



COLORADO
Department of Human Services



SMART Government Act:

Joint 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 7, 2016

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

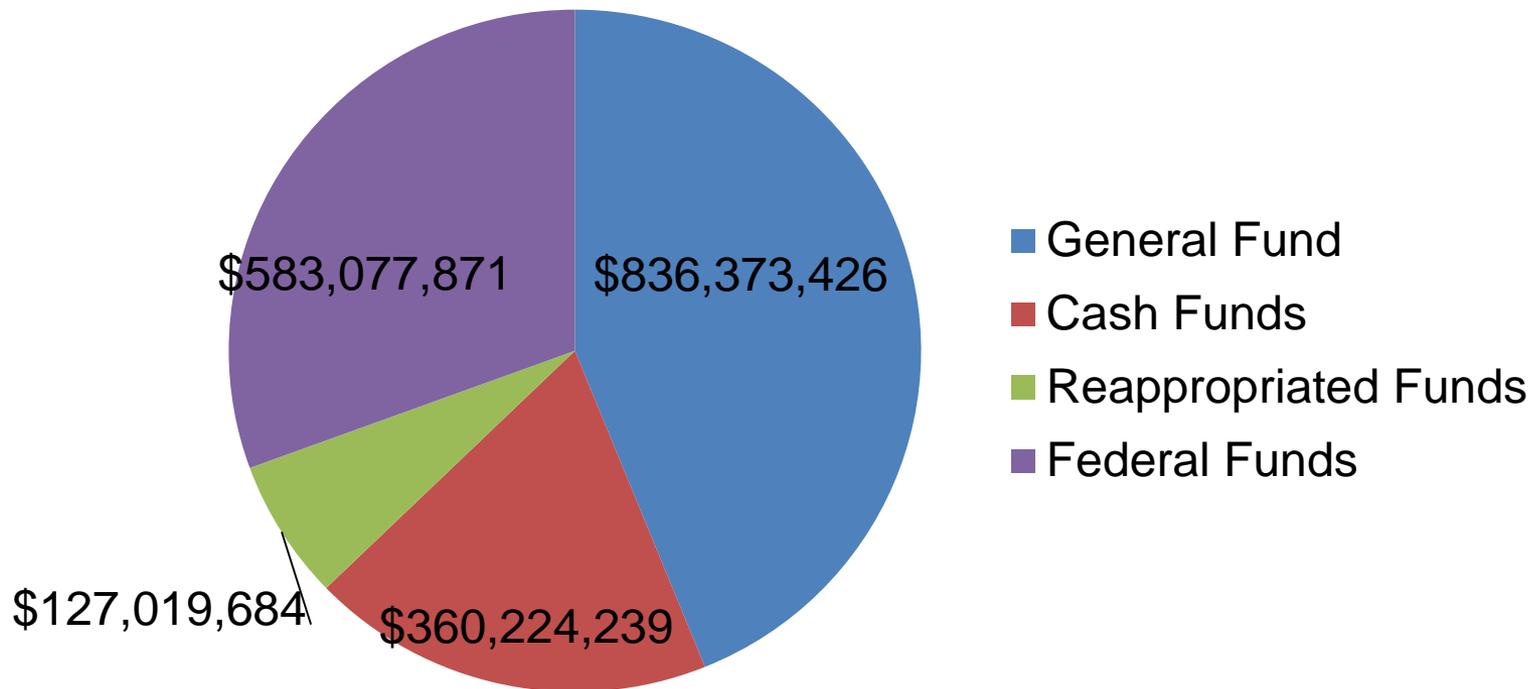
- ✓ 3 Regional Centers
- ✓ 2 Mental Health Institutes
- ✓ 12 Youth Correctional Facilities
- ✓ 5 Veterans Community Living Centers
- ✓ Vocational Rehabilitation
- ✓ Disability Determination
- ✓ Veterans Cemetery
- ✓ Regulatory Oversight

