



**DHS Handbook
of Services
2018**

humanservices.elpasoco.com

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**EL PASO COUNTY
DEPARTMENT OF HUMAN SERVICES
CITIZENS SERVICE CENTER**

1675 W. Garden of the Gods Road, 3rd Floor
Colorado Springs, CO 80907
719-636-0000

Hours of Operation Monday—Friday, 7:30 am—5:00 pm

humanservices.elpasoco.com

We have a **Mission** to strengthen families, assure safety, promote self-sufficiency and improve the quality of life in our community.



**To Report
Child Abuse or Neglect**

1-844-CO-4-KIDS (1-800-264-5437)
or
719-444-5700 24 Hour Hotline
childabusereport@elpasoco.com

To Report Adult Abuse or Neglect

719-444-5755 (daytime)
DHS-APS@elpasoco.com

**El Paso County
Department of Human Services
Directors**



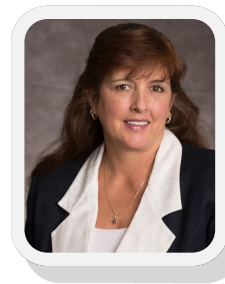
Julie Krow
Executive Director



Christopher Garvin
Deputy Executive
Director



Jill Calvert
Director
Children, Youth &
Family Services



Karen Logan
Director
Economic &
Administrative Services



Cheryl Schnell
Director
Adult & Family
Services

CHILD PROTECTION

CHILDREN, YOUTH AND FAMILY SERVICES – INTAKE AND ONGOING:

Assesses child abuse and neglect allegations, pursuant to the Colorado Children's Code. Interventions and services are provided to mitigate identified risk and safety concerns, strengthen the family systems and ensure safety, stability and permanency for children.

ADOLESCENT ASSESSMENT AND ONGOING: Provides information and referral, services and resources to families whose youth are experiencing parent-child conflict, mental health, substance abuse, delinquent or truant behaviors.

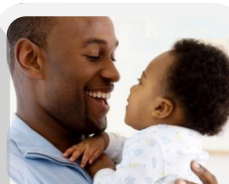
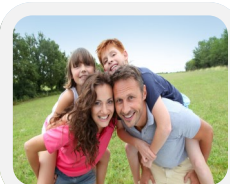
KINSHIP CARE: The kinship units are designed to assist relative and "kin-like" caregivers with caring for the children in their home. Our referrals are generated by the Children, Youth and Family Services' workers when they have a child who is in need of out-of-home placement. We have three major functions:

- Assessment of the caregiver with regard to their ability to provide a safe and/or permanent home
- Extra emotional and financial support for caregivers
- Search's for family members to give them the opportunity to become a part of the child's support system

FOSTER CARE: Provides temporary, 24-hour care for a child(ren) whose parents are unable to meet their needs in a healthy, safe manner. There is always a great need for more foster families. El Paso County contracts with private Child Placement Agencies (CPAs) recruit, train and supervise approved foster families.

ADOPTION: Is a service for a child(ren) needing a permanent family. Most adoptions facilitated by the department are with family members or with the child(ren)'s foster parents. If reunification with the biological family is not successful and the child(ren) becomes available for adoption, kinship or foster families may become the child's adoptive family.

PERMANENCY FOR YOUTH: Works to find resources in the community and permanent connections for youth. Services are also provided to prepare youth to be successful in independent living.



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

SNAP/FOOD ASSISTANCE: Enables low-income families to buy nutritious food with an Electronic Benefits Transfer (EBT) card (formerly called the QWEST card). Supplemental Nutrition Assistance Program (SNAP) benefits are not cash benefits. An interview is required in the application process. Under Food Assistance Program rules, most all types of income are counted to determine if a household is eligible. Most households must have income at or below certain dollar limits before and after deductions are allowed. However, households in which all members are getting public assistance TANF or SSI, are considered categorically eligible. Resources must also be under a certain limit.

- **Gross Income**—Your total income, before taxes or any other standard deductions. Some deductions are allowed once your gross income is determined to be below the Gross Income Guideline.
- Some allowable deductions include:
 - Housing Costs
 - Child Support Payments
 - Dependent Care Payments
 - Standard Medical Expense Deduction (SMED). A set dollar amount that is used as a medical deduction rather than giving a deduction based on actual medical expenses.

