



BOARD OF HUMAN SERVICES AGENDA

January 21, 2025 at 11:00 AM

Commissioners Meeting Room - 401 Main Street, Suite 309, Walsenburg, CO 81089

Office: 719-738-3000 ex 200 | Fax: 719-738-3996

11:00 AM - BOARD OF HUMAN SERVICES MEETING

Join via Google Meet: <https://meet.google.com/pfy-merc-xoc> | Meeting ID: pfy-merc-xoc

1. AGENDA APPROVAL

2. ACTION ITEMS

- [a.](#) Approval: December 2024 BHS Minutes
- [b.](#) Approval: DHS December Financials
- [c.](#) Staffing: Approve New Case Manager for Adult Services Unit
- [d.](#) Staffing: Approval of temporary overtime

3. STAFF REPORTS

- [a.](#) Adult Services
- [b.](#) Assistance Payments
- [c.](#) Child Welfare
- [d.](#) Family Resource Center
- [e.](#) Overall Organization

4. EXECUTIVE SESSION

5. ADJOURNMENT

6. UPCOMING MEETINGS

Huerfano County wants to ensure that everyone has equal access to our programs, activities, and services. To request an Americans with Disability Act (ADA) accommodation, please call 719-738-3000 x200. Submit your request as early as possible, and no later than two business days before the event.



**Huerfano Board of Human Services
Huerfano County Department of Human Services
Minutes: December 17, 2024**

The Huerfano County Board of Human Services regular meeting was held on December 17, 2024. It was called to order at 11:08 am. In attendance were Commissioner Arica Andreatta, Commissioner Karl Sporleder, and Commissioner Mitch Wardell. Also in attendance were Department of Human Services Director, Dr. Heather Wellman; County Administrator Carl Young, Robert Gilbert, and Kim Trujillo.

1. AGENDA APPROVAL

Motion to approve the agenda was made by Commissioner Wardell and seconded by Commissioner Sporleder.

Voting: Yes: Commissioner Andreatta , Commissioner Sporleder, Commissioner Wardell

Motion Passes

2. ACTION ITEMS

a. Approval: November BHS Minutes

Motion to approve the minutes was made by Commissioner Sporeleder and seconded by Commissioner Wardell

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

b. Approval: November DHS Financials

Motion to approve the financial reports was made by Commissioner Sporleder and seconded by Commissioner Wardell.

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

c. CCCAP MOU

Motion to approve the CCCAP MOU was made by Commissioner Wardell and seconded by Commissioner Sporeleder

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

d. HCPF :Private Health Confidentiality Policy

Motion to approve the HCPF: Private Health Confidentiality Policy was made by Commissioner Wardell and seconded by Commissioner Sporleder.

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

e. HCPF :Program Integrity Policy

Motion to approve the HCPF: Program Integrity Policy was made by Commissioner Sporleder and seconded by Commissioner Wardell.

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

f. Dispute Resolution and Fair Hearings Policy

Motion to approve the Dispute Resolution and Fair Hearing Policy was made by Commissioner Wardell and seconded by Commissioner Sporleder.

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

g. Contract Language Line Solutions

Motion to approve the Contract for Language Line Solutions was made by Commissioner Sporleder and seconded by Commissioner Wardell.

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

h. HCPF :Interagency Transfer and Voter Registration Transfer Policy

Motion to approve the HCPF: Interagency Transfer and Voter Registration Transfer Policy was made by Commissioner Wardell and seconded by Commissioner Sporleder.

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

i. HCPF: Paris Match Policy

Motion to approve the HCPF: Paris Match Policy was made by Commissioner Sporeleder and seconded by Commissioner Wardell.

Voting: Yes: Commissioner Andreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

j. HCPF :Supplemental Financial Controls Policy

Motion to approve the HCPF: Supplemental Financial Controls Policy was made by Commissioner Sporeleder and seconded by Commissioner Wardell.

Voting: Yes: Commissioner Andreatta, Commissioner Sporeleder, Commissioner Wardell

Motion Passes

k. Temporary On Call APS : Requesting a temporary approval to match APS on call pay to CPS on call pay while a new on call policy is developed.

Motion to approve the Temporary APS On Call Pay Policy was made by Commissioner Wardell and seconded by Commissioner Sporeleder.