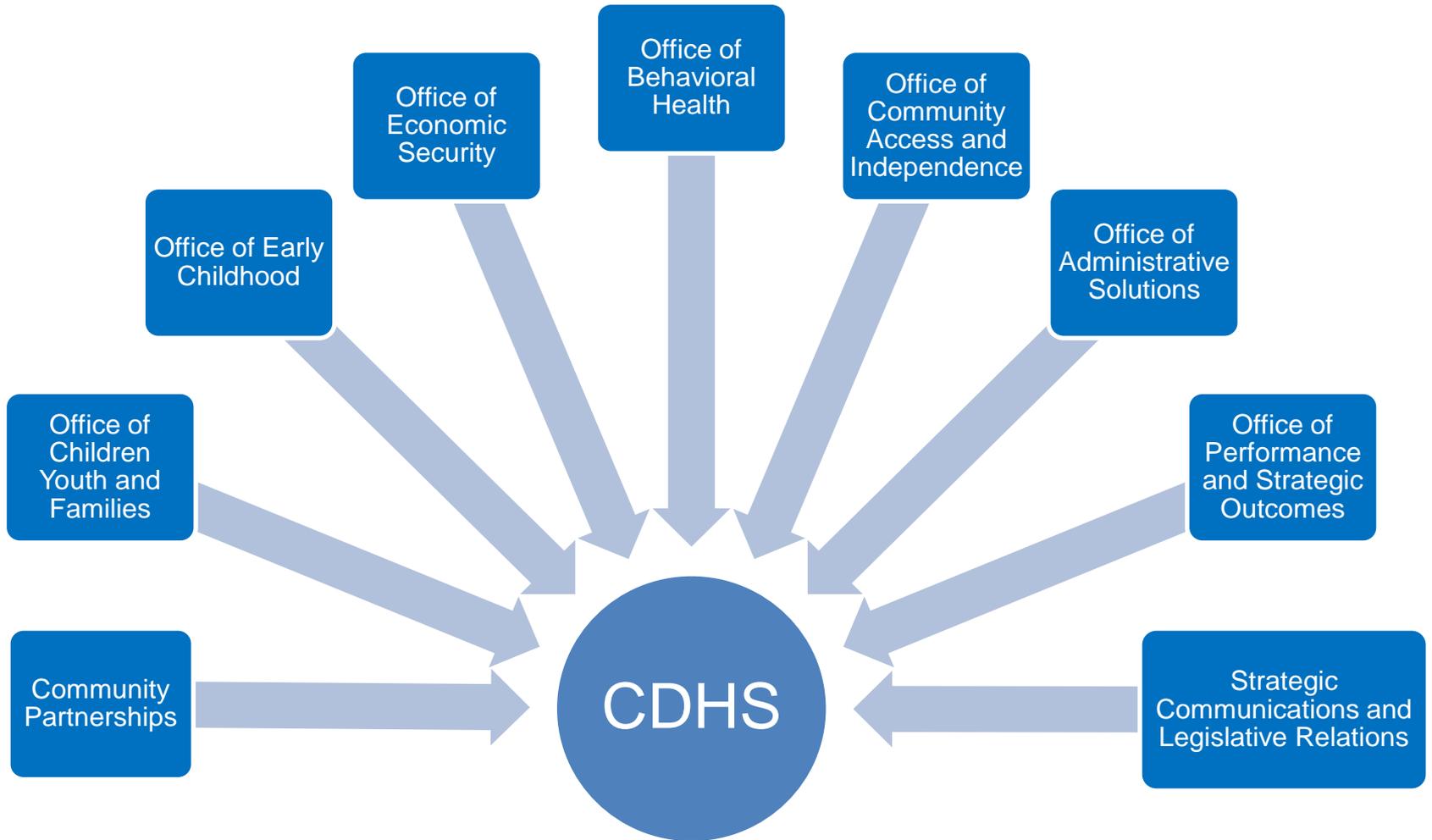
Community Programs

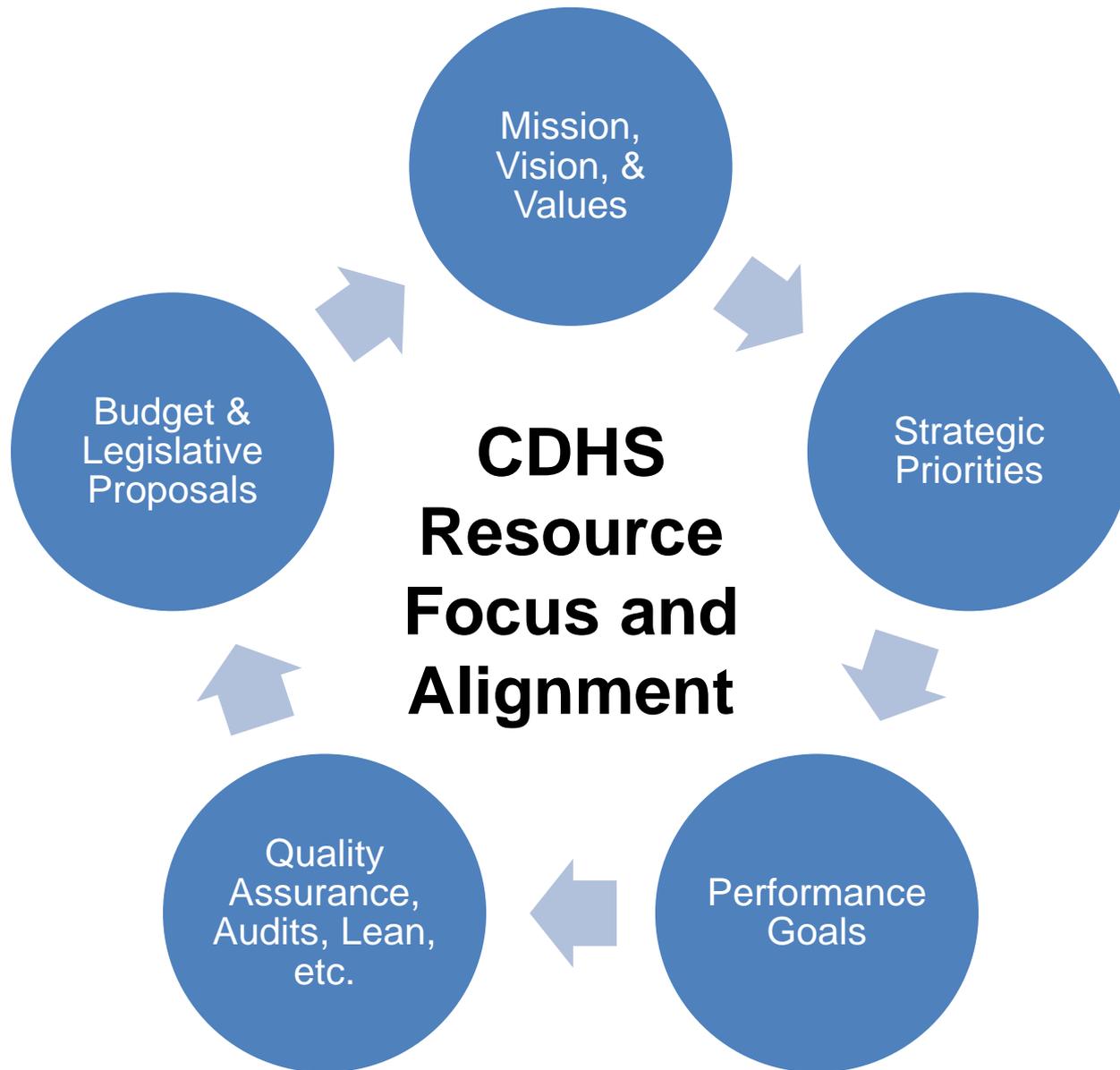
- ✓ County Programs
- ✓ Community Behavioral Health Providers
- ✓ Community Centered Boards
- ✓ Independent Living Centers
- ✓ Refugee Services
- ✓ Domestic Violence Programs
- ✓ Early Childhood Councils
- ✓ Area Agencies on Aging
- ✓ Tony Grampas Youth Services
- ✓ Long-Term Care Ombudsman
- ✓ Boards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

