

**Subject: HCPF: No Action - HIGHLIGHTING FY 23-24 HCPF COUNTY GRANT RECIPIENTS**

County Partners,

HCPF is so excited to share the project highlights from the FY 23-24 County Grant Program recipients. This group of counties did extraordinary work improving member health, customer service, and through employee satisfaction. Whether that was establishing a large county call center or expanding a network of translation experts or supporting eligibility staff through trauma-informed care, these counties brought true innovation to their grants this year!

FY 23-24 County Year End Report Out meeting, which took place today, is now posted on HCPF's website, [click here](#) to view. You will find the meeting recording, presentations, agenda and the below project summaries hyperlinked within the site.

In addition, the HCPF County Relations team is available to talk through any potential projects; just reach out via our [webform](#) (ticket type "Grant Program") or contact [HCPF\\_countyrelations@state.co.us](mailto:HCPF_countyