

Five Key Goals:

1. We support the well-being&safety of Coloradans.
2. We have a great place to work.
3. We strive for operational efficiency.
4. We are inclusive of everyone.
5. We challenge ourselves to innovate.

Senior Executive Team

Michelle Barnes, ED
VACANT, Deputy ED
Administrative Solutions

Perry May, Deputy ED
Health Facilities

Christina Beisel, Deputy ED
Financial Services

Minna Castillo, Deputy ED
Community Partnerships

Katy Morrison, Deputy ED
Strategy

Our Mission

Together, we empower Coloradans to thrive.

Our Vision

To serve Coloradans through bold& innovative health& human services.

Our Values

People-first approach. Balance. Accountability. Transparency. Ethical. Collaboration.

Governor's Wildly Important Goals (WIGs) 24-25:

1. SNAP Timeliness
2. Youth with High Acuity Needs
3. Inpatient Competency Services Waitlist

Operating Processes

Perry May			Minna Castillo			Perry May			Minna Castillo			Perry May																							
Anders Jacobson <i>Division of Youth Services</i> Serving Detained & Committed Youth <ol style="list-style-type: none"> 1. Maintaining trauma responsive & safe culture 2. Intaking youth 3. Assessing youth 4. Planning services 5. Delivering services 6. Engaging support systems to include family 7. Planning transition 8. Paroling & discharging 9. Evaluating progress & outcomes <ul style="list-style-type: none"> % of Youth Assessed within Timeline # of Treatment Hours for Committed Youth % of Youth placed in their Education Program within Timeline # of Satisfactory/Excellent Parole Ratings at Discharge 			Joseph Homlar <i>Division of Child Welfare</i> Guiding Colorado's Child Welfare System <ol style="list-style-type: none"> 1. Developing policies & processes 2. Setting & communicating expectations 3. Providing training & coaching 4. Ensuring appropriate infrastructure & resources 5. Monitoring performance & outcomes 6. Supervising & supporting 7. Documentation & reporting <ul style="list-style-type: none"> % of Allocated County Funds Spent Accurate Effective Date Projection Right County Support High Acuity Beds 			Dr. Meghan Stidd <i>Division of Community Programs</i> Equipping Communities to Support the Well Being of CYF <ol style="list-style-type: none"> 1. Juvenile Parole Board (JPB) 2. Collaborative Management Program - monitoring & technical assistance for CMP sites 3. Colorado Sexual Health Initiative (CoSHI) 4. Domestic Violence Program - allocate & deliver Resources 5. Tony Grampasas Youth Services - allocate & deliver resources 6. MINDSOURCE <ul style="list-style-type: none"> Application of Training Contract Processing 			Dr. Angela Green <i>Division of Regional Centers</i> Supporting Individuals with IDD to Live in the Community of Their Choice <ol style="list-style-type: none"> 1. Reviewing & evaluating Referrals 2. Admitting 3. Developing individual resident plans 4. Determining transition readiness 5. Transitioning & placing 6. Supporting placement <ul style="list-style-type: none"> Referral-to-Admission Annual Documentation Checklist Successful Placement 			Ryan Burmood <i>Veterans Community Living Centers</i> Providing Residential Healthcare for Veterans <ol style="list-style-type: none"> 1. Standardizing policy & procedures 2. Managing enterprise fund 3. Training & Competencies 4. Assessing referrals & admitting 5. Evaluating programs & service delivery <ul style="list-style-type: none"> New Hire Retention % Completion of Relias Training 			Stefanie Woodard (interim) <i>Aging & Adult Protective Services</i> Supporting Health, Safety & Independence of Adults <ol style="list-style-type: none"> 1. Setting/making rules 2. Engaging stakeholders 3. Developing, training & implementing policy 4. Monitoring, evaluating & auditing compliance 5. Providing technical assistance & supporting improvements <ul style="list-style-type: none"> Timeliness of Support Tickets Paying contractors w/in 30 days of invoice receipt Repeat Involvement 			Thomas Haro <i>Disability Determination Services</i> Determining SSA Medical Disability <ol style="list-style-type: none"> 1. Receiving cases from SSA 2. Triaging cases & updating the queue 3. Determining medical eligibility 4. Paying care costs 5. Assuring quality <ul style="list-style-type: none"> Federal Quality Assurance Percentage Mean Processing Time # of Cases Pending 			Larry Desbien <i>Division of Child Support Services</i> Providing Child Support Services <ol style="list-style-type: none"> 1. Setting strategy 2. Engaging stakeholders 3. Developing & implementing policy 4. Communicating available programs 5. Evaluating program/policy performance 6. Designing solutions 7. Distributing funds <ul style="list-style-type: none"> Timeliness of Review & Adjustment, Administrative Process Action 			Ian McMahon <i>Division of Economic & Workforce Support</i> Providing Economic & Workforce Support <ol style="list-style-type: none"> 1. Setting strategy 2. Engaging stakeholders 3. Developing & implementing policy 4. Communicating available programs 5. Evaluating program/policy performance 6. Designing solutions 7. Distributing funds <ul style="list-style-type: none"> Timeliness of Redetermination Colorado Works Applications Timeliness of Redetermination Adult Financial Applications Timeliness of New Colorado Works Applications Timeliness of New Adult Financial Applications 			Abby McClelland <i>Division of Food & Energy Assistance</i> Providing Food&Energy Assistance <ol style="list-style-type: none"> 1. Setting strategy 2. Engaging stakeholders 3. Developing & implementing policy 4. Communicating available programs 5. Evaluating program/policy performance 6. Designing solutions 7. Distributing funds <ul style="list-style-type: none"> Supplemental Nutrition Assistance Program (SNAP) Application Processing Timeliness Timeliness of Redetermination (SNAP) 			Leora Joseph <i>Office of Civil & Forensic Mental Health</i> Treating Patients Referred by Criminal Court <ol style="list-style-type: none"> 1. Completing evaluation & sending report to court 2. Receiving from court order/findings 3. Coordinating restoration program 4. Providing ordered restoration services <ul style="list-style-type: none"> Bed Utilization Average Discharged Length of Stay Length of Wait Tier 1 Length of Wait Tier 2 			Leora Joseph <i>Office of Civil & Forensic Mental Health</i> Treating Inpatient/Residential Severe Mental Illness <ol style="list-style-type: none"> 1. Receiving mental health hold order or referral 2. Admitting to hospital or MHTL homes 3. Assessing & treatment planning 4. Treating 5. Planning transition & discharge <ul style="list-style-type: none"> # of people on Civil Waitlist CMHHIFL # of people on Discharge Barrier List CMHHIFL # of Discharges CMHHIFL 		