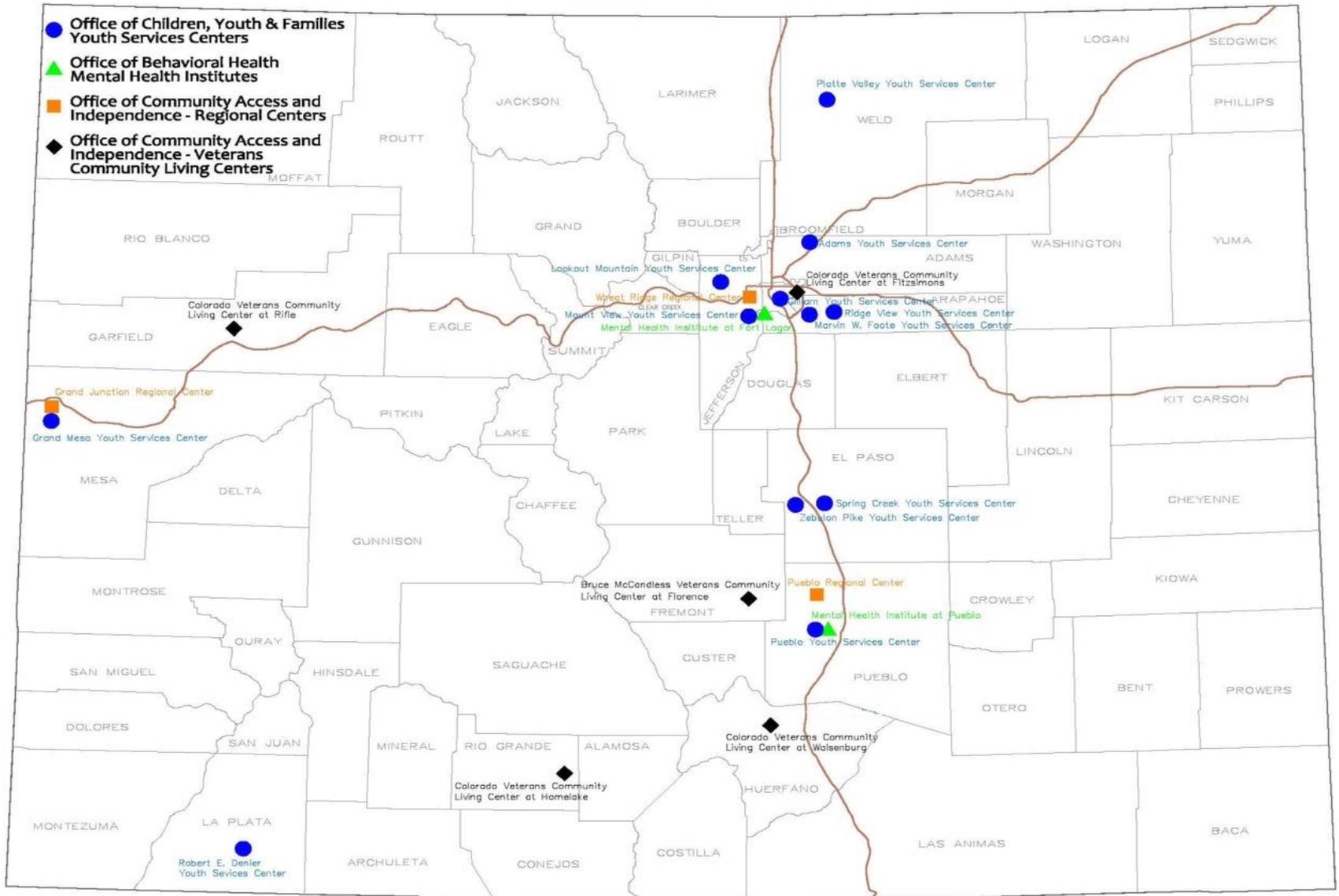
FY 2015-16 Appropriation

\$1,906,695,220 Total Funds
4,971 FTE









Colorado Department of Human Services Sites

Rev. 12/5/2014

Strategic Priorities

CDHS strives for every Coloradan to have the opportunity to:

