



# Broomfield Health & Human Services



# 2008 Annual Report

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6 Garden Center, Broomfield, CO 80020  
[www.broomfield.org/hhs](http://www.broomfield.org/hhs)

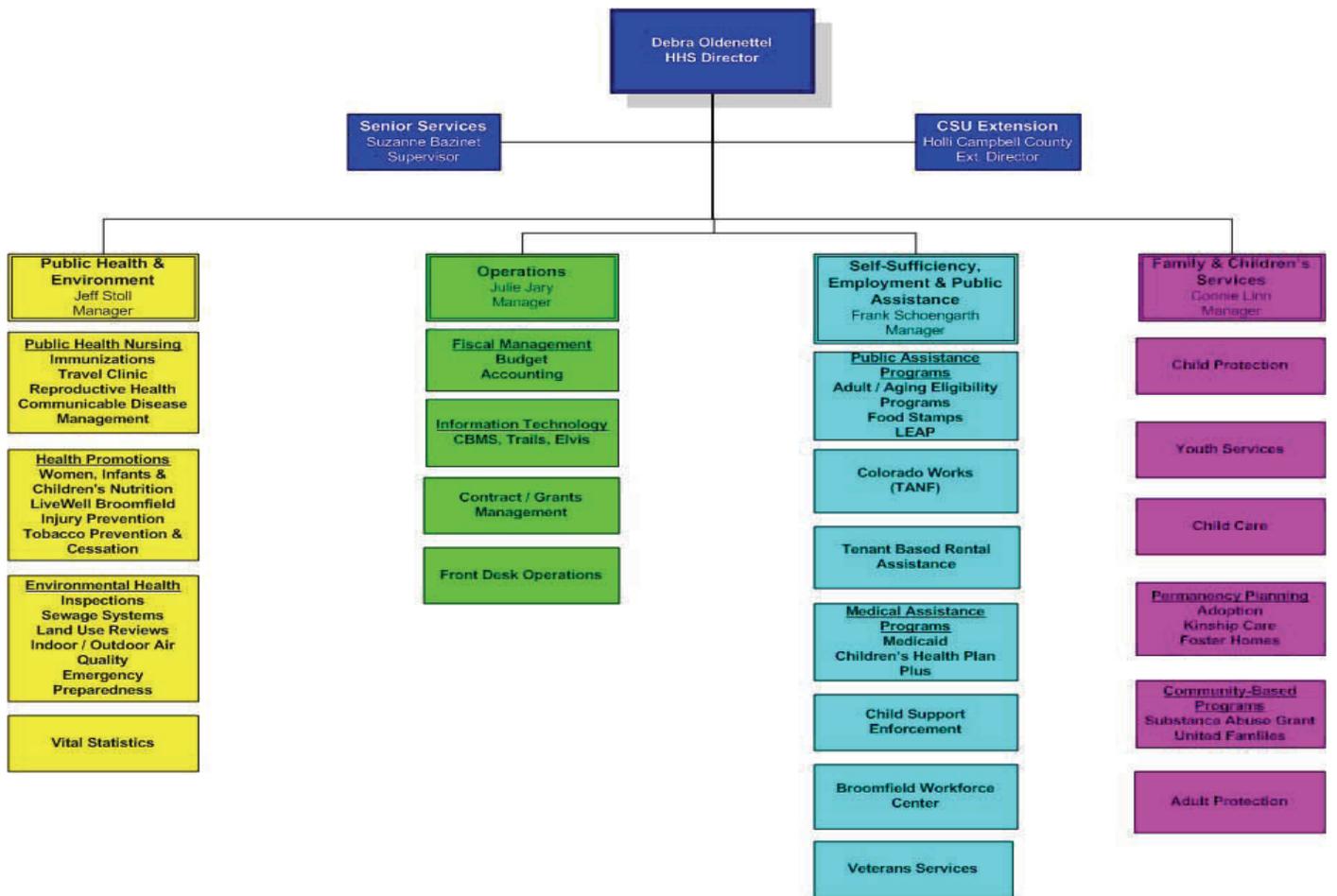
## Department Overview

**HHS Mission Statement:**  
 We exist in partnership with the community, to recognize, develop and promote opportunities that encourage personal, social and environmental responsibility. We value health and safety of our citizens and are dedicated to serve Broomfield with integrity, creativity, dignity and respect..

When Broomfield became a City and County in 2001, integrated service delivery was the model chosen for all of Broomfield’s services in an attempt to maximize efficiency while providing the best service to citizens. The Broomfield Health and Human Services (HHS) Department is a prime example of integrated service delivery. Providing a one-stop shop where Broomfield residents can obtain comprehensive services, HHS maximizes community resources to ensure that clients receive the services they need to achieve self-sufficiency, live healthier lives, provide nurturing care to their children, and protect the environment.

In Broomfield, unlike in many other counties, Public Assistance, Family and Children’s Services, Public Health, Workforce Center, Senior Services, and the Colorado State University (CSU) Extension program are all under one administrative umbrella. While each HHS division has unique functions, each links with other divisions and with other departments to maximize services for the community.