Voting: Yes: Commissioner Andreatta, Commissioner Sporeleder, Commissioner Wardell

Motion Passes To start next payroll

4. STAFF REPORTS**a. CCCAP Discussion**

For Huerfano we are electing to put our county on a freeze by 1/15/25, this will help us not overspend, and help us preserve funds. If we continue to enroll we will over spend. Working with Las Animas closing because we use the same providers. What we may see from this - COG has closed their daycare center. Working with private individuals to see if they can take on more children with care as a provider. This can change our TANF allocation drastically. Directors all got together asking to change from UPREK funding to CCCAP funding.

b. Department Updates**Adult Services Unit**

Had 1 case in Nov. Transferred to appropriate county. Are over on LTC Client Max. State recommends 65, Joanna at 77 Hallie at 74 cases. Commodities up and running 105 served in Nov. No outstanding Pars.

Assistance Payments Unit

Caseloads remain about the same. We reached 97% for card in hand. (In april 41%) We are expecting a dip in Dec due to illness around the office. Heather P finished LTC Training!! Hardest eligibility position! ME Review had 22 cures, Nearly complete with them. Kathleen and Doc spent 100 Hours to get prepared, 160 hours spent by Doc to answer the review.

Child Welfare Unit

Down cases: 15 open. 18 Kids. Kinship care has been a big priority, we have accomplished that and been successful 9 in kinship 2 in home with visits. Caseaid starts on the 30th. Kurt will also be helping with the monitoring of Kinship and Fosterhomes. Dreama and Doc have come to a conclusion of a plan for CW starting in Jan. This is a big development! FEM and referrals w

FRC going well. Averaging 5-6 referrals per week. 100% permanency for 5 months this year! That means our workers and dept puts that as our #1 priority and it shows.

Family Resource Center

Continue to get referrals and host FEM. Sight visit went well! Andrea has been working to revamp our CMP meetings. In a good financial place with grants.

Operations

Rash of illness of Nov and Dec. Doc out 12/20-1/6 of the country. While she is out Hallie will be acting director if there were to be a disaster or need. CCI went great, very educational. New goals coming into place in Jan. Contracts to be updated, all policies align with rule and requirements. Professional development in all units- Some didn't know how to set up a day in a self directed day. Working with the staff to learn this better. Building in strong budget and finance processes. Improving the office environment and communication. Holiday celebration 12-4 at FRC. Leap Advertising started. Refining some of the processes between Eligibility and APS. Refrining front of office processes. Working to improve to find the best of the best practices. Care and Share Nov. had 29 pallets of food.

5. EXECUTIVE SESSION

None

6. ADJOURNMENT

Motion to adjourn at 11:55am was made by Commissioner Sporleder and seconded by Commissioner Wardell.

Voting: Yes: CommissionerAndreatta, Commissioner Sporleder, Commissioner Wardell

Motion Passes

7. UPCOMING MEETINGS



HUERFANO COUNTY DEPARTMENT OF HUMAN SERVICES FINANCE REPORT

DECEMBER 2024

01/21/2025

HUERFANO COUNTY BOARD OF COMMISSIONERS
APPROVAL OF HUMAN SERVICES EXPENDITURES AND AUTHORIZATIONS
December-24

EXPENDITURES:	AMOUNT	Information Only
		NOVEMBER
Administrative Expenditures	\$ 37,648.30	\$ 55,058.50
Employee Wages & Benefits	\$ 139,908.81	\$ 126,036.12
Total Expenditures	\$ 177,557.11	\$ 181,094.62

AUTHORIZATIONS:	# of Cases		
Temporary Assistance to Needy Families	49	\$ 19,372.13	\$ 17,233.26
Old Age Pension	56	\$ 24,315.60	\$ 19,305.12
Aid to the Needy Disabled	19	\$ 5,574.50	\$ 5,044.80
Food Stamps	1058	\$ 299,933.62	\$ 318,878.32
Child Care		\$ 3,016.29	\$ 4,142.86
Child Welfare		\$ 43,909.23	\$ 31,168.82
Core Services			
Low Income Energy Assistance Program		\$ 37,596.76	\$ 75,319.08

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DATE: 1/21/2025 _____
DIRECTOR, HUERFANO CO DEPT OF HUMAN SERVICES

DATE: 1/21/2025 _____
CHAIRPERSON, HUERFANO COUNTY BOARD OF COMMISSIONERS

HUERFANO COUNTY
DEPARTMENT OF HUMAN SERVICES
Heather Wellman, PhD, Director



Department of Human Services
Adult Services Case Manager
Job Description

A Case Manager (CM) shall work under direct supervision while learning job tasks and developing skills and knowledge from the Case Management Agency Supervisor and Lead Case Manager. This full-time position is responsible for performing a variety of highly responsible, confidential, and complex duties including providing professional and technical assessment, case management and direct service and assistance to clients. Clients may include the elderly, blind, disabled, brain injured, mentally ill, developmentally disabled, and those in hospice, pediatric and home health.