Documents that may be needed:

- **IDENTITY:** Driver's License, ID Card, Birth Certificate or any document that verifies your identity
- **RESIDENCE:** Rental Agreement, Mortgage Statement, Driver's License, Rent Receipt, Utility Bills
- **SOCIAL SECURITY NUMBER:** Needed for all household members applying for food assistance or proof of application for a social security number
- **IMMIGRATION STATUS:** Legal Permanent Resident Card, I-94
- **MONTHLY INCOME:** For all applying for food assistance Paycheck Stub (for the last 30 days), Benefit Award Letters from Social Security or Veteran's Assistance, Unemployment Insurance Check Stubs, Pension Information, Self Employment Ledger for the last three months
- **OUT OF POCKET CHILD CARE EXPENSES:** Cancelled Checks, Bills, Receipts, CCCAP Award Letter
- **COURT ORDERED CHILD SUPPORT PAYMENTS:** Court Order and Stub with Garnished Wages
- **MONTHLY SHELTER COSTS:** Lease or Mortgage Payment Book, Home-owner's Insurance Bills, Proof of Property Taxes, Utility Bills (Cable and Internet are not allowable expenses)

Can I get SNAP benefits if I am not working?

Yes, but if you are able to work, you must look for work, take a job, or go to training.

Apply and Information online at:

Colorado PEAK—<https://coloradopeak.secure.force.com>
SNAPCustomerCare@elpasoco.com
Snap Link coming soon!

HEALTH FIRST COLORADO

Health First Colorado, is public health insurance for low-income Coloradans who qualify. Health First Colorado is funded jointly by a federal-state partnership and is administered by the Department of Health Care Policy and Financing.

Types of Health First Colorado:

You may qualify if you fall under one of the following categories:

- Children ages 0—18 whose household income does not exceed 142% Federal Poverty Level (FPL)
- Pregnant women whose household income does not exceed 195% FPL
- Parents and Caretaker Relatives (you must have a dependent child) whose household income does not exceed 133% FPL
- Adults without dependent children whose household income does not exceed 133%FPL

Health First Colorado Eligibility Requirements:

- The name, address and contact information of each person applying
- Social Security numbers of each member of your household seeking medical assistance (or document numbers for lawfully present individuals)
- The birth dates of each person applying
- Employer information for each member of your household
- Income information for each member of your household (for example, wage and tax statements such a pay stubs or W2 forms)
- Information and policy numbers for health insurance plans currently covering members of you household
- Citizenship and identity documentation
- If you are a non-qualified alien seeking only Emergency Medicaid services, you don't need to provide citizenship documentation.



Apply and Information online at:

<https://coloradopeak.secure.force.com/>
Download the PeakHealth App at the Apple iTunes store or Android/
GooglePlay App store for free
[Colorado.gov/hcpf/benefits](https://colorado.gov/hcpf/benefits)

Phone & In-Person: 1-800-221-3943 or TDD 1-800-659-2656 to get help over the phone or to find in-person help near you.

TANF/COLORADO WORKS

TANF/COLORADO WORKS: (Temporary Assistance to Needy Families)

To be eligible for TANF/Colorado Works the applicant must meet federal, state and county income standards. Households must also have dependent children under the age of 18 and be lawfully present in the United States.

There are several programs available under Colorado Works, including employment services, Basic Cash Assistance and Caretaker Support Services.

BASIC CASH ASSISTANCE: Is a time limited program designed to assist families needing more time to develop a plan for the future and to becoming more job ready and self-sufficient. Other services include: child care assistance, job readiness activities, domestic violence services, vocational training, transportation, assistance with work expenses and mental health services and casework services. TANF provides financial assistance to eligible families. With an employment perspective, cash benefits are time-limited (60 month max life time limit), and are considered supportive services designed to assist families in reaching their self-sufficiency goals. Participants of this program must be engaged in an approved plan to achieve self-sufficiency.

