

## BOARD OF SOCIAL SERVICES MEETING MINUTES

A recording of this worksession is available at: [http://larimer.org/bcc/list\\_worksessions.cfm](http://larimer.org/bcc/list_worksessions.cfm).

**Date:** May 13, 2019

**Location:** 200 W. Oak, Commissioners' Conference Room

**In Attendance:** Commissioner Tom Donnelly; Commissioner John Kefalas; Commissioner Steve Johnson; Lorenda Volker; Laura Walker; Heather O'Hayre; Shannon Reiff; Laura Sartor; Thad Paul and Ann Marie Grobarek

### INTRODUCTIONS & ANNOUNCEMENTS

Commissioner Donnelly welcomed everyone and called the meeting to order.

### ADDITIONS TO THE AGENDA

No additions to the agenda.

### DEPARTMENT RE-ORGANIZATION UPDATE

Human Services Deputy Director Heather O'Hayre explained the handout illustrating the upcoming Department of Human Services (DHS) reorganization that will go into effect on June 1, 2019. The reasons for this change included the following:

- Larimer County is lean at the senior leadership level in comparison to similar-sized counties
- As participation in all programs increases, the new division can focus attention on the aging population by drawing the various programs available to them under one leader
- In addition, some positions that have a focus on business tasks like grant coordination will be moved to the Operations Division, so they will have access to the same resources

Commissioner Kefalas asked about a concern raised by the Aging Advisory Committee regarding a grant review person who is moving to Operations. Laura Walker responded that the move doesn't change the role of that position, it only changes their supervisor. This will allow that position to work with other programs and be aligned with other people doing similar work.

Commissioner Kefalas also asked about the redistribution of reporting relationships noting that the Deputy Director will now have two divisions. Laura Walker explained that the way the Department of Human Services works in Larimer County is a bit different from others as she has always followed the practice of her predecessor, Ginny Riley, in attempting to structure things so the Deputy Director essentially shares the job of Director with her and can step in and do what she does without pause or interruption in an effort to ensure continuity.



Commissioner Donnelly asked Heather her opinion on whether she felt there might be an opportunity to provide grant with other departments like Health. Heather O'Hayre responded that the Department of Human Services currently collaborates well with others and with the State adding responsibilities there is always an opportunity to revisit how we operate.

#### **HEALTH CARE POLICY & FINANCING CONTRACT REIMBURSEMENT**

Benefits and Community Support Division Manager Laura Sartor reported that \$256,000 was returned in April to Health Care Policy & Financing (HCPF) that was unspent in Fiscal Year 2017-2018 and years prior. The money that remains unused goes back to HCPF by October, half of which goes back to the State and half of which goes back to the Federal government. It is unusual to have leftover funding, but when we had it in the past we used it for investments for the programs including things like additional fleet vehicles for our Options for Long Term Care staff and some technology solutions. The State had been allowing counties to keep the money but corrected that this year.

Commissioner Johnson asked for clarification on why there were funds that were unspent. Laura Walker explained that there has been "churn" in the Options for Long Term Care Case Manager positions which determine functional eligibility for Long Term Care Medicaid programs and the rapid turnover leaves money unspent when a position sits vacant while new staff is recruited and hired.

#### **CCAP STATUS REPORT**

Laura Sartor reported that there are currently 197 children on the waitlist, which we now call the "freeze" list. The program is projected to be overspent about \$250,000, which is less than the \$1 million overspent from last year.

The reason for this status goes back to legislation implemented to increase provider rates and implement a tiered quality system. As there are very high-quality providers in Larimer County and fewer in-home providers, rates here are much higher than other counties like Weld. Weld County has more in-home providers who receive a lower provider rate than facilities.

Larimer County DHS has petitioned the State to be in a different reimbursement tier to increase the allocation allowed for the County, but there will still be a waitlist. The program will open up on July 1<sup>st</sup>, but not everyone currently on the waitlist will be covered.

Heather O'Hayre has met with Estes Park, the Early Childhood Council and others to gather information regarding geographic considerations that could be added to the allocation formula in a way that might help resolve the problem. In the meantime, Pueblo County has unspent funds that they are providing to Larimer County to cover the overspent funds. This is the third year in a row Pueblo County has helped Larimer County, but next year will see a significant cut in their allocation so this solution will not continue to work.

Commissioner Kefalas asked if child care workers are getting paid more as this might be helpful information towards Heather's Objective in the County Strategic Goal. Laura Walker said that information is not provided but the State licensing body should have information regarding employee pay rates. Heather also remarked that the implementation of full day kindergarten in the fall may impact available workers as the qualifications for preschool teachers are the same as for kindergarten teachers.



