

Denver Human Services “DHS 101”

Human

Together

*Safety, Housing, Education &
Homelessness Committee*

August 14, 2024



Our "Why"

We help our communities and residents access food, cash, medical, protective, and other assistance services.



Mission

Partnering with the community to protect those in harm's way and help all people in need.

Vision

We envision a healthy community where people are connected, supported, safe, and well.

Values

Listen

Dare

Deliver

Who We Serve

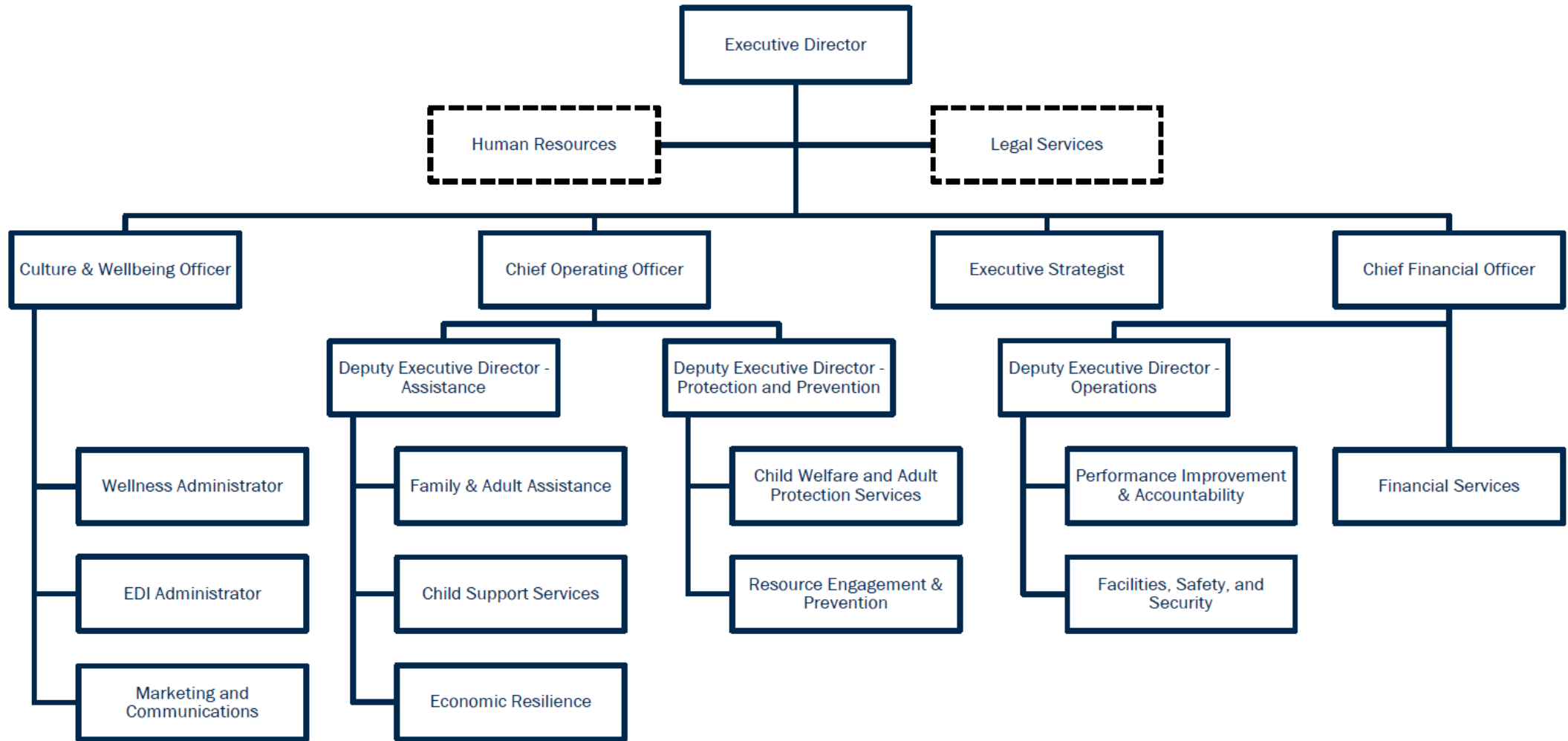


1 in 3
Denverites

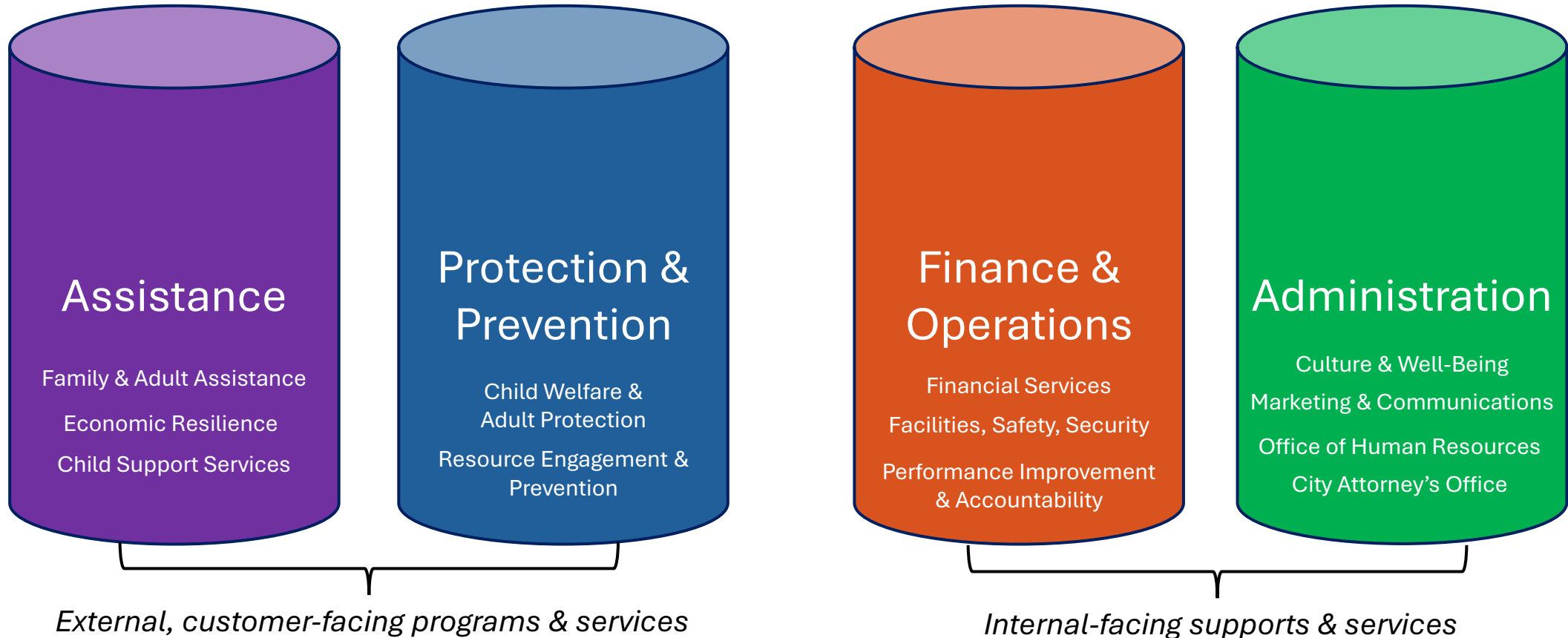


One in three people (approx. 250,000) in Denver turn to DHS for support at all stages of life – children, seniors, families & individuals

Our Structure



How We Are Organized



Our Dedicated Staff

- Nearly 1,200 staff
 - 1,167 full-time
 - 56 on-call
- Two thirds of staff identify as an ethnicity other than white
- 80% of staff identify as female