CHILD ONLY: (Kinship TANF) Provides support and benefits for children only. Families who can apply are parents with disability benefits, undocumented parents with children born in the U.S., and relative/kin-like caregivers. These dedicated family members, such as grandparents, adult siblings and family friends have stepped in and are taking on the responsibility of bringing up children whose birth parents are unable to care for them. Technical staff and caseworkers are available to all families to provide ongoing services and support.

MEDICAL ASSISTANCE: Health First Colorado provides Medicaid benefits to TANF recipients and other eligible groups of people in need.

WORKFORCE EMPLOYMENT SERVICES: Workforce Employment Services for job ready Colorado Works participants is offered in one of four categories of: Employment, Subsidized Employment, Education, and or On-The-Job Training. Workforce Employment Services affords job ready participants immediate engagement and rapid attachment to one of the four services options within 30 days. Further providing collaborative case management barrier reduction strategies, services and supports that promotes the self-sufficiency, employment stability and well-being of children and families.



Apply and Information online at:

Colorado Peak—<https://coloradopeak.secure.force.com>

COLORADO CHILD CARE ASSISTANCE PROGRAM

Colorado Child Care Assistance Program: (CCCAP) Provides assistance to qualifying low-income families who are working, under age 19 and in high school or GED, or are enrolled in the Colorado Works Program and need child care services to support their efforts toward self-sufficiency. Families that have an income of 165% or less of the federal poverty guideline could be eligible. The Block Grant for the Colorado Child Care Assistance Program is a mixture of federal, state and county dollars; as well as a monthly co-pay that is paid for by the parent(s) of the child(ren) directly to the child care provider. The co-pay is based upon household size and gross income.

Application packets are available in the front lobby of 1675 W. Garden of the Gods Rd., 3rd Floor, Colorado Springs, CO 80907 or request one be mailed to you by calling the El Paso County Department of Human Services at 444-8178. The application is also on the internet at - <http://dhs.elpasoco.com>

Needed to complete the application process:

- Verification of parental employment and wages and work schedule
- Citizenship verification for children
- ID for Parent (s)
- Your child must be under the age of 13 years, unless approved for special needs care
- Verification from parental high school or GED site stating anticipated graduation dates, class schedule
- The name of your chosen child care provider
- Proof of residency in El Paso County
- Child Support Enforcement referral form

CHOOSING A CHILD CARE PROVIDER

Parents need to look for indicators that ensure their child(ren) will be safe, developmentally challenged and encouraged to learn and grow. Please research information on choosing a quality facility at Coloradoshines.com. You may also call 1-877-338-2273 for a list of child care providers. Parents need to ensure the provider accepts CCCAP payments and that their county contract is current. If a parent wants to use a friend, neighbor or relative as the provider, a **contract packet** is available and needs to be requested to start the contracting process.

CCCAP SPECIAL NEEDS CHILD CARE

A Special Need is a medical, physical or emotional disability requiring a child to receive a higher level of care. A physician or other appropriate professional or an individual care plan from the chosen provider needs to verify that a higher level of care is needed. The child must be under the age of 18 or graduating high school by their 19th birthday. The same CCCAP eligibility guidelines apply for parents and families. If you need assistance finding a quality child care provider for your special needs child(ren), please Contact 1-877-338-2273 and request a special needs caregiver search.

AGING AND ADULT SERVICES

ADULT PROTECTIVE SERVICES: Report any abuse, neglect or exploitation of anyone over the age of 70 or the abuse and neglect of at-risk adults with intellectual and developmental disabilities to law enforcement within 24 hours of observing the abuse.

STATE AID TO THE NEEDY DISABLED (AND):

- Must be 18—59 years of age
- Must be or expected to be totally disabled for 6 months or more
- Must apply for SSI at the Social Security Office
- May be eligible for Medical Assistance
- Med-9 report must be completed by: A Colorado Licensed or certified M.D, D.O, PA (physician's assistant), advance practice nurse, RN, Optometrist or Psychiatrist

OLD AGE PENSION (OAP):

- Must be 60 years of age or older
- Must be lawfully in the U.S. for 5 consecutive years
- Medicare premium may be paid by the State
- Resource limit \$2,000 for an individual, \$3,000 a couple
- Colorado OAP Health Care Program benefits for 60-64 year olds, Medicaid for clients 65 or older

HOME CARE ALLOWANCE (HCA):

- Provides assistance with activities of daily living
- Must have your own designated provider
- A referral has to be initiated from DHS
- Rocky Mountain Health Care Services must do an HCA Assessment



HEALTH FIRST COLORADO (LONG TERM CARE)

Home Community Based Services (HCBS), Assisted Living (ACG), Nursing Home (NF), 30 day institutionalized Medical stay.