Through programs like Food Stamps, Low-Income Energy Assistance Program (LEAP) and Child Support Enforcement, the Self-Sufficiency, Employment, and Public Assistance Division promotes economic self-sufficiency and independence. Family and Children’s Services provides services that focus on ensuring the safety and well-being of children, strengthening families in the community, and protecting at-risk adults. Public Health provides disease prevention, health promotion and environmental protection programs to enhance the quality of life for all Broomfield residents. Senior Services focuses on the health and well-being of Broomfield’s aging population. CSU Extension promotes a healthy environment, sound agricultural and resource management, and youth development. Regardless of age or income level, HHS offers a wide range of services to meet the health and human service needs of the community.



## Director's Message

The year 2008 was one of significant strides for the Health and Human Services Department. Among these were:

- Implementing strategic planning for the department,
- Responding to significant growth in client demand due to economic challenges,
- Initiating a community indicators project to assess the health and human service needs of Broomfield, and
- Enhancing the information available to the public about our services through a variety of projects.

Economic challenges created significant increases in demand for eligibility programs such as Food Stamps, LEAP and Colorado Works and for employment assistance programs administered through the Broomfield Workforce Center (BWC).

- Between September and December of 2008, caseloads in the Food Stamps program increased 20% and benefit payments increased 30% as compared to the same period of 2007.
- LEAP applications for November and December of 2008 exceeded applications in the same months of 2007 by 49%, and the number of households approved for LEAP benefits was 51% higher.
- In 2008, the numbers of Broomfield families and individuals receiving Medicaid were respectively 33% and 13% higher as compared to 2007.
- For the last four months of 2008, client contacts at the Broomfield Workforce Center were 32% higher than in the same months of 2007.
- Women, Infants and Children's Nutrition Program (WIC) client visits for the last five months of 2008 were 37% higher than the same period of 2007.
- Overall in 2008, Human Service programs served an estimated 9,864 individuals, representing a 13% increase over 2007.

Managing the increased demand was a challenge that required existing HHS staff to do more with less, particularly in divisions with vacancies during a citywide hiring freeze. The integrated approach of the City and County of Broomfield allowed cross-training of staff from other departments to provide additional assistance in the eligibility programs. Through collaboration with other departments and community organizations, and additional support from incredible volunteers, HHS was able to manage the growth in demand successfully to provide critical services to families and individuals suffering the effects of the economic downturn.

**Broomfield HHS would like to express its sincerest gratitude to all of the organizations and individuals who have contributed to the mission of the department through their gifts, their services, their time and their donations.**

### 2008 Health and Human Services Advisory Committee (HHSAC)



In 2000, City Council established a Human Services Advisory Committee and a Public Health Advisory Committee to seek citizen input in the establishment of Broomfield's health and social services functions. Those committees were later combined to reflect the integration of the Department of Health and Human Services. Fifteen members are appointed by City Council to serve 3-year terms, and there are two members of Council and a youth representative who also serve on the committee. HHSAC advises the Health and Human Services Department on matters related to community needs, priorities and perceptions with respect to public health and human services. Members provide community input and feedback to the Department on a variety of issues related to health and human services; encourage and promote ongoing community involvement, communication and education regarding HHS programs; and participate in specific task forces on select issues identified by the Department.

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**2008 HHSAC Members**

- John Beirise
- Louise Benson
- Betty Calvin
- Bob Davis
- Felix Flechas
- Sheryl Gross
- Norma Linderholm
- Hal Lunka
- William McPherson
- Madhav Narayan
- Lee Olson
- Thomas Reid
- Anita Roberts
- Pat Springer
- Todd Tuell
- Lynn Wixted-Holland

**Council Members**

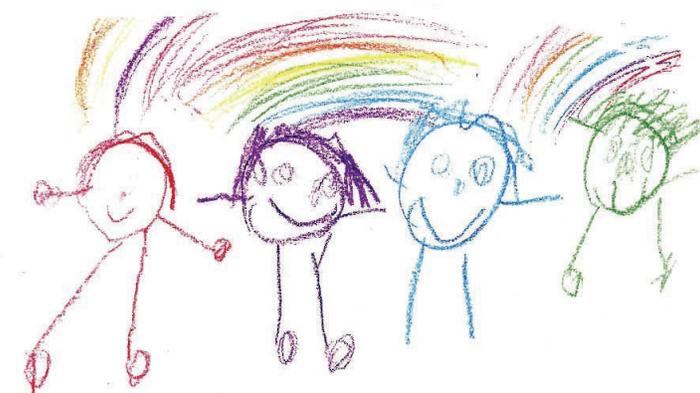
- Randy Ahrens
- Dennis McCloskey

## Family and Children's Services Division

Family and Children's Services strives to provide services that are prevention-oriented, integrated, family-centered and research based. One of the primary goals of the division is preserving the family to maintain children safely in their own homes.