Thrive in the community of their choice

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

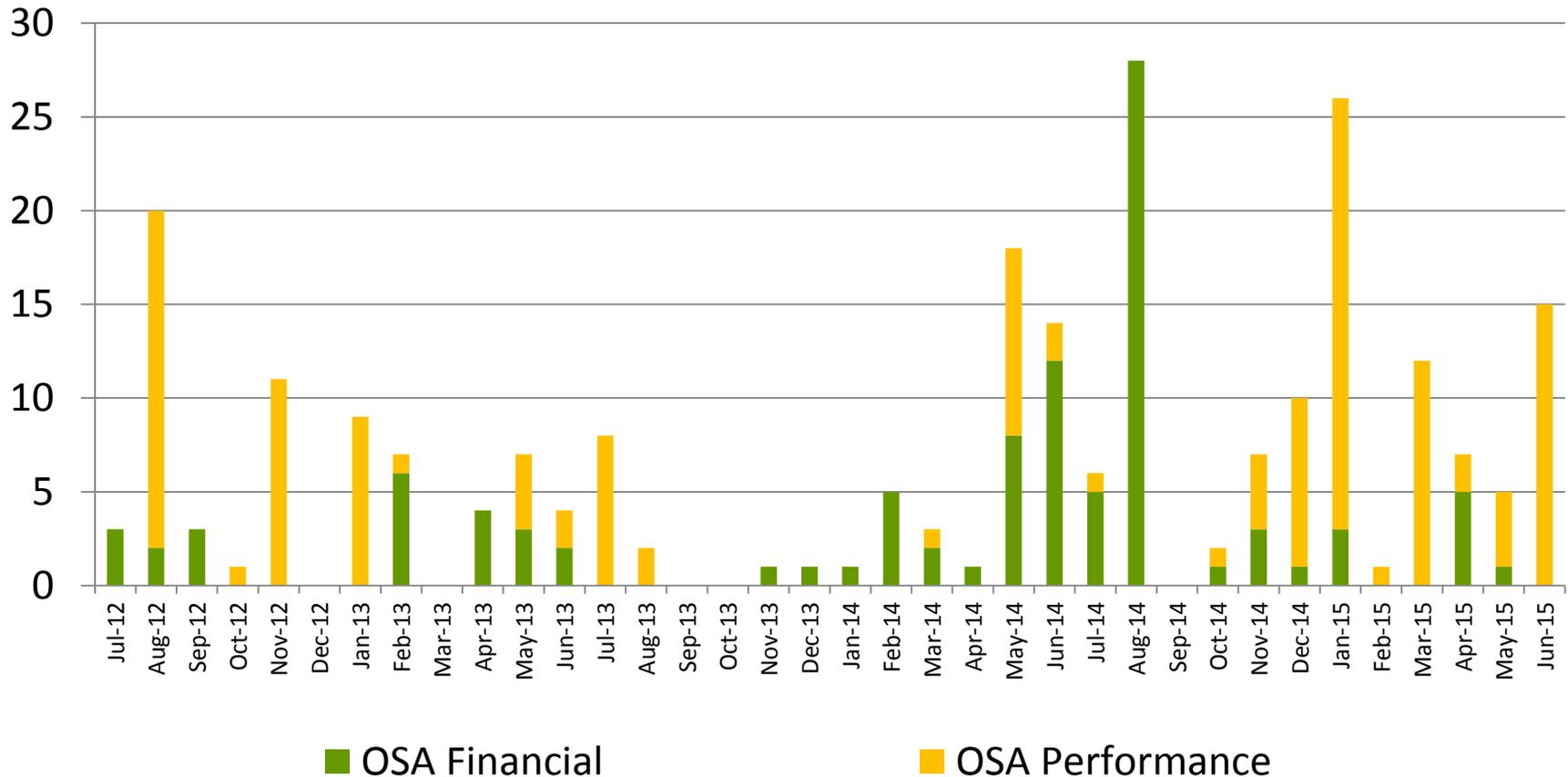
Achieve economic security through meaningful work

- To achieve economic security for more Coloradans through employment and education.

Prepare for educational success throughout their lives

- To improve kindergarten readiness through quality early care and learning options for all Coloradans.
- To 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 Implemented Audit Recommendations



* Recommendations exclude GOIT-related recommendations and Management Letter comments

FY 2016-17 Budget Requests

*Thrive in the
community of
their choice*

- County Child Welfare Staff, Phase II: \$6.8 million
- Title IV-E Cash Funds: \$6.0 million, spending authority
- Tribal Placements Funding Waiver
- DYC Security Staffing in Facilities – Phase II: \$4.7 million and 78.8 FTE
- Intensive Residential Treatment: \$4.7 million and 0.9 FTE
- Court Ordered Evaluation and Jail-based Bed Space: \$4.1 million and 7.5 FTE
- Sober Living Facilities: \$300,000
- Behavioral Health Crisis Services Staffing: 2.7 FTE
- Grand Junction Regional Center HCBS-DD Physician Services: Reduction of \$90,000 and .5 FTE

*Achieve
economic
security
through
meaningful
work*

- Supportive Employment for Substance Use Clients : \$500,000



FY 2016-17 Budget Requests

*Prepare for
educational
success
throughout their
lives*

- Early Intervention Caseload Growth: \$3.8 million
- Annual Child Care Licensing Visits: \$675,000
- Continuation of Child Care Quality Initiatives: \$1.6 million and 7.3 FTE
- Children's Savings Accounts: \$100,000

