

Denver Human Services

2026 Work Plan



DENVER
HUMAN SERVICES

Agenda

- Our Mission: Why we do this work
- Goals
- H.R. 1 Impacts
- Legislative Updates



Why do we do this work?

We are here to serve Denver residents by connecting them to basic needs, protective services, and community supports to improve their well-being.

To be good fiscal stewards, we continue to strengthen our partnerships and explore creative ways to ensure people are supported even as our resources are being reduced.



Goal 1: Amplify the reach and influence of our programs and partnerships

2026 Target: By December 31, 2026, decrease payment error rates of public benefits to 6%.



- **Expand** access to our services
- **Measure** customer well-being outcomes
- **Help** make Denver the premier city in America to raise a family

Goal # 2: Uplift our team by fostering a healthy and supportive workplace.

2026 Target: By December 31, 2026, increase trust of agency leadership by 3%.

Boost employee engagement

Build a leadership initiative

Revitalize our facilities



Goal #3: Employ innovative approaches to maximize results for our customers.



Lazarus
DHS Customer

DeVon
DHS Team Member

2026 Target: By December 31, 2026, increase the % of customers who feel people are easily connected to the services they need by 5%.

(Please note: A tactic for this will be developing proactive ways to support citizens and families who lose federal fund support (e.g. SNAP)

- **Strengthen** collaboration and integration
- **Center** customers' voices and experiences
- **Prioritize** the use of data

H.R. 1 and its impacts

- What is already in effect?
- What is coming next?
- What are we doing to support our customers/potential customers?



Legislative Updates

HB26-1429: County Administration of Public Assistance Programs

HB26-1411: Cover All Coloradans changes

JBC Direct Action: Child Welfare Transfer Authority Limited

JBC Direct Action: TANF Policy Changes



HB26-1373: Cap on RGAP and Adoption Subsidies

HB26-1374: Non-certified Kinship Care Reimbursements End

Questions?