The **Child Protection Unit** ensures the safety, permanency and well-being of Broomfield's children.

**Foster/Kinship Care and Adoption** Programs provide out-of-home placement assistance and family support services to protect the child and provide sufficient care for the child on a temporary basis in a nurturing,



stimulating setting and provide a safe environment while developing and implementing a permanent plan for the child's future.

Family and Children's Services also provides financial child care assistance to eligible families through the **Colorado Child Care Assistance Program (CCCAP)** and offers counseling and early

intervention services for teens at risk for drug and alcohol abuse through the **Broomfield Substance and Alcohol Free Environment for Teens (BSAFE) program**.

The division also provides services to at-risk adults over 18 years of age with disabling conditions and seniors who are victims of abuse, neglect or other mis-

treatment.

**Adult Protective Service (APS)** workers investigate reports of abuse and neglect.

As advocates for these Broomfield citizens, we attempt to ensure that clients' service needs are met and their rights are respected. It is the philosophy of the division that a competent adult has the right to refuse adult protective services.

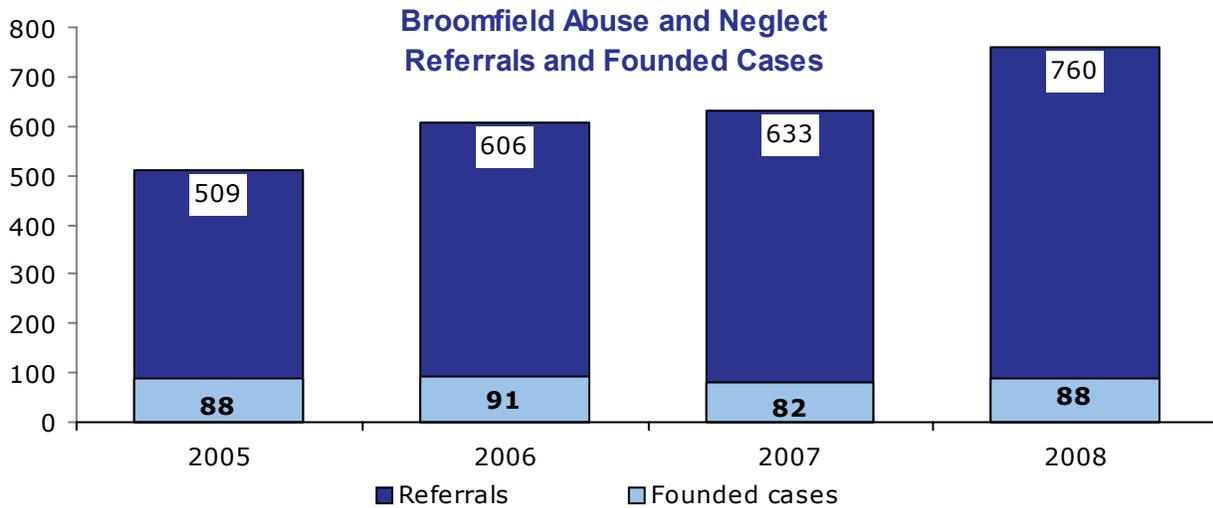
The Broomfield Department of Health and Human Services does not act on an individual's behalf without consent or unless ordered to do so by the Probate Court.

### Highlights and Updates from 2008

- ◆ Engaged in department-wide strategic planning process to guide the efforts of the department for the next several years.
- ◆ Developed and implemented a comprehensive life skills training program to assist families and emancipating youth with issues of employment, education, housing, and health care to assist Broomfield families and youth aging out of Child Welfare to move toward successful self-sufficiency.
- ◆ Adult Protection Services program fully integrated as a program component of Family and Children's Services Division with cross-training of all staff completed.