Data, Technology,
Infrastructure

- Indirect Cost Recovery Offset for DVR Transfer to CDLE: \$1.1 million
- Child Care Automated Tracking System (CHATS) Hybrid Modernization Phase II: \$1.5 million
- CBMS/PEAK Annual Base Adjustment Request: \$12.3 million
- State Veterans Community Living Centers Capital Request: \$2,278,060
- Investments in Regional Centers: \$980,000
- Provider Rate Decrease: Reduction of \$7.9 million
- Utilities Increase Request: \$305,968
- Interoperability Capital Request : \$10,611,880
- State Adult Ombudsman Program Head Note and Letter Note Modifications
- Trails Capital Request, Phase II: \$6.8 million
- DYC Facility Refurbishment for Safety and Risk Mitigation, Modernization, Phase 3: \$3.7 million
- Adams Replacement, Phase 2: \$3.0 million
- Title IV-E Technical Correction
- Institute Suicide Mitigation, Phase II: \$1.8 million



2016 Legislative Priorities

*Thrive in the
community
of their
choice*

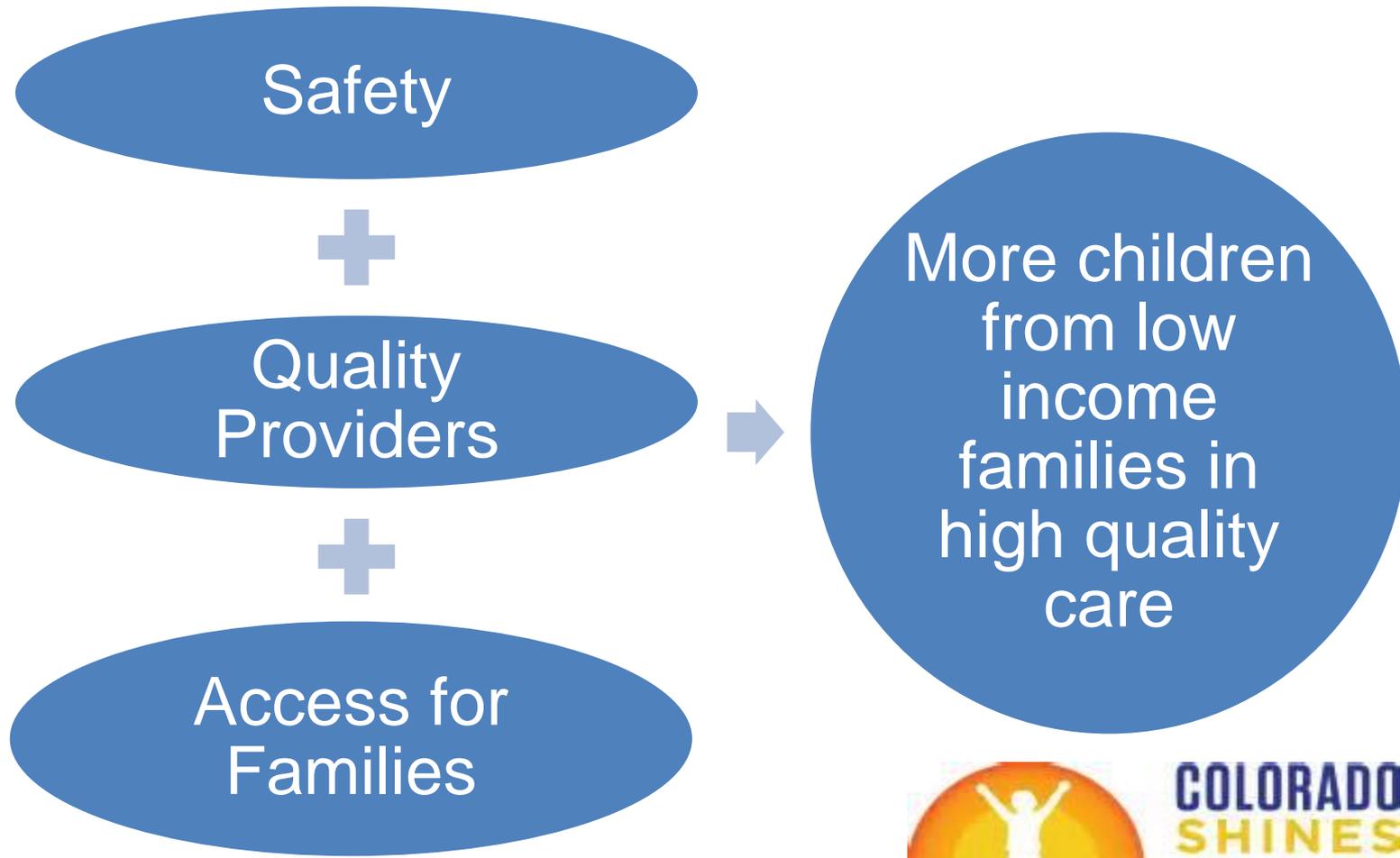
- Align state statute with the federal Child Care Block Grant Reauthorization Act of 2014 to allow children eligibility for a continuous 12-month period

