

Results:

Five Key Goals

We support the well-being and safety of Coloradans.

We have a great place to work.

We strive for operational efficiency.

We are inclusive of everyone.

We challenge ourselves to innovate.

Vacancies	Employee Engagement	Diversity of Applicant Pool	Equitable Career Growth Opportunities	Equitable Access to Our Services
Community Stakeholder Engagement	Spending to Plan	Percent of Measures in Green	Internal Customer Satisfaction	Mental Health Waitlist
Reduction of Reentry Due to Maltreatment	Timeliness of Delivering Public Assistance	# of People Waiting for Right Setting (Admissions)	# of People Waiting for Right Setting (Discharges)	Initiative Success

OPERATING PROCESSES

<p>Perry May</p> <p>Process Measure</p> <p>Process Measure</p> <p>Process Measure</p> <p>Process Measure</p> <ol style="list-style-type: none"> Tracking ongoing program development Identifying needs for healthcare delivery Ensuring appropriate healthcare QA Ensuring visibility of care quality & outcomes Ensuring issues addressed/opportunities pursued Identifying & supporting policy & system needs Supporting research <p>Dr. Renee Marquardt Chief Medical Officer</p> <p>OP1. Ensuring High Quality Healthcare for CDHS Clients</p>	<p>Perry May Mollie Bradlee</p> <p>% of Youth Assessed within Timeline</p> <p># of Treatment Hours for Committed Youth</p> <p>% of Youth placed in their Program within Timeline</p> <p># of Satisfactory/Excellent Parole Ratings at Discharge</p> <ol style="list-style-type: none"> Maintaining trauma responsive & safe culture Intaking youth Assessing youth Assigning programs & services Delivering services Engaging support systems to include family Evaluating progress Planning transition Discharging & parole <p>Anders Jacobson Division of Youth Services</p> <p>OP2. Serving Detained & Committed Youth</p>	<p>Minna Castillo Cohen Mollie Bradlee</p> <p>High Acuity Beds</p> <p>County Monitoring and Support</p> <p>Successful Policy Development</p> <p>% of allocated county funds spent</p> <ol style="list-style-type: none"> Developing policies & processes Setting & Communicating expectations Providing training & coaching Ensuring appropriate infrastructure & resources Monitoring performance & outcomes Supervising & supporting Documentation & reporting <p>Joseph Homlar Division of Child Welfare</p> <p>OP3. Guiding Colorado's Child Welfare System</p>	<p>Perry May Yolanda Webb</p> <p>Referral-to-Admission</p> <p>Annual Documentation Checklist</p> <p>Successful Placement</p> <ol style="list-style-type: none"> Reviewing & Evaluating Referrals Admitting Developing Individual Resident Plans Determining Transition Readiness Transitioning and Placing Supporting Placement <p>Dr. Angela Green Division of Regional Centers</p> <p>OP5. Supporting Individuals with IDD to live in the Community of their Choice</p>	<p>Minna Castillo Cohen Yolanda Webb</p> <p>Timeliness of Support Tickets</p> <p>Paying contractors w/in 30 days of invoice receipt</p> <p>Repeat Involvement</p> <ol style="list-style-type: none"> Setting/making rules & Engaging stakeholders Developing, training on, & implementing policy Monitoring, evaluating & auditing compliance Providing technical assistance & supporting improvements <p>Kara Harvey Aging and Adult Services</p> <p>OP7. Supporting Health, Safety & Independence of Adults</p>	<p>Perry May</p> <p>Time-to-Evaluation (in and out of custody)</p> <p>Length of Wait</p> <p>Length of Stay</p> <p>Bed Utilization</p> <ol style="list-style-type: none"> Receiving order for evaluation Completing evaluation & sending report to court Receiving from court order/findings Coordinating restoration program Facilitating transition, intervention & restoration Providing restoration services Re-evaluating as ordered by court until legal-status change <p>Leora Joseph Office of Civil & Forensic Mental Health</p> <p>OP9. Treating Patients Referred by Criminal Court</p>	<p>Minna Castillo Cohen</p> <p>Education Credentialing</p> <p>Timely Eligibility Determination</p> <ol style="list-style-type: none"> Setting strategy Engaging stakeholders Developing & implementing policy Communicating available programs Evaluating program/policy performance Designing solutions Distributing funds <p>Shelley Banker Office of Economic Security</p> <p>OP11. Supporting the Economic Security of Coloradans</p>
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SUPPORTING PROCESSES