- Must meet citizenship, income, resource, disability and level of care criteria
- For nursing home and hospital stays must meet additional 30 day stay criteria
- When all criteria are met Medicaid benefits are approved/provider payments can be made
- Married couples who are separated are still considered married for LTC eligibility
- Level of care is determined by a case management agency
- May need to complete additional Medicaid Disability Application
- Medicare premium may be paid by the State
- A community spouse may be eligible for additional income from the Medicaid spouse



Apply and Information online at:

Colorado Peak—<https://coloradopeak.secure.force.com>

DHS SATELLITE OFFICES

(DHS caseworkers are available at these dates and times, call for individual operation hours)

CHAMPIONSHIP VIEW-EAST: Department of Human Services is accepting applications and recertification's for SNAP/Food Assistance, TANF/Colorado Works, Adult programs and CCCAP. LEAP applications excepted from 11/30—4/1 only. Located at 5850 Championship View, Ste. 120A, Colorado Springs, CO. To contact call **(719) 444-5725** for Department of Human Services information. **Monday—Friday, 8:00 am—11:30 am, 1:00 pm—4:30 pm.** Closed on Holidays and Weekends.

DEPARTMENT OF HUMAN SERVICES—CALHAN: Located at 328 10th St. Calhan, CO 80808. To contact call **(719) 520-7897.**
Wednesdays ONLY, 10:00 am—12:00 pm, 1:00pm—4:00 pm.
Closed on Holidays and Weekends.

DEPARTMENT OF HUMAN SERVICES—FOUNTAIN: Accepting applications and recertification's for SNAP/Food Assistance, TANF/Colorado Works, Adult programs and CCCAP. LEAP applications excepted from 11/30—4/1 only. All paperwork is emailed to the main office for processing. Located at 350 Lyckman Drive, Fountain, CO 80817. To contact call **(719) 444-8303.** **Monday—Friday, 8:00 am—12:00 pm, 1:00 pm—4:30 pm.** Closed on Holidays and Weekends.

EBT Card Pick up, now available at Fountain site!

TRANSPORTATION FROM FOUNTAIN: As of April 4, 2018, the City of Fountain Municipal Transit offers direct service to the Citizens Service Center building on Garden of the Gods Road. The transportation will offered **Wednesdays ONLY**, departing the Fountain Valley Senior Center **at 9:00 am and returning at 1:00 pm.** Regular route rates apply. For more information, call **(719) 322-2019** or visit www.fountaincolorado.org

CRIMINAL JUSTICE CENTER (CJC): Located at E. Las Vegas St. (please go to the transaction window and ask for DHS).
To contact call **(719) 390-2000.**
Monday—Friday, 5:30 am—11:30 am & 12:30 pm—2:30 pm.
Closed on Holidays and Weekends.

MT. CARMEL VETERANS SERVICE CENTER: Located at 530 Communications Cir.
To contact call **(719) 309-4714.**
Thursday ONLY 8:00 am—12:00 pm.

SPRINGS RESCUE MISSION (Resource/Day Center):
Located at 21West Las Vegas, Colorado Springs, CO.
To contact call **(719) 663-8103.**
Monday-Friday 8:00 am—11:30 am & 1:00 pm—3:15.

URBAN PEAK:
Located at 423 E. Cucharras St., Colorado Springs, CO.
To contact call **(719) 630-3223.** **1st and 3rd Thursdays, 10:00 am—3:30 pm.**
Homeless teens 16-21 years old.

SAND CREEK LIBRARY:
Located at 1821 S. Academy Blvd., Colorado Springs, CO.
To contact call **(719) 597-7070.**
Monday, Wednesday. Friday 9:00 am—12:00 pm & 1:00 pm—4:30 pm.