Results:

Operating Results

- Number of People Waiting for Right Setting (Admissions)
- Number of People Waiting for Right Setting (Discharges)
- Equitable Access to Our Services
- Reduction of Reentry Due to Maltreatment
- Timeliness of Delivering Public Assistance
- Mental Health Waitlist

Supporting Results

- Vacancies
- Evidence-based Decision Making
- Equitable Career Growth Opportunities
- Employee Engagement
- Spending to Plan
- Diversity of Applicant Pool
- Internal Customer Satisfaction
- Initiative Success
- Community Engagement

January 15, 2025

Supporting Processes

Christina Mohler <i>Division of Human Resources</i> Recruiting, Retaining & Developing Staff <ol style="list-style-type: none"> 1. Recruiting & hiring 2. Developing skills/training 3. Engaging employees 4. Enhancing organizational culture 5. Providing policies, procedures & compliance 6. Managing employee performance <ul style="list-style-type: none"> Time to Hire Training Satisfaction-General Training Satisfaction-Learning Customer Satisfaction 	Minna Castillo <i>Community Partnerships</i> Building Community Partnerships <ol style="list-style-type: none"> 1. Identifying & supporting strategic solutions in collaboration with Internal, External, & Philanthropic Partners 2. Managing CDHS' housing efforts 3. Ensuring effective Tribal relationships 4. Managing the client complaints process for CDHS 5. Coordinating support & engagement with County & Community Partners 6. Overseeing state board rule-making & supporting all boards, commissions, & other appointed bodies <ul style="list-style-type: none"> Perceived Level of Value Achieved Customer Satisfaction 	Christina Beisel <i>Financial Services</i> Managing Fiscal Administration & Legislative Affairs <ol style="list-style-type: none"> 1. Legislative budgeting 2. Establishing fiscal controls & compliance 3. Procuring 4. Contracting 5. Accounting & reporting 6. Timekeeping & payroll 7. Warehousing & delivering goods 8. Supporting county accounting, allocated funds & policy 9. Managing legislative policy <ul style="list-style-type: none"> Internal Customer Satisfaction Prioritized Legislative Outcomes Timeliness of Procurement & Contracting Compensation Lifecycle 	Katy Morrison <i>Strategy</i> Driving Strategy <ol style="list-style-type: none"> 1. Managing organizational performance & strategic initiatives 2. Coordinating Departmental communication 3. Managing the Department's brand, marketing & media strategy 4. Ensuring success of policy priorities 5. Advancing Equity, Inclusion & Accessibility 6. Directing strategic initiatives on aging <ul style="list-style-type: none"> Communications Review Process Diversity of Leadership Applicant Pool Internal Customer Satisfaction % of Tier 1 measures improved 	Amy Ferrin <i>Legal / Risk</i> Managing Risk <ol style="list-style-type: none"> 1. Conducting reviews of public assistance benefits, health facilities, youth facilities, CW systems, APS systems 2. Recommending process improvement for public assistance benefits, health facilities, youth facilities, CW systems, APS systems 3. Auditing internal processes & functions 4. Issuing final agency decisions 5. Providing legal analysis to guide decision-making 6. Reporting emergencies & critical incidents <ul style="list-style-type: none"> Timeliness of Reviews Internal Customer Satisfaction 	Misgana Tesfaye <i>Business Innovation, Technology & Security</i> Innovating & Managing Technology <ol style="list-style-type: none"> 1. Assessing business needs & requirements 2. Assessing current state & managing existing product portfolio 3. Implementing solutions 4. Ensuring data security & privacy 5. Tracking opportunities for innovation <ul style="list-style-type: none"> On-Time Implementation Performance-to-Budget Internal Customer Satisfaction 	Ed Lucero <i>Division of Facilities Management</i> Managing & Developing Facility Assets <ol style="list-style-type: none"> 1. Planning services 2. Managing construction 3. Maintaining facilities 4. Supporting compliance & environment of care 5. Managing energy & sustainability 6. Managing vehicle fleet 7. Providing housekeeping 8. Collaborating to create safety & security 9. Managing real estate portfolio <ul style="list-style-type: none"> Internal Customer Satisfaction Mean Time to Repair Units of Energy Saved DFM Internal Support Survey 	Perry May (Interim) <i>Health</i> Ensuring High Quality Healthcare for CDHS Clients <ol style="list-style-type: none"> 1. Monitoring processes for keeping current with healthcare practices 2. Identifying needs & providing support for optimal healthcare delivery 3. Communicating pertinent healthcare information & recommendations to organization leadership 4. Supporting academic research & scholarly pursuits <ul style="list-style-type: none"> Keeping Current w/Healthcare Practices Communicating Healthcare Needs
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COLORADO
Department of Human Services