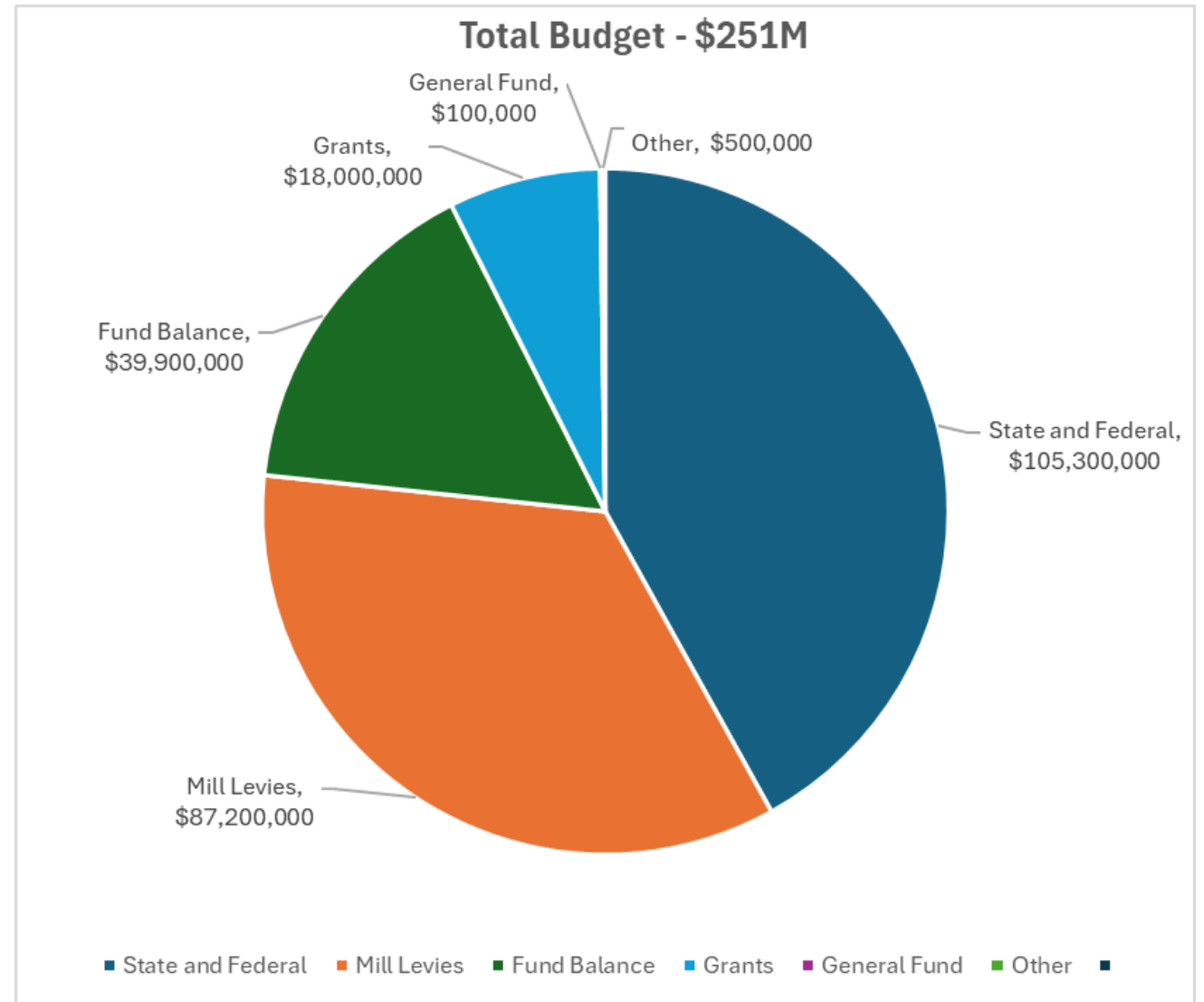


Budget & Funding

Majority of funding is from state and federal funds

Per Colorado statute, counties are required to provide a local match, to be raised through property taxes

Colorado's human services system is state-supervised & county-administered



DHS Programs and Services



A majority of the programs we administer are state or federal programs, mandated & governed by the federal and state government

Assistance

Medical

Health First Colorado (Medicaid)



Food

Supplemental Nutrition Assistance Program (SNAP)



Cash

Colorado Works (TANF)

Old Age Pension

Aid to the Blind & Aid to the Needy Disabled

Low Income Energy Assistance Program (LEAP)

Burial Assistance



Child Care

Child Care Assistance Program (CCAP)

Child Support Services

Protection

Child Welfare

Assess allegations of abuse, neglect or exploitation of children or youth, and provide interventions and connection supports to address safety, permanency and well-being while strengthening individuals and families.

Adult Protective Services (APS)

Investigate allegations of mistreatment and self-neglect of at-risk adults and work with the clients and their families to best meet their needs and to mitigate harm in a supportive way.



Supportive Services

Support for clients in our core programs, to strengthen the positive impact of our safety net services for kids, families, at-risk or vulnerable adults and individuals

Complex Care team

Veteran's Services

Denver Parent Advocates Lending Support (DPALS)

Fatherhood Program

Parenthood Program

Youth Empowerment Program



Locally Supported Programs

Intellectual and Developmental Disabilities
Equitable Access to Services (IDDEAS)



GIVE Center

Property Tax Relief Program

Trash Rebate Program

RTD Live

General Assistance -- Emergency Housing Assistance

2024 HUMAN TOGETHER GOALS

| | | | |
|--|--|--|---|
| Mayor's Goal: EMPLOYEE ENGAGEMENT | | Mayor's Goal: GREAT GOVERNMENT | |
| DHS GOAL - Foster an Inclusive Workplace Culture | | DHS GOAL - Deliver Timely Services with Excellence | DHS GOAL - Achieve Results through Data-Driven Decision-Making |
| Targets <ul style="list-style-type: none"> • Increase the Employee Engagement Index score by 5 % in 2024. • Improve timely, respectful and effective leadership communication by 10% in 2024. | | Targets <ul style="list-style-type: none"> • Increase the timeliness of public benefit applications and case redeterminations to 95% in 2024. • Increase referrals to internal resource navigation services by 20% to address intersecting needs through a holistic approach in 2024. | Targets <ul style="list-style-type: none"> • Establish performance measures for 100% of DHS programs, and report/monitor them in a dashboard in 2024. |

And...what's next for 2025 and beyond?

Thank you for your time today!

Questions?





DENVER
HUMAN SERVICES