EL PASO COUNTY COMBINED COURTS (Courthouse):
Located at 270 S. Tejon St., Colorado Springs, CO.
To contact call **(719) 452-5000.**
Monday—Friday, 7:30 am—5:00 pm.

ADDITIONAL COUNTY SERVICES EL PASO COUNTY PUBLIC HEALTH

For more information on all services listed below please call (719) 578-3199 or visit www.elpasocountyhealth.org

HEALTHY CHILDREN AND FAMILIES (HCF): Provides support to families with infants and young children participating in DHS programs that have medical or safety concerns. HCF staff use home visits to connect family with existing community resources, provide health education and give physical and mental health assessments.

FAMILY PLANNING PROGRAM: Provides reproductive health services to women and men. Services include:

- Pregnancy testing and counseling
- Birth control
- Education, exams and treatment for STDs such as HIV, syphilis, gonorrhea and chlamydia
- Exams for women, including Pap test, pelvic and breast exams
- Exams for men (for reproductive health)
- Gardasil HPV vaccine to prevent certain forms of cancer and genital warts
- Now accepting some insurances

HCP, A PROGRAM FOR CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS:

HCP supports families to manage a wide range of questions, concerns and services for their child with special health care needs. Any El Paso County child or youth, ages birth to 21, with a physical, emotional, developmental or behavioral condition is eligible to receive HCP services. HCP provides information and resources, individualized care coordination, connection to medical care, financial assistance, community services and more. HCP also has a dedicated care coordinator to work specifically with children in foster care who have special health care needs.

NURSE-FAMILY PARTNERSHIP: A program for first-time mothers. A personal nurse will visit women at any location of their choice (home, school, library, mall, etc.) starting as early as possible during pregnancy. The nurse will support new mothers in having a healthy pregnancy, as well as teaching and practicing things that help a mom become confident, like breastfeeding, nutrition, child development, safe-sleep techniques and much more.

TOBACCO EDUCATION AND PREVENTION PARTNERSHIP: Provides educational information and resources to:

- Prevent youth from starting to use tobacco
- Help people who use tobacco to quit
- Educate about the dangers of secondhand smoke

IMMUNIZATION PROGRAM: Provides immunizations for children who are uninsured/underinsured, Medicaid eligible or insured. The clinic also provides recommended adult vaccinations for individuals with Medicaid, CHP+ and most forms of insurance.

ADDITIONAL COUNTY SERVICES EL PASO COUNTY PUBLIC HEALTH

BIRTH/DEATH CERTIFICATES: Provides certified copies of birth and death certificates for residents of El Paso County. Services are conveniently offered online, in-person and by mail.

WIC (NUTRITION FOR WOMEN, INFANTS AND CHILDREN): A nutrition program that provides nutrition and health education, breastfeeding support, healthy food and other services for eligible pregnant women, postpartum women, infants and children up to five. Participants in WIC receive:

- Personalized nutrition consultation
- Breastfeeding information, support, referrals and pumps
- Vouchers/debit cards for Free, healthy food
- Referrals for medical and dental care, health insurance, child care, housing and other services that can benefit the whole family

YOUTH ADVOCACY: Youth programs at El Paso County Public Health focus on promoting healthy youth behaviors and development to improve lifelong outcomes. Public Health youth health focus areas include:

- Teen Suicide Prevention
- Youth Substance Use Prevention
- Promoting Connectedness, Resiliency and Life Skills for Youth

For more information call (719) 578-3199 or visit www.elpasocountyhealth.org



COMMUNITY PARTNERSHIPS

CHILD SUPPORT SERVICES: El Paso County's Child Support Services is operated under contract by Young Williams, PC. El Paso County Child Support Services can assist parents with establishing paternity, locating an absent parent, obtaining financial and medical support for their child or children and enforcement of the child support order. Child Support Services works with both the custodial and non-custodial parent. Parents who are unemployed or underemployed may be eligible for assistance and support through the Parent Opportunity Program (POP). The office is located at 30 E. Pikes Peak Ave., Suite 203. To contact call (719) 457-6331. www.elpasocountycss.com

PARENT OPPORTUNITY PROGRAM (POP): POP is a program available to unemployed or underemployed parents (custodial and non-custodial) involved with Child Support Services to meet their child support obligations. Employment assistance, child support services, mediation and parent education classes are offered in an effort to enhance the physical, emotional and financial commitment a parent has towards their child or children. POP is a part of the El Paso County Child Support Services program and is located at 30 E. Pikes Peak Ave., Suite 203. To contact call (719) 457-6331.