*Achieve
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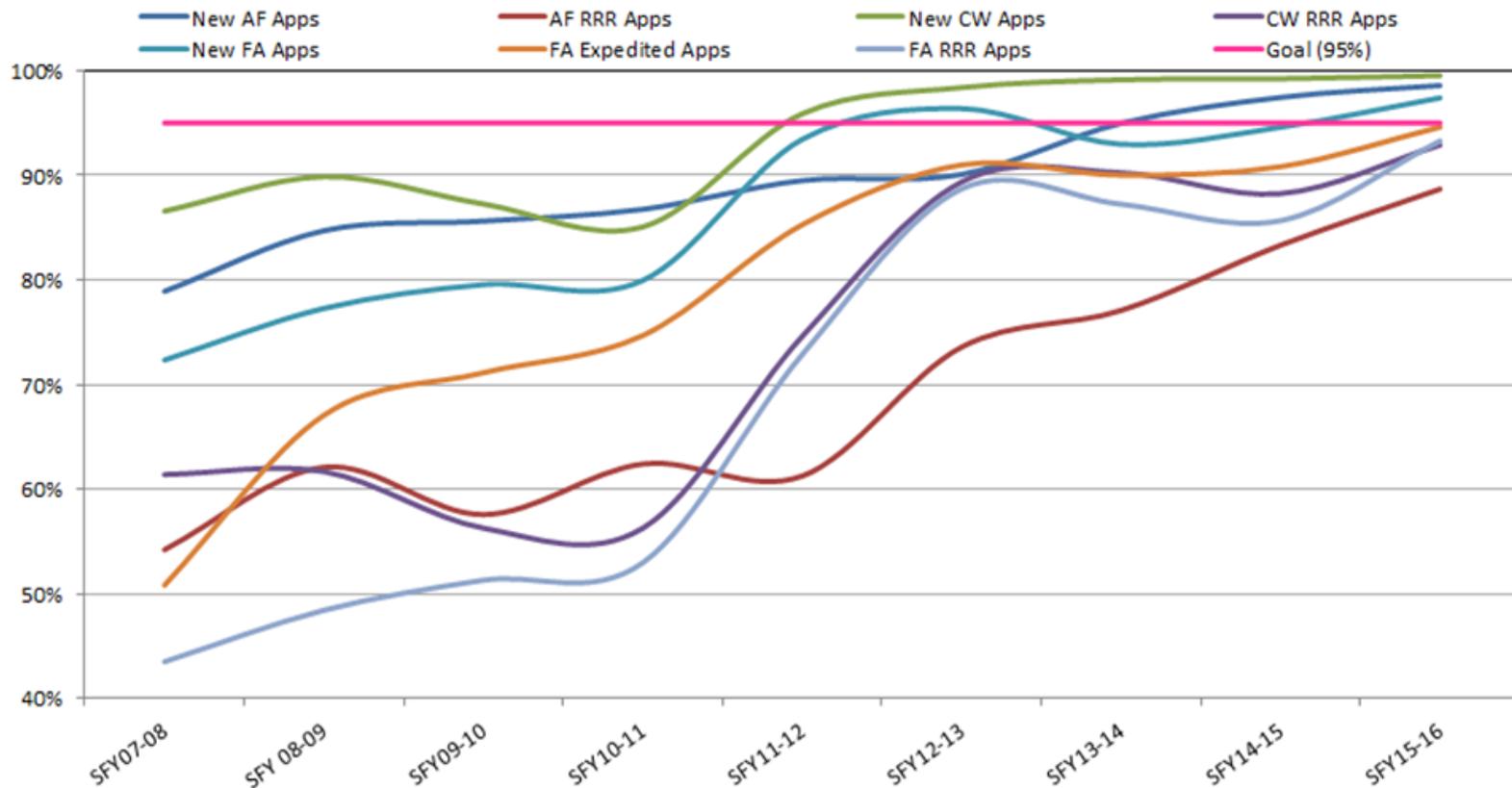
- Extend ReHire Colorado until FY 2021-22



Colorado's Child Care Strategy



Public Assistance Application Timeliness and Accuracy



Colorado Works Work Participation Rates

- In May 2015 Colorado received notification that we had not met the federal work participation rate (WPR) for FFY 2012
- The Department submitted a dispute letter to the Administration for Children and Families (ACF) July 28, 2015- no response to date
- To improve our WPR goals, CDHS developed a detailed work plan to improve the work participation rate with an emphasis on:
 - Policy
 - System
 - County practice
 - County support, technical assistance, and support

Refugee Resettlement

- CDHS manages the state refugee resettlement program which assists refugees with:
 - Employment assistance
 - English as a Second Language (ESL) training
 - Cultural Orientation classes
 - Case management
 - And other needs
- The program is entirely federally funded and services are provided through contracts with nonprofit agencies
- Colorado leads the nation in refugee employment

Behavioral Health Needs

**Serving Individuals
with Co-Occurring
Needs**

2015 Western Interstate Commission for Higher Education (WICHE)

**Access to Services
in Rural and
Frontier
Communities**

*Identified opportunities for growth in
improving service delivery throughout
Colorado*

**Need for better
Integration of
Health and
Behavioral Health**

**Gaps in
Service
Delivery**

**Lack of Inpatient
Psychiatric Beds**

**Increase in
Prescription
Drug and
Substance Abuse**



Statewide Crisis Response System

	Description (All Services available 24 hours per day, 365 days per year, and reach every part of Colorado)
Statewide Crisis Help Line	Hotline staffed by skilled mental health professionals to assess, deescalate, make appropriate referrals to resources, and treatment
Walk-in Crisis Stabilization Centers	Urgent care services for immediate clinical intervention, triage, and stabilization
Mobile Crisis Services	Mental Health professionals who respond on-sight to assess individuals experiencing a crisis, de-escalate situations, and provide short-term interventions and safety supports.
Crisis Respite	Range of short-term crisis residential services (e.g. supervised apartments/houses, in-home respite, peer supports)

Colorado Crisis Services

Colorado Crisis Services from August 1, 2014 to November 30, 2015

Response System Component	Utilization
Crisis Hotline	107,217 calls
Crisis Walk-in Centers/Stabilization Units*	20,155 visits
Mobile Care*	11,272 visits
Respite Care*	705 stays
Total Contacts	139,349



Competency Evaluations

Competency Evaluations: Court ordered psychiatric evaluation to determine whether an individual pending criminal charges is competent to stand trial.