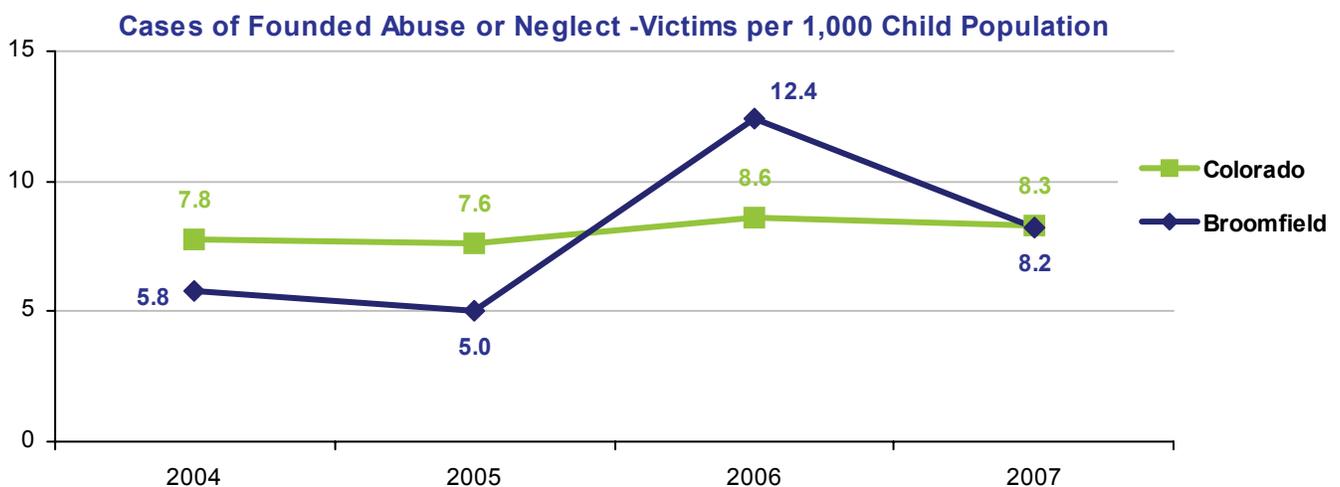


## Family and Children's Services Division



Ensuring the safety, permanency and well-being for Broomfield's children is the primary goal of the Child Protection Services unit. This goal is accomplished through the following:

- ◆ Professional staff are available 24/7 to respond to allegations of abuse and neglect,
- ◆ Assessment of referrals and reports of alleged child abuse and/or neglect,
- ◆ Investigation and ongoing management of cases,
- ◆ Provision of ongoing services to families and children, and,
- ◆ Child abuse awareness and prevention.



## Self-Sufficiency, Employment and Public Assistance Division

**Self-Sufficiency, Employment and Public Assistance** provides supportive services and financial assistance to eligible families and adults to help them endure periods of financial struggle. Programs help clients obtain gainful employment and connect them with additional resources to help them achieve self-sufficiency.

The **Broomfield Workforce Center (BWC)** provides a variety of free services to assist employers and job seekers. Some of their services include job search assistance, career counseling and training, resume assistance, recruitment of workers and screening



**2009 Youth Career Fair**

and referral services for employers.

**LEAP** is a seasonal program designed to provide eligible adults with limited financial assistance to help cover part of their winter home heating costs. Participants must meet certain eligibility requirements and income guidelines.

The **Food Stamps** pro-

gram helps low-income adults and families with the purchase of food. Benefits are provided on an electronic benefits card that is used like an ATM card and accepted at most grocery stores. Purchases are limited to basic food items and cannot be used to purchase alcohol, tobacco products or other non-food items.

The **Colorado Works** program provides temporary monthly cash assistance to eligible families and provides supportive services to help heads of households develop skills that will enable them to find and retain employment to support their children. Federal law requires that these clients be deemed job ready and in a work activity within 24 months of receiving benefits. Benefits are limited to a cumulative lifetime total of 60 months.

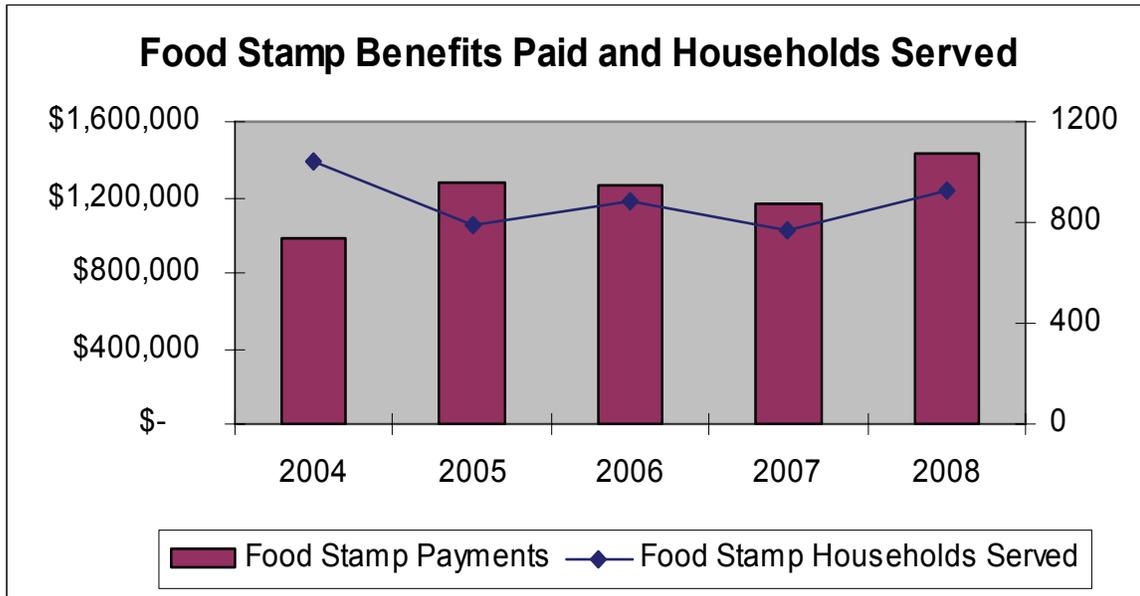
The **Child Support Enforcement** program locates non-custodial parents and obtains financial support for their children.