Salary: \$40,000 - \$55,000 per year

Reports To

The Case Manager reports to the Adult Services Supervisor.

Essential Duties and Responsibilities

- Implements guidelines for Home and Community Based Services (HCBS) Waivers, as well as State General Fund Programs under the Long-Term Care and Family Support Medicaid Programming.
- Assesses and evaluates functional needs, prepares and implements treatment and case management plans according to State of Colorado Medicaid Waiver service options.
- Case Managers will carry a full-time client caseload (up-to 65 cases at any given time).
- Consults with clients, assisting them to identify and resolve problems and make effective use of resources.
- Maintains working relationships with staff of other agencies, institutions, homes, and facilities acting as liaison between clients and agency or institution.
- Works collaboratively with medical staff serving elderly, blind and disabled.
- Prepares and maintains written case records, reports and forms, and performs case follow-up, case closing, and other administrative tasks as required.
- The state of CO requires all case managers to complete in person visits for new and existing members.

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- Intake Case Management requires CMs to complete level of care assessments and service plans for consumers newly applying for Medicaid waivers, LTC Nursing Facilities, and state plan programs.
- All Case Managers adopt and practice person-centered thinking and assessment practices to ensure an overall personal and individualized approach to working with individuals.
- Case Managers authorize services in accordance with Medicaid program rules and HCDHS procedures.
- All Case Managers educate potential and current clients about community resources as well as Medicaid services.
- Other general case management duties include: providing thorough and timely documentation of all work activities, providing thorough and timely processing of application paperwork and requisite forms, faxing, filing, and clerical duties as needed, commuting to various client settings in the community.
- Ability to coach others and address conflicts directly with a focus on solutions.
- Ability to represent the agency to the public, providers and contractors.

Education

Required: High School diploma or equivalent.

Preferred: Bachelor's Degree in Social Work or Human Service Related field from an accredited college or university or a Bachelor's degree in one of the behavioral sciences. Knowledge of geriatrics. Medical knowledge and medical terminology helpful but not required.

Experience

Preferred 5 Five (5) years of direct experience in social work, case management, and/or community outreach services.

Required Knowledge

- Must be proficient in computer applications including Word, Excel, and Google Applications.
- Must be able to acquire the knowledge in DHS computer systems within 6 months of hire.
- Must have or be able to quickly acquire knowledge on adult protection services and must be able to complete the adult protection services academy.
- Strong interpersonal skills and written communication skills

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Language Skills

Ability to express ideas clearly and concisely, orally and in a variety of written formats. Ability to read, comprehend and translate information relayed in written or graphic format. Ability to effectively communicate with the public, federal, state and county officials, employees, community agencies and the public.

Interpersonal Skills

Must possess the ability to establish and maintain cooperative working relationships with fellow employees, representatives of other agencies and organizations and members of the community. Interact professionally and diplomatically with County employees, other agencies and organizations and members of the community and manage difficult or emotional customer situations. Possess the ability to recognize when confidentiality is required and maintain strict confidentiality. Must be able to diffuse the most intense situation with diplomacy and professionalism. Demonstrate a commitment to the County's mission, values and core beliefs.

Reasoning Skills

Must be able make rational decisions through sound logical and deductive processes and make sound judgments, decision making, and problem solving. Must be able to successfully manage multiple projects and complete work under pressure pursuant to deadlines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and stand for long periods of time; use hands and fingers to handle or feel; and reach with hands or arms. The employee is required to stand; walk; climb or balance; twist; stoop, kneel, crouch or crawl. Must be able to respond to the customers' needs and perform tasks requiring extensive hand and eye coordination. Dexterity of hands and fingers to operate a computer keyboard, mouse and other devices and objects. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to work extended shifts and attend training when asked and the ability to work in stressful situations.

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DEPARTMENT OF HUMAN SERVICES
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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Ability to tolerate and be productive in a quiet to moderate noise level in the workplace. Employee will have periodic exposure to hazards in the field such as driving and inclement weather and potentially hostile clientele. Exposure to computer screens. May visit client homes and encounter a variety of housekeeping standards and household pets. May be exposed to potential communicable health conditions and angry, hostile, frustrated individuals and those with behavioral and/or cognitive challenges. May travel to rural areas.

Special Requirements

Must possess a valid Colorado Driver's License and satisfactory driving record. Ability to work evenings or weekends on an as needed basis. Must be fingerprinted and pass criminal background check. Must be able to pass a drug screening test upon hire.