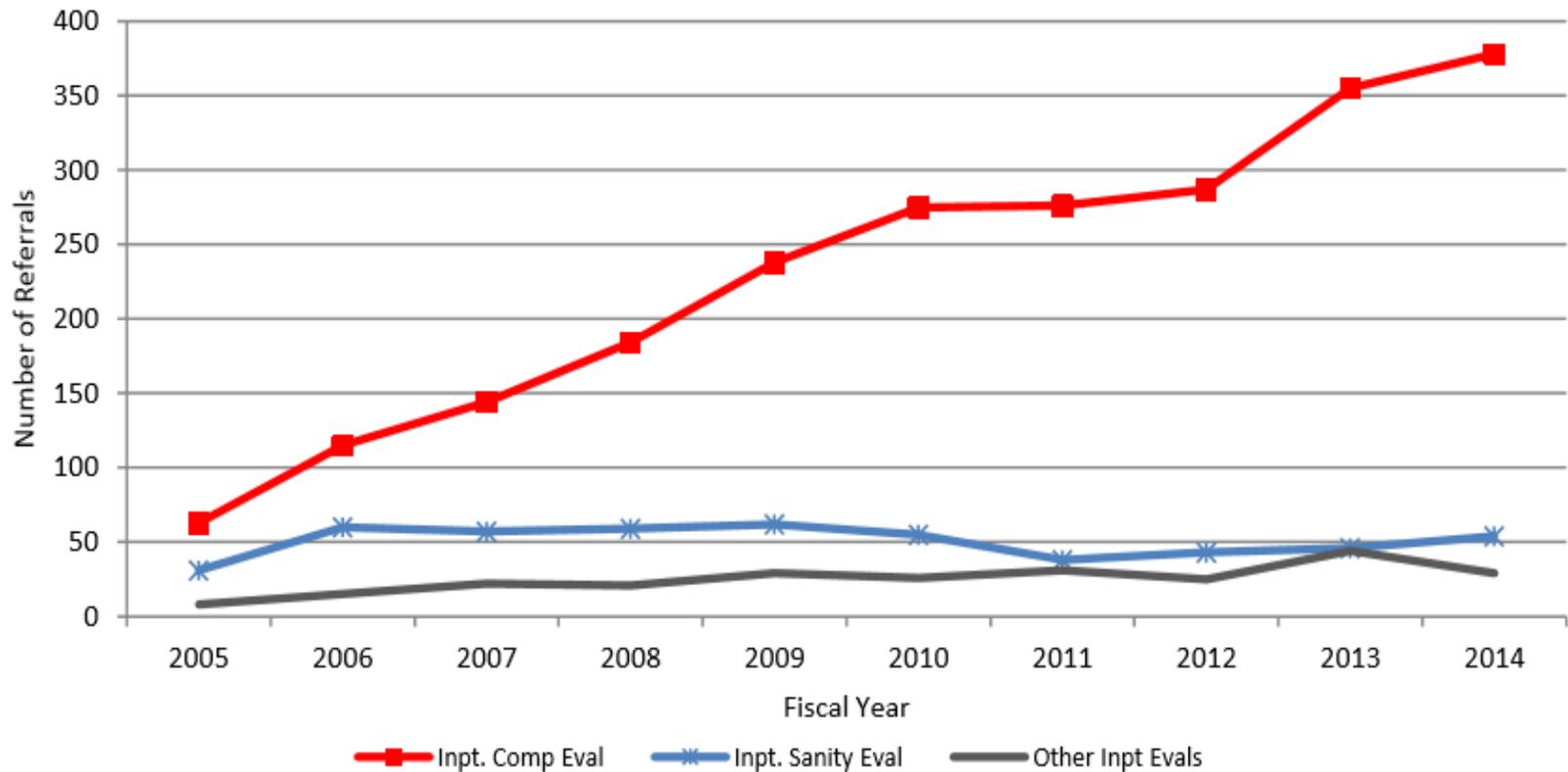
Restoration to Competency: Treatment or habilitation services that are required by the court for defendant determined to be incompetent to proceed.

CLA Settlement: (Waitlist Settlement Agreement) Federal lawsuit filed in 2011 alleging pretrial detainees were waiting in jails for competency evaluations or restoration services an unconstitutionally long period of time.

Negotiated settlement of April 2012 requires CDHS to “admit pretrial detainees to the hospital for restorative treatment or competency evaluations **no later than 28 days** after the detainee is ready for admission, and shall maintain a monthly average of 24 days or less for admission.

