

**Board of Social Services  
MINUTES  
September 16, 2020**

**Commissioners' Conference Room  
Second Floor – County Administration Building  
1:30 pm – 3:30 pm**

**In Attendance:** Commissioner John Kefalas; Commissioner Steve Johnson; Commissioner Tom Donnelly; Lorenda Volker; Laura Walker; Heather O'Hayre; Jan James; Shannon Reiff; Lori Metz; Thad Paul; Katie Stieber; Deb DeLuca-Forzley and Janice Cannon (via phone).

A recording of this work session is available at:  
<https://www.larimer.org/bocc/commissioners-meetings/internet-broadcasts-commissioners-meetings#/ws/>

**Introductions & Announcements**

Commissioner Steve Johnson welcomed everyone and called the meeting to order. Director Heather O'Hayre asked if there were any additions to the agenda. There were none. Heather O'Hayre introduced Katie Stieber as Program Manager for the Office on Aging with Larimer County Human Services (LCDHS).

**Semi-Annual Fiscal Update and 2021 Planning**

Operations Division Manager, Shannon Reiff, presented the Semi-Annual Fiscal Update (January-June 2020). County Admin (Adult Financial, Food Assistance (SNAP), Medicaid) overspent by 8% with a \$6,848,803 allocation and \$7,442,306 spent to date. When closed out, the surplus distribution from other counties who did not spend their distribution covered the over expenditure in the amount of \$19,524. Child Care (CCCAP), underspent by 7%. LCDHS sold \$1 million dollars to Boulder County due to the very sudden and significant impact of the COVID-19 pandemic on the childcare sector. All children were removed from the CCAP waitlist at the end of February. Colorado Works (TANF), overspent by 6% with a \$6,707,002 allocation and \$7,127,413 spent to date. This resulted in \$404,812 out of TANF reserves to cover over expenditures. Child Welfare underspent by 1% with \$17,814,698 allocation and \$17,882,741 spent to date. Core Services underspent by 7% with \$3,286,262 allocation and \$3,062,344 spent to date. Those funds were distributed to counties who were overspent. Child Welfare Workload Staff Funding, 16% overspent with \$836,481 allocation and \$975,476 spent to date. This allocation is typically overspent due to the salaries used in the allocation formula being \$55,000/year which was made whole through the close out process. Senate Bill (SB) 19-258 & IV-E Waiver, 10% overspent with a \$1,400,701 allocation and \$1,541,938 spent to date which was made whole through the close out process. These funds are not available this year so there will not be an allocation next year. The programs under the IV-E Waiver funding will be determined by Family First legislation if approved federally. Underspent in Core Services because funds were moved to the IV-E Waiver with anticipation of close out if overspent. Office on Aging (OOA), 5% underspent with \$2,993,436 allocation and \$2,842,077 spent to date. The new allocation





amount reflects an increase due to CARES Act funds. Option for Long Term Care (OLTC), 1% underspent with \$2,254,168 allocation and \$2,248,890 spent to date. The contract and funding structure changed significantly for 2020-2021. Adult Protection Services (APS), 9% underspent with \$1,271,884 allocation (includes services allocations and staffing administration allocation) and \$1,154,083 spent to date. SB-1223 Aid for the Needy and Disabled Navigator is a new program provided January 2020 with a \$126,181 allocation. These funds were eliminated during the State budget process so LCHS did not move forward with implementation.

### **Prevention ACF Grant Update**

Thad Paul, Children, Youth and Family Division Manager, and Deb DeLuca-Forzley, Program Manager, for Supported Families, Stronger Community presented the Grant Review for Supported Families, Strong Community. One of nine grants awarded nationally beginning in October 2019 and awarded \$550,000 per year for up to five years. This grant increases community collaboration targeted at child abuse prevention, increases availability and access to evidenced-based programs, and requires a strong research component. Three case managers were hired as navigators to serve families and increase system coordination county-wide. Grant highlights include having a broad community participation in development and throughout the Grant cycle, creating a structure to better understand and partner with our community to provide what is needed to help families earlier, identifying system barriers impacting collaboration, building a long-term infrastructure to serve our families differently, and having a multi-tiered oversight, implementation and advisory structure. The oversight and implementation structure is led by the Larimer County Interagency Oversight Committee (LCIOG) who works with the Community Collaboration Team (CCT) for evaluation, data, service array, and navigation. Community engagement through world cafes included a total of seven world cafes with four being held in person. Theme One: Defining Community - Sources and Characteristics, Theme Two: Beneficial Impacts & Purpose of Community, Theme Three: Intersecting Needs and Support Gaps, and Theme Four: Intersecting Recommendations for Enhancing Community Support. The activities of the Grant include targeting two sites representing increased child welfare assessment volume, building a coalition with other agencies to partner in providing site's needs, engaging additional established and supportive individuals and agencies, leveraging grant resources, hiring navigators with lived experience, using Protective Factor Surveys to guide family work, using "Slack" as resource identification, and increasing system wide collaboration and measure gaps through surveys and analysis. Loveland and Fort Collins maps were provided to the Commissioners showing geographic regions that represent the highest levels of Child Welfare assessments. These regions will be targeted by Navigators who are from those areas to build connections with various partners within those neighborhoods. Commissioner Donnelly and Commissioner Johnson commented the maps provided should be presented per capita rather than geographically. Targeted outcomes of the Grant on the individual level include access to Navigators to strengthen community networks, increased access to tangible resources and supports, increased protective factors in families, reduced rate of child welfare assessment and case involvement, reduced entry into foster care, reduced maltreatment and generational trauma, and improved health and long-term social outcomes. Targeted outcomes of the Grant on the system level included increased awareness of community service systems and collaborative activities, developed shared protocols and data informed process improvements, increased number and access to evidenced-based programs targeted at parenting/child development, and increased number of individuals with lived experience active in the program development. Commissioner Kefalas asked about plans for sustaining this work beyond the five-year Grant cycle. Thad Paul answered that federal funding would be ideal for sustainability as well as showing evidence of the decrease in referrals and assessments allowing caseworkers to work on



