

Colorado Statewide Youth Development Plan

- Systemic recommendations address improving programs and services for youth and young adults related to:
 - Establishing a coordinating body
 - Ensuring that youth-serving organizations are trained in positive youth development, implementing best practices, and effectively collaborating
 - Aligning efforts through engaging and partnering
- Program recommendations aim to improve coordinated services for youth to address:
 - Homelessness
 - Educational success
 - Health outcomes
 - Well-being of youth in the care of the state and county





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