### Highlights and Updates for 2008

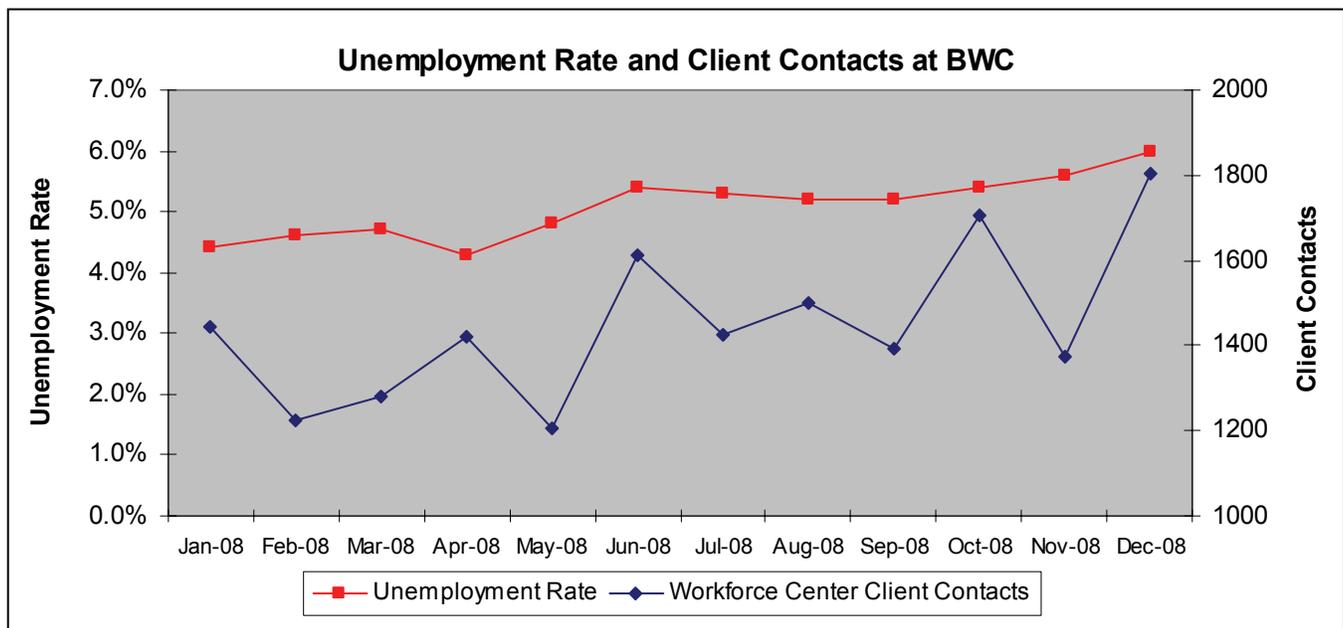
- ◆ The BWC received an award for their work in continuous improvement through the state-sponsored Colorado Performance Excellence (CPEX) program.
- ◆ The BWC also developed a Workforce Orientation video in collaboration with the City and County video production staff. This video provides citizens with better information about the services offered at the Center and has streamlined and standardized orientation services to new clients at the Center.
- ◆ Child Support Enforcement experienced a 19% increase in caseload and collected over \$2.5 million in child support payments, which represents an 18% increase over 2007 collections.
- ◆ Public Assistance programs managed significant growth in caseloads with no increase in staffing. Comparing the last quarter of 2008 to the last quarter of 2007, average monthly Food Stamp applications increased 111% and households served increased 25%; and LEAP applications and households served increased 39% and 41% respectively. Twenty two percent more households and 28% more individuals were served in the Adult and Family Medical Assistance programs than in 2007.

## Self-Sufficiency, Employment and Public Assistance Division

The Self-Sufficiency, Employment and Public Assistance Division experienced tremendous growth in demand for services in 2008. Food Stamps, Medical Assistance (Medicaid), Workforce Center, and the LEAP saw the most significant gains in terms of the numbers served. Food Stamp benefits and households served are displayed in the chart to the right.



The chart below shows the monthly unemployment rate for the past two years and the monthly numbers of client contacts at the Workforce Center during the same period. For the fourth quarter of 2008, client contacts at the BWC were 21% higher than in the same quarter of 2007. The BWC made 1,000 more client contacts in 2008, with the most significant growth in the last quarter of 2008 (21% more client contacts compared to the same quarter of 2007).



## Public Health and Environment Division

Public Health prevents disease, protects the environment, and promotes healthy and active living among all residents. The division includes a wide variety of programs that ensure the health of the community.