Huerfano County Department of Human Services
121 W. 6th St., Walsenburg, CO 81089
719-738-2810



Heather Wellman, PhD., Director

Dear Commissioners Wardell, Sporeleder, and Chamberlin; and County Administrator Young,

As you know, the Huerfano County Department of Human Services has been diligently working to improve our Assistance Payments Unit timeliness metrics. We have seen great success over the course of the past year and hit a high note in November with 95% timeliness. However, the month of December saw a dip in our timeliness. During December, we experienced several state level systems outages and nearly every eligibility technician needed to take sick time as a virus rampaged through our office. This along with the several holidays during the month of December led to a decrease in timeliness.

A decrease in timeliness means our most vulnerable neighbors may experience delays in receiving their benefits. We would like to nip this issue in the bud through a concerted effort by the Assistance Payments Unit through the use of overtime. We would like 5 technicians to work 10 hours of overtime each for a total of 50 overtime hours. Each technician would stay for one hour beyond our normal operating hours for the course of ten business days. We believe this would give us enough time to address the backlog of applications and redeterminations and bring our timeliness metrics back into compliance with state expectations.

Thank you so much for your understanding and support,

Heather Wellman, PhD
Director
Huerfano County Department of Human Services

Adult Services Unit

STAFF

- We would like to hire a new Case Manager.

CASELOAD

Adult Protection:

- 1 new case.
- Hallie Coulter: 3 guardianship cases
- Joanna Hribar: 2 guardianship cases | 1 court report completed

Single Entry Point/Long Term Care Medicaid

- 149 total clients | 1 intake | 1 nursing home referral | 0 denied
- Hallie Coulter: 74 cases
- Joanna Hribar: 75 cases

Commodities

- 106 Clients served in January.

ACTIVITIES

- State of Colorado Health Care Policy and Finance recommend caseloads be at 65.
- Case managers will be completing 17 hours of training through July 25. Training topics will include Well Education Benefit for HCBS Members, The New Children with Complex Health Needs Waiver, and the Community First Choice program and system training.
- Case Managers continue to build best practices within the Las Animas County Case Management Agency and Huerfano County DHS to meet the growing demand for HCBS Services in our area and ensure that members have access to care and community resources in a timely manner.
- Adult Protection Team Meeting was held on January 8th and the South Central Council of Governments Huerfano County Office. The Adult Protection Team is excited to have Captain Bill LaPort with the Huerfano County Sheriff's office join the team. The team was able to tour the new Senior Center and is looking forward to a new space for Huerfano County Seniors to congregate. The Adult Protection Team Currently has 15 members from various community organizations that support Huerfano County Seniors.
- Pueblo County received a grant for 2025 and Commodities Recipients will receive Pueblo Green Chili in the February distribution and Turkeys for Easter in the April distribution.
- Enrollment for Commodities is currently open.
- Adult Services staff appreciates the support from Public Works staff to include Ron Vigil, Randy Martinez, and Lester Berry. As well as our Volunteers Nick Vigil, Larry Bullock, Brian Lalander, and Micky D'Ambrosia.

STAFF

- The Unit is Fully Staffed
- Heather Pacheco has been with us for two years.

CASELOAD

New Applications

- Adult Financial (cash assistance): 8
- Colorado Works: 11
- Medicaid: 28
- SNAP: 29
- Expedited SNAP: 14

Redeterminations

- Adult Financial: 3
- Colorado Works: 10
- Medicaid: 27
- Behavioral Health: 0
- Snap: 97

Long-Term Care Nursing Facility cases

- 24 active cases

ACTIVITIES

- December was a challenging month for the Department as we saw several rounds of illness go through the department. The technicians also experienced system outages that prevented them from processing cases. This has been an ongoing issue and the state is working on solutions.
- Beth is working on updating our cases for the Social Security COLA, and it is quite an extensive list, due to be completed by the end of the month.
- Our CCCAP (Colorado Child Care Assistance Program) has been put on a freeze due to funding issues throughout the state. This means we are not able to approve any new applications received after 01/15/2025, but we are able to continue benefits for ongoing cases, and cases that are referred through Child Welfare and Colorado Works. Huerfano County did see the Daycare center close in December, however, we do have several Qualified Exempt Providers (providing care in home) in the community and La Veta has a daycare/preschool program.

STAFF

- The Unit is fully staffed.