ASPENPOINTE: ASPENPOINTE provides behavioral health care to our community, one patient at a time. Our continuum of care for adults, youth and children includes mental health and substance abuse services, crisis stabilization, as well as career and education enhancement programs. If in a crisis, call 844-493-8255 or text "TALK" to 38255. Contact at 719-572-6100 or www.AspenPointe.org

TESSA: Has a mission to help survivors and their child(ren) achieve safety and well-being, while also challenging communities to end both sexual and family violence. TESSA provides immediate safety for adults and children seeking protection from abuse. They empower survivors through programs and supports such as safe homes advocacy and counseling, and also create a safer future through education and outreach to schools, businesses and other organizations.

Tessa Crisis Hotline:

**(719) 633-3819, Main (719) 633-1462,
Cathryn Karmondy (719) 444-8112 or Katie O'Connell (719) 444-5615**

LEAP: Income Energy Assistance Program (LEAP) provides some home heating assistance to eligible, low income residents who pay monthly utilities directly to an energy provider or through rent payments. The application period is November 1st through April 30th. Call 1-866-432-8435 for more information WWW.cdhs/leap

LEAP is a mail-in program

COMMUNITY PARTNERSHIPS

REACH PIKES PEAK: This agency provides services through the Family Stabilization Services Program, Transition to Independence, Individual Development Account Program, Youth Education Savings and Volunteer Income Tax Assistance. For more information see list below:

- 31 N. Tejon St., Ste 310 (719) 358-8396
- 501 E. Iowa, Fountain (719) 382-8515
- 701 4th St., Calhan (719) 347-2976
- www.reachpikespeak.org

PEAK VISTA: Peak Vista Community Health Centers is a nonprofit Federally Qualified Health Center dedicated to providing exceptional medical, dental and behavioral health care in a collaborative setting for people of all ages. For non-urgent medical care speak with a registered nurse 24/7 at (719) 632-5700. For more information: www.peakvista.org

TRI-LAKES CARES: Tri-Lakes Cares is a community based, volunteer supported resource center whose purpose is to improve people's lives through emergency, self-sufficiency and relief programs. Since 1984 we have been meeting our client's most basic needs while helping them move towards self-sufficiency. As the only food pantry and human services organization located in and serving the Tri-Lakes region of Northern El Paso County, we are a critical resource for those in need. To contact call (719) 481-4864.

FAMILY VISITATION CENTER: Provides foster children and their families with a home-like setting for regular, supervised visitation. Located at 701 E. Boulder, the Center promotes hands-on parenting and support from a combination of county staff. Visitation schedules are developed according to each family's treatment needs. To contact call (719) 444-5898.

CENTER ON FATHERING: Opened in June of 1995 and serves as a hub for fathers, families and the community. The Center provides Education and Training, Support Groups, Outreach and a Resource Center/Information Clearing House. The Center is designed to give fathers the resources and support they need that is so crucial for the lives of their children and for the life of the community. Located at 325 N. El Paso St., Colorado Springs, CO 80903. To contact call (719) 634-7797.

SPRINGS RESCUE MISSION: We provide assistance with shelter, food, job training and rehabilitation. Located at 5 W. Las Vegas St. Colorado Springs, CO 80903. To contact call (719) 632-1822 or info@springsrescuemission.org

NOTES

To Report Child Abuse or Neglect

1-844-CO-4-KIDS (1-800-264-5437)

or

719-444-5700 24 Hour Hotline

childabusereport@elpasoco.com



To Report Adult Abuse or Neglect

719-444-5755 (daytime)

719-278-8345 (nights, weekends or holidays)

DHS-APS@elpasoco.com