- ◆ **Public Health Nursing** links people to critical personal health services through programs such as Immunizations, Early and Periodic Screening, Diagnosis and Treatment (EPSDT), Reproductive Health, the Travel Clinic, and other medical services for families and children with special needs. The HOPE nurse home visitation program offers eligible women and families the opportunity to receive home visits from a public health nurse to promote healthy pregnancies, healthy children, and healthy families.
- ◆ **Environmental Health Services** enforces laws and regulations that protect health and ensure safety. Services of the Environmental Health Division include the review and approval of land use and water system plans, regular inspections of retail food establishments, schools, child care facilities, and swimming pools, hazardous materials response and remediation, and disease investigation, including food-borne and animal-related diseases.
- ◆ **Health Promotion** services inform, educate and empower people to make positive health choices that improve their quality of life. Services include the Women, Infants and Children's (WIC) Nutrition program, the Tobacco Prevention and Education program, LiveWell Broomfield, the Car Seat Safety program, America on the Move and Senior Fall Prevention.
- ◆ **Vital Statistics** is responsible for collecting data and issuing birth and death certificates. The collection of health data regarding causes of death, low birth weights, adolescent pregnancy, and other health trends provides information about factors, which drive the need for Public Health programs.

### Highlights and Updates from 2008

- ◆ Administered 1,400 child vaccines to protect their health and the health of the community.
- ◆ Partnered with 7 area schools within Boulder Valley and Adams 12 School Districts to implement International Walk to School Day reaching over 3,000 students and parents and worked with Channel 8 to create a video to increase awareness about safe routes to school.
- ◆ Partnered with CBS Channel 4, Open Space and Trails and America on the Move to host a "Fit for Colorado" Community Walk held in November 2008.
- ◆ Obtained \$275,000 in grant funds in support of healthy eating, active living, unintentional injuries and tobacco prevention in 2008.
- ◆ Participated in Project Public Health Ready to certify Broomfield's emergency prep program through a nationally recognized process.
- ◆ Developed new pool policies and contamination response plans for local recreational waters.
- ◆ Received a "Perfection Club" award from the Colorado Department of Public Health and Environment for passing all three audits conducted by the state office of Vital Records.



## Public Health and Environment Division

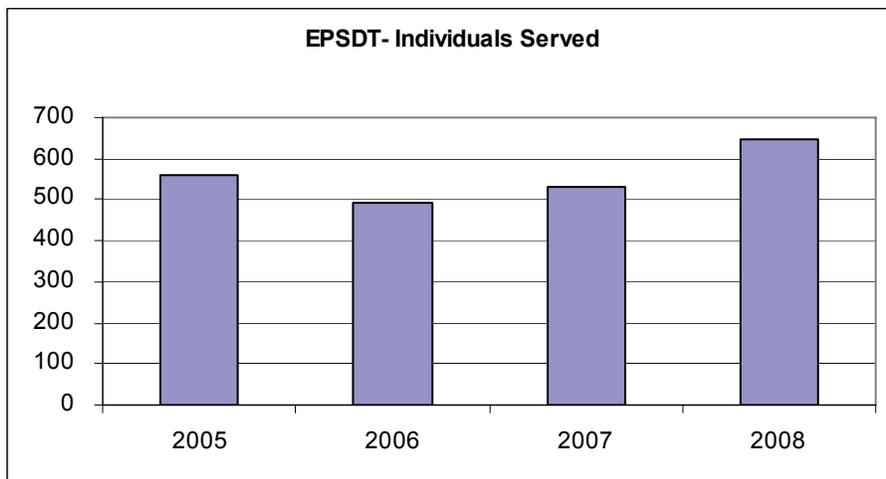
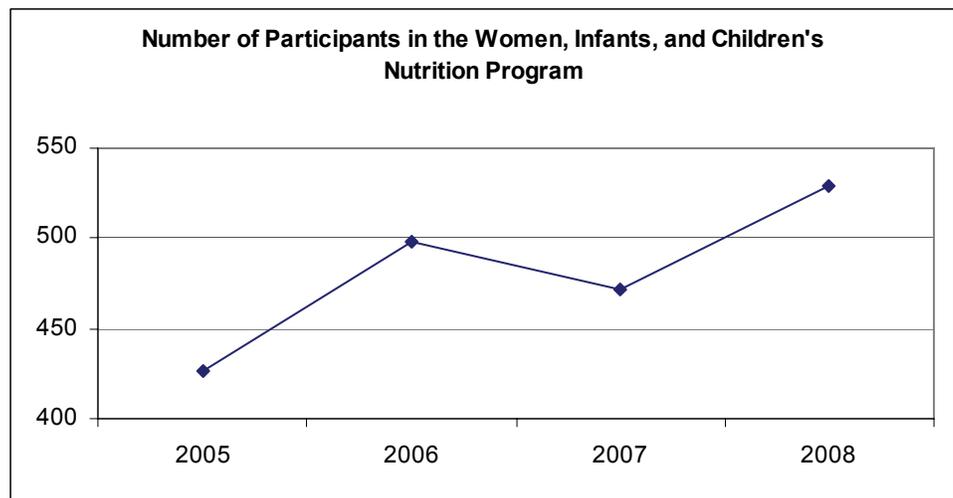
Approximately 11% more immunizations were dispensed through the Immunization Clinic in 2008 compared to 2007.