prevention rather than intervention. Commissioner Kefalas asked if the business community is being engaged regarding activities of the Grant. Thad Paul answered that engaging business organizations will be an additional focus of the Grant.

### **Department Performance Report – 2nd Quarter**

Director Heather O'Hayre provided an update on the formal complaints received from June 2019-July 2020. Complaints are reported to the State office every July for an annual recap. There were eight total formalized complaints and one of those eight was founded for compliance issues which were addressed, and the employee is no longer with the Department. However, the non-compliance did not affect the family directly. For the other seven complaints, Human Services was found to be in compliance.

Deputy Director Jan James presented the Department Performance Report - 2nd Quarter.

**Children, Youth, and Family (CYF):** In Q2, the total number of children/youth referred to CYF was 1,499, which is down 59% from last year's Q2. The total number of children/youth screened in for assessment was 619, which is down 54% from last year's Q2. The caseload amount is 960 (number of children) which is down about 40% from last year's Q2. The reasons for the decreases are due to normal trends (children being released from school for the summer) but also due to COVID-19. July and August referrals and assessments have begun to go up. The screened in percentage (referrals/assessments) has remained consistent at about 40%. For child protection placement, most children/youth are in a family-like setting.

**Adult and Aging Services (AAS):** In Q2, the total number of adults referred to APS was 473, which is similar to last year's Q2. The total number of referrals assigned for assessment was 101, which is similar to last year's Q2. The total number of services started for clients in APS cases was 37, which is a 65.5% decrease from last year. This is due to service providers not being able to provide services in the community because of COVID-19. The total amount for client services expenditures was \$13,639. The APS caseload amount was 113. Office on Aging (OOA) in Q2, there were zero visits to long term care facilities because of shutdowns due to COVID-19. The total amount of respite care grants provided to family caregivers was \$21,725. Sharp increase from May 2020 to June 2020 is because, due to the voucher programs, funds are calculated in the month they are collected, not when they are offered to individuals. Total expenditures delivering direct service for seniors through partner agencies was \$373,276. Options for Long Term Care (OLTC) in Q2 total assessment (new and redetermination) was 766. OLTC monthly average caseload was 1,334.

**Benefits and Community Support (BCS):** For Q2, Food Assistance total benefits issued was \$10,127,061, which is a \$2.3 million dollar difference from last year's Q2. TANF total benefits issued was \$1,040,209. An analysis is being conducted to determine individuals being provided benefits based on zip code. Child Care Assistance Program number of applications received was 136, number of children served in open cases (caseload) was 1,774, and the number of children in need on the waitlist (cumulative) is zero. Child Support collected was \$6,209,718. An increase in this amount is due to COVID-19 stimulus checks being intercepted. Monthly average caseloads for Food Assistance was 14,050, which is an increase from Q1. This is due to individuals having an increased need for food assistance during COVID-19, Financial Assistance (OAP, AND, TANF) was 1,825, and Child Support was 7,175.



**Operations:** For Q2, \$22,258 was recovered through benefits recoupment. This does not include totals recovered through repayment plans. \$6,874 was recovered through federal tax intercept and \$489 recovered through state tax intercept. May 2020 and June 2020 had \$0 recouped because state tax intercepts and federal tax intercepts were suspended in May 2020 for 90 days. The number of hearing appeals was 46.

**Other Business**

None.

Commissioners requested demographic information on individuals who are being provided benefits to be included in BOSS meetings if possible.

Commissioners requested an update on the Child Support Pass-Through program information be included in November's BOSS meeting.

Commissioners requested an update on the facility decision to co-locate in community spaces for the November's BOSS meeting.

Next meeting November 9, 2020.

Meeting adjourned.