Competency Evaluations

Figure 5: Court-Ordered Referrals for Inpatient Mental Evaluations, CMHIP



Regional Centers Task Force

HB14-1338 created the Regional Center Task Force

- The Task Force convened 18 times over the past eighteen months
- A utilization study was conducted to inform the work of the task force
- Final report issued December 2015

10 high-level recommendations, 2 of these were specific to CDHS:

- Enhance the transition care coordination and crisis intervention processes
- Pursue consolidation and efficiency opportunities



Strengthening Vocational Rehabilitation

CDHS requests
Audit in April 2013

Audit completed
with 65
recommendations in
December 2013

Audit findings
implemented by
January 2015

Waitlist ended in
April 2015

DVR remains within
budget and
achieved 99% of
the FFY 2015
employment goal

CDLE to assume
program
responsibilities on
schedule in July
2016



At-risk Adults Task Group



Protecting
vulnerable
children

Protecting
vulnerable
adults



Return on Child Welfare Investments

- Colorado Child Abuse Reporting Hotline

System (Jan-Nov 2015)

- Total calls: 200,000+
- Total Referrals: 83,380
- Accepted Referrals: 30,745

- Congregate Care Priority

- Right service, right placement, right time
- 20% reduction in congregate care bed days over 3 years
- Development of Level of Care Assessment Process
- Tribal Child Welfare Flexibility

1-844-CO-4-KIDS 



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County Child Welfare Workload

- Child welfare caseworker workload study conducted by the Office of the State Auditor released August 25, 2014
 - Identified need for:
 - 574 additional caseworkers
 - 122 supervisors
- All 100 new county caseworker positions were filled by November 2015
 - The FY 2015-16 budget authorized \$6.8 million in additional funding to increase county child welfare caseworkers by an additional 100 positions
- Governor's budget requests the second step for an additional 100 child welfare professionals in the counties to serve children

Colorado Statewide Youth Development Plan

Plan Goals

Ensure youth-serving organizations are trained

Align efforts by engaging and partnering

Improved Service Coordination

Homelessness

Educational Success

Health Outcomes

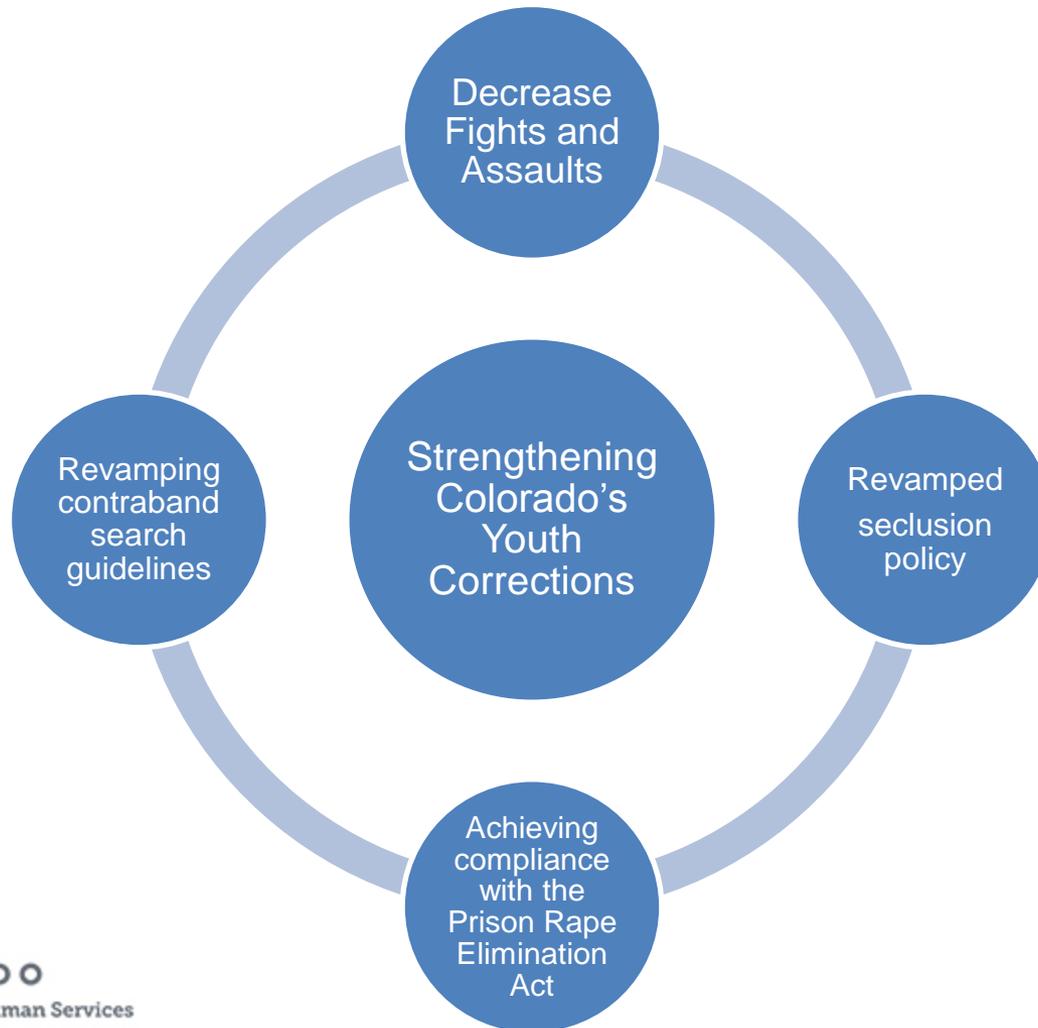
Well-being of youth in out of home care



DYC Medication Management Audit

- Office of the State Auditor Medication Management Audit (August 26, 2014) identified gaps in oversight, policy and direct care
- Established a Chief Medical Officer for the department
- 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 and four additional health professionals have been hired

Division of Youth Corrections





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