The Nurse Home Visitation program, called Helping Our Families by Promoting Empowerment (HOPE) served 26 clients in 2008 and the program continues to grow.



Participation in the WIC program increased more than 12% and is anticipated to increase even more significantly in 2009.



The EPSDT program served 21% more clients in 2008 than in 2007.

## Senior Services Division

The **Broomfield Senior Services Division** is dedicated to providing the highest quality social, recreational and supportive services to mature adults. The division's goal is to foster a warm environment where individuals can explore and enjoy activities and services designed to meet the needs and enrich the lives of Broomfield's diverse older adult population. According to the Denver Regional Council of Governments (DRCOG) Aging Services Division, the City and County of Broomfield can expect a 28.6% increase in adults over the age of 60 over the next 4 years representing an additional 1,700 seniors. Senior Services has already felt that growth in a number of its programs through increased demand for services.

The **Easy Ride program** provides non-emergent transportation for seniors and disabled residents. These are professionally coordinated, door-to-door, wheelchair accessible, driver-assisted services that meet daily transportation needs for this population. Easy Ride provided 13% more trips and served 21% more passengers in 2008. Grant funds from the Colorado Department of Transportation enabled the division to purchase a new bus in 2008.



The Senior Center also provides nutritious **congregate meals** on Monday through Friday for a small fee. In 2008, almost 10,000 meals were served through the Lakeshore Congregate Meals program.



The **Meals on Wheels program** delivers nutritious food to homebound residents. Demand for these services increased significantly over the past year. Thirty-four percent more meals were delivered through the Meals on Wheels Program in 2008 than in 2007. Senior Services relies heavily on volunteers to deliver these meals.

Senior Services also provides **information and referral to community resources**, such as assisted living facilities and retirement communities, home health care agencies and respite care. In 2008, client contacts with individuals requesting information and referrals from Senior Services jumped 81%.

The division offers a wide variety of classes and support groups, financial assistance, health education, and other fun activities.



**Art Cart at the Senior Center**

## Senior Services Division

### Highlights and Updates from 2008

- ◆ Published, maintained and distributed a “Broomfield Senior Resource Guide” listing the multitude of services and resources available in the area.
- ◆ Replaced an existing Easy Ride passenger bus using Federal Transportation Administration (FTA) Grant funding received in 2008.



- ◆ Created a more diverse and healthy menu by adding 30 new entrees in 2008.
- ◆ Implemented a Celebrity Chef Program in July 2008 by inviting a guest chef to prepare meals in the senior center kitchen three times per year.



**Above: 2008 Basket Auction**  
**Left: 2008 Spirits 'N Spooks**

**Colorado State University (CSU) Extension** is a partnership between CSU and local communities to apply the latest research from the University to promote a healthy environment, sound agricultural and resource management, and youth development.

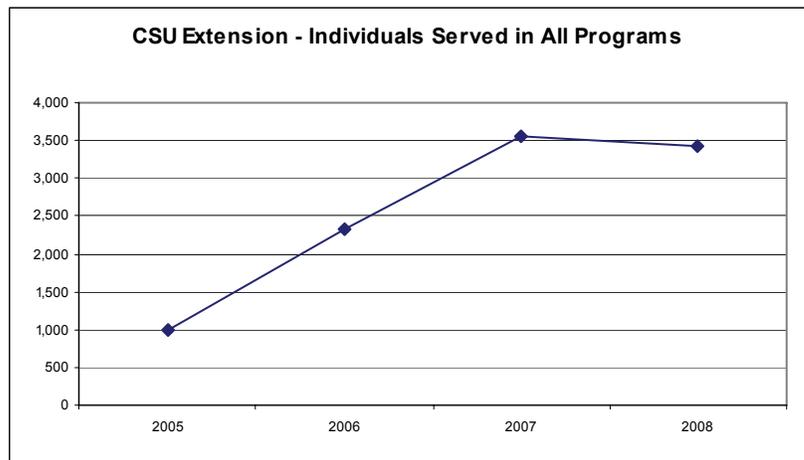
CSU Extension manages the **Master Gardener program**, which provides research-based informa-

tion and training on gardening and horticultural topics.

**Wildlife Masters** is another program offered through CSU Extension. This program helps citi-

zens solve wildlife conflicts by providing information and recommendations based on current research from CSU and other land-grant universities.

**4-H** is a youth development and leadership program that offers a wide variety of projects ranging from computers and photography to woodworking and forestry. Today's 4-H is geared toward engaging today's youth and providing them with life skills for tomorrow's challenges. The 4-H program is open to children ages 5 to 18.



**Highlights from 2008**

- ◆ Collaborated with Recreation Services through their Summer Day Camp program to provide programming for participating youth through the Camp Explorer 4-H Program. In 2008, attendance at this camp tripled from 14 to 42 youth.