<p>Michelle Barnes Executive Director</p> <p>SP1. Managing Organizational Performance</p> <ol style="list-style-type: none"> Cascading Strategy and Values throughout CDHS Aligning Operations to Strategy Prioritizing and Executing Strategic Initiatives Monitoring and Discussing Performance Continuously Improving and Driving Innovation Building and Maintaining a Network of Skilled Practitioners <p># of Strategic & Operating plans completed on time</p> <p>% of projects on time to plan</p> <p># of employees engaged in completed process improvement</p> <p># of Tier 2 Business Reviews on time</p>	<p>Christina Mohler Chief Human Resources Officer</p> <p>SP2. Recruiting, Retaining & Developing Staff</p> <ol style="list-style-type: none"> Recruiting & hiring Developing skills/training Engaging employees Enhancing organizational culture Providing policies, procedures & compliance Managing employee performance <p>Time to Hire</p> <p>Training Satisfaction-General</p> <p>Training Satisfaction-Learning</p> <p>Customer Satisfaction</p>	<p>Minna Castillo Cohen Community Partnerships</p> <p>SP3. Building Community Partnerships</p> <ol style="list-style-type: none"> Identifying high-impact partnerships Selecting partners Identifying key contacts Building rapport & alignment Establishing rules of engagement Identifying mutual outcomes Identifying opportunities & making improvements Sharing feedback & assessing shared success <p>Perceived Level of Value Achieved</p> <p>Maturity Rating on Key Partnership Index</p> <p># of Active Measures With Partners</p> <p>Customer Satisfaction</p>	<p>Clint Woodruff Chief Financial Officer</p> <p>SP4. Managing Fiscal Administration</p> <ol style="list-style-type: none"> Legislative budgeting Establishing fiscal controls & compliance Procuring Contracting Accounting & reporting Timekeeping & payroll Identifying opportunities & delivering goods Supporting county accounting, allocated funds & policy <p>Customer Satisfaction</p> <p>Prioritized Funding Outcomes</p> <p>Timeliness of Procurement & Contracting</p> <p>Compensation Lifecycle</p>	<p>Clint Woodruff Policy & Legislative Affairs</p> <p>SP5. Creating Policy</p> <ol style="list-style-type: none"> Identifying needs Identifying solutions Selecting solution Identifying solution vehicle Building proposed solution Creating messaging Vetting proposal internally Vetting w/Gov's office Advancing thru approval Communicating disposition <p>Preferred Outcomes Achieved</p> <p>Internal Customer Satisfaction</p>	<p>Mark Techmeyer Communications</p> <p>SP6. Communicating</p> <ol style="list-style-type: none"> Identifying needs Identifying solution options Strategizing on solutions Identifying solution vehicle Creating communication product Acquiring appropriate approvals: Comms, Office, Dept., Gov's Office Measuring success <p>Staff Communications Engagement Rate</p> <p>Unique Link Engagement Rate</p> <p>Feedback</p> <p>Internal Customer Service</p>	<p>Amy Ferrin Chief Legal Officer</p> <p>SP7. Managing Risk</p> <ol style="list-style-type: none"> Conducting reviews of: public assistance benefits, health facilities, youth facilities, CW systems, APS systems Recommending process improvement for: public assistance benefits, health facilities, youth facilities, CW systems, APS systems Conducting audits of internal processes and functions Issuing final agency decisions Providing legal analysis to guide decision-making Reporting emergencies and critical incidents <p>Preferred Outcomes Achieved</p> <p>Timeliness of Reviews</p> <p>Internal Customer Satisfaction</p>	<p>Misgana Tesfaye Business Innovation, Technology & Security</p> <p>SP8. Innovating & Managing Technology</p> <ol style="list-style-type: none"> Assessing business needs & requirements Assessing Current State & Managing Existing Product Portfolio Implementing Solutions Ensuring data security & privacy Tracking Opportunities for Innovation <p>On-Time Implementation</p> <p>Performance-to-Budget</p> <p>Internal Customer Satisfaction</p>	<p>Ed Lucero Facilities Management</p> <p>SP9. Managing & Developing Facility Assets</p> <ol style="list-style-type: none"> Planning services Managing construction Maintaining facilities Supporting compliance & environment of care Managing energy & sustainability Managing vehicle fleet Providing housekeeping Collaborating to create safety & security Managing real estate portfolio <p>Mean Time to Repair</p> <p>Units of Energy Saved</p> <p>Internal Customer Satisfaction</p> <p>Tier 1 ICS</p>
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Our Mission

Together, we empower Coloradans to thrive.

Our Vision

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

Our Values

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

Senior Executive Team

Perry May, Deputy ED
Health Facilities

Minna Castillo Cohen,
Interim Deputy ED
Community Partnerships

Pedro Almeida, Deputy ED
Administrative Solutions

Clint Woodruff
Chief Financial Officer

Vacant, Director
Policy & Legislative Affairs

Katy Morrison, Chief Strategy
Officer



Michelle Barnes
Executive Director