CASELOAD

- 20 open cases
- We have a total of 27 children
 - Foster care: 6 children
 - Kinship care: 13 children
 - Home with parents: 7 children
 - Youth in Office: 0
 - Medically fragile in hospital: 0
- Ashley Wilkins, Leadworker
 - 8 cases; 1 open assessments
- April Romero, Caseworker I
 - 6 cases; 2 open assessments
- Krista Cordova, Caseworker I
 - 6 Cases; 0 open assessments
- Foster Home/Kinship Care
 - 3 County Foster Homes, 10 Kinship Homes

ACTIVITY UPDATES

- 5 Referrals have been made to the FRC- (Family Resource Center)
- Referrals have been a little lower, which is normal around the holidays.
- Caseloads are averaging about 6-8 per worker right now, which is also on the lower side. There is a lot of supervised Family Time and we have had to become creative with all of them. However, Michelle Trujillo will be supervising Family Time that is after hours. The Case Aide, Lindsay Martinez started and has completed most of her trainings. She has been a huge help and has started taking on supervised family time and many other case aide duties. She has been a huge help to the Unit.
- The CW Unit is completing their own random UA's which has helped significantly. The CW staff completed a SB-94 Training and everyone is certified and can screen kids for PYC.
- The CW Unit has implemented "Safe Baby Court" which helps parents with children 3 and under. This program is very intense but helps parents get their children returned to their care Sooner.
- We have Court twice a month, which has been very productive and smooth. Mrs. Catlin Young is very knowledgeable and keeps all our Court Orders up to date. The Court and Respondent Council has complemented the Department on their timeliness, communication and professionalism.
- The CW Unit has Family Engagement Meetings (FEM), and Team Decision Meetings (TDM) twice a month in person. The facilitator, Lindsey Hart does a great job.
- The CW Unit has a unit meeting every Monday morning. We have made many changes and updated some protocols, and set goals to raise CSTAT scores. Supervisor Dreama is no longer going out on assessments or home visits. Caseworkers are becoming more independent. Although, change is hard, ALL of the CW staff was very positive and excited to move forward.

Family Resource Center

STAFF

- FRC is fully staffed.

CASELOAD

Referrals

- 4 - agency; 1 Self Referral

Ongoing Case Management/Parent Support

- Huerfano: 9
- Las Animas: 6

Basic Needs/Services

- Huerfano: 1

Playgroup Participants

- 13 families

ACTIVITIES

- Huerfano Las Animas Counties IOG Meeting
- Family Resource Center Association Membership Meeting
- Family Resource Center Association Post Committee Debrief
- Collaborative Management Program Legislative Training
- Apricot Data System New User Training
- Family Resource Center Association Annual Site Visit
- Juvenile Services Planning Committee Meeting
- FRC Monthly Staff Meeting
- HCDHS Supervisor Meeting
- 3rd Judicial District Truancy Alternative Program Planning Committee Meeting
- HCDHS Staff Holiday Party

● Seasonal Celebrations

Building Blocks Playgroup and Paintbrush Therapy provided gifts for 45 children this year! Donations from HULA and Paintbrush Therapy contributed to the gift-giving and are very much appreciated. A special thank you to Amy and Andrea for making the holidays special for families!

The Family Resource Center hosted the space for the Huerfano County DHS Holiday Party again this year. The potluck meal was a great treat for everyone, and the games were well participated in and came with many laughs and much enjoyment. Thank you to everyone at DHS who helped plan and coordinate the get-together!

Organizational Report

STAFF

- Hiring for new Case Manager for Adult Services
- We had a rash of illness in the office in late November and through December
- Looking at a slight restructuring at the front of house.

OPERATIONAL MANAGEMENT

- ME Review has been challenging. All cures to findings have been submitted and awaiting approval from HCPF.
- Finishing end of year activities that includes updating plans and reviewing contracts.
- Our only 0-3 childcare provider has closed in the county.
- We entered a CCCAP freeze beginning on January 15.
- Started new work flows in Child Welfare in January.
 - We are in the process of working with Anthony to purchase tablets.
- 2025 goals are being developed will center on cleaning up our contracts and contracting process, developing and revising policies to align to current rule and requirements, professional development for all units, building in strong budget and finance processes, and improving office environment and communication.
- LEAP advertising has started and materials are out. LEAP is open for applications. We are in the process of purchasing other advertising and support materials. We did a big Leap push in Gardner this month.
- We are beginning to refine some processes between Adult Services and Assistance Payments and are continuing to create a data driven, front of house process. We have meetings scheduled to help us develop some SOPs for the organization.
- Hunger Relief:

Care and Share

The Huerfano County DHS office runs a Care and Share distribution program one time per month. The program is run by Deah Weller with support from the HC Road and Bridge Department and with volunteers comprised of DHS family members.

December 2024

Total Households: 375(added nearly 60 families)

Total Adults: 576 (added nearly 100 adults)

Total Children: 106 (added 110 new children)

Commodities

We distribute around 106 boxes per month.