## Administration and Operations

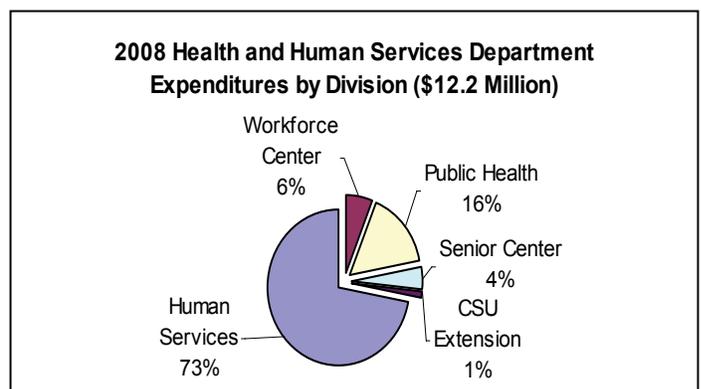
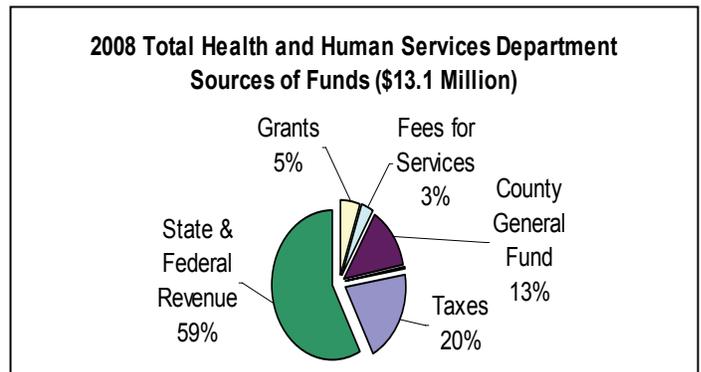
The Administration and Operations Division provides direct support to all Health and Human Service Department programs. This includes budget development and analysis, revenue and grant management, contract development and monitoring, accounting, policy development and guidance, website maintenance, emergency response operations, and quality assurance of all department publications.

### Highlights and Updates from 2008

- ◆ Implemented a community indicators study to assess the health and human service related needs of the community.
- ◆ Conducted a comprehensive review of the Department's process for collecting and reporting data on clients served through the human services programs and replaced the existing system with a more accurate and streamlined process.
- ◆ Engaged in a department-wide strategic planning process to guide the efforts of the department for the next several years.
- ◆ Redesigned the HHS website to improve the user friendliness of the site, provide more in-depth information to residents, and to create efficiencies in the department through the use of technology.
- ◆ Successfully created and managed the 2008 budget for the department.

### Financial Overview

- **Grants and state and federal reimbursements** made up 64% of the revenues for HHS in 2008 with the remainder coming from fees for services, property taxes, and the County General Fund.
- **Human Service programs** comprise the greatest percentage of expenditures for the department at 73%. Expenditures for Human Service programs increased 5% from 2007 to 2008 primarily due to a 10% increase in client benefits. Benefits payments to clients made up the largest percentage of human service expenditures at 44% or \$3.9 million.
- **Public Health** expenditures represented 16% of the total department expenditures at approximately \$2 million. Public Health expenditures increased 9% from 2007 to 2008 primarily due to a new Nurse Home Visitation Program paid for with TANF funds.
- **Workforce Center** expenditures of \$761,000 represented roughly 6% of HHS expenditures.
- **Senior Services** expenditures were approximately \$542,000 in 2008, which represents 4% of the HHS Department budget and a 1% increase over 2007. Increased expenditures were the result of a new grant from the Denver Regional Council of Governments (DRCOG) to provide caregiver support. Approximately 40% of the Senior Services budget is covered by grants, fees for services and donations. Senior programs include senior nutrition programs, community services, and transportation services.





## **HHS Office Locations and Contact Information:**

### **6 Garden Center, Broomfield, CO 80020 Main Line: (720) 887-2295**

- ◆ **Administration (720) 887-2269**
- ◆ **Operations (720) 887-2269**
  - Budget and Accounting
  - Contracts and Grant Management
  - Front Desk
  - Information Technology Support
- ◆ **Public Health and Environment (720) 887-2220**
  - Health Promotions
  - Nursing and Clinics
  - Environmental Health
  - Vital Statistics (Birth and Death Certificates)
- ◆ **Public Assistance / Eligibility Programs (720) 887-2295**
- ◆ **Child Support Enforcement (720) 887-2295**
- ◆ **Family and Children's Services (720) 887-2201**
  - Adult Protection
  - Broomfield Substance and Alcohol Free Environment (BSAFE)
  - Child Care Assistance Program
  - Child Protection
  - Foster Care / Adoption

**Child Abuse Hotline: (720) 887-2271**

### **Villager Square Shopping Center 6650 W. 120th Avenue**

- ◆ Broomfield Workforce Center (Unit A1) (303) 465-5855
- ◆ Colorado State University Extension (720) 887-2286

### **Broomfield Community Center**

- ◆ Senior Services (303) 464-5526

**Website: [www.broomfield.org/hhs](http://www.broomfield.org/hhs)**