Commissioner Johnson asked if the implementation of full day kindergarten would reduce the number of spots needed for child care. Heather responded that it is not clear. There is a concern that preschool classrooms may be converted to kindergarten classrooms. Estes Park has only 92 child care spots but the need is estimated to be approximately 500 spots. And the greatest need for child care in Larimer County is for children who are zero to 18 months old.

### **C-STAT DASHBOARD REVIEW**

Laura Walker explained the C-Stat Dashboard provided by the Colorado Department of Human Services (CDHS) to show various performance metrics determined by the State to be important. Handouts provided included the April report for Larimer County and the Big 10 Counties in Colorado for comparison.

Larimer County met 18 of the metrics while the Big 10 Counties only met 12. New on this report is the number of cases used to determine the measure, so you can see that a couple of the measures where Larimer County missed the mark were only by a small number of cases.

Commissioner Kefalas asked how the goals are established and what is the rationale behind how the State increases the goals. Laura responded that some are federal measures but the State will sometimes increase a goal if everyone is making the current one. Not all of these measures are appropriate or accurate. For example, the Adult Protection timeliness goal is not always going to be 100% because sometimes it takes more than 60 days to make an accurate assessment due to the complexity of the situation.

### **DEPARTMENT PERFORMANCE REPORT**

Heather O'Hayre presented the first quarter of 2019 Department Performance Report. Heather said this report will be revised and presented at the next Board of Social Services meeting in conjunction with the old report. The Commissioners will then have an opportunity to provide feedback on what they like about the old report, the new report and request anything else they would like to see on the report. The report will be revised and then a new one will be put into place starting in November.

For now, this report shows the caseloads for several major programs or categories of programs on the first page. There are increases in both Adult Protection and Child Welfare caseloads, 32% increase in the past year for adults and 20% in the past year for children.

Commissioner Kefalas asked if the increase in Adult Protection cases was due to mandatory reporting. Heather responded that the 40% increase in referrals may be a result of that, but the increase in open cases may have to do with the increase in fraud cases. There have been some very significant fraud cases in the past year with high dollar amounts as well as an increase in self-neglect cases due to behavioral health and dementia issues.

Commissioner Kefalas asked that a breakout for some of this data, for example, what percentage of Adult Protection cases that are due to fraud, might be helpful for policy and strategy decisions. He suggested that he would like to see the separate categories of SNAP, Medicaid and financial programs – including a further breakdown of what percentage is TANF versus other financial assistance programs. Commissioner Kefalas said it would also be helpful to see the Child Support amounts broken down into what portion are arrears, what are through TANF pass through, etc.



---

## **TANF UPDATE – DEMOGRAPHICS OF CASELOAD AND MEMORANDUM OF UNDERSTANDING FOR COLORADO WORKS CASE MANAGEMENT**

Laura Walker reported that this is a conversation introduced to the Board at the last session regarding the partnership between DHS and the Department of Economic and Workforce Development to do the case management portion of TANF. TANF participants are asked to participate in the Child Support process and complete the Works Program with Workforce Development coaches. They are exempt from the Works Program if they are currently employed yet still making less than the income limits required to qualify for the program, or if they qualify for a Federal Waiver because they are pregnant, have a significant disability or some other stabilization issue that would prevent them from looking for work.

Demographic information requested last session includes the following:

76% of the cases are single-parent households

Approximately 150 children on the cases are grandparents raising children

And currently 37.3% of participants involved in the Works Program enter employment

Laura explained that the Works Program has significantly developed the process so participants now have an opportunity to be part of the planning process, customize the program for their needs and have acknowledgement of efforts they have made on their own.

Laura reported on the TANF allocation she is issued every July 1<sup>st</sup> which pays for the eligibility staff who interview and determine whether or not someone is eligible to be a TANF participant, the cash benefits to participants, and administration of the Works Program through the Department of Economic and Workforce Development. There is a Memorandum of Understanding (MOU) between the two departments to operate the program.

The MOU for 2018-2019 was set at \$1.6 million dollars, but due to a misunderstanding between the two departments, the Department of Economic and Workforce Development overspent their budget by \$300,000 for 2018-2019. In previous years, the MOU did not include money for supportive services, which are payments that help with things like rent, car repair, school clothes or other necessary items participants need in order to stabilize their employment efforts. This is separate from the Larimer County Diversion program which provided payments for similar items in order to prevent someone from becoming a TANF participant.

DHS had stipulated in the MOU that the supportive services should be included in the \$1.6 million for 2018-2019 but it was not clear to the Department of Economic and Workforce Development since this was a new change to a document revised from year to year.

The MOU for 2019-2020 keeps the total amount at \$1.6 million and it does have to be inclusive of support services. DHS and the Department of Economic and Workforce Development leadership are meeting to discuss and make sure everyone is very clear on the expectations for the next year.

## **OTHER BUSINESS**

### **NEXT MEETING**

Legislative review and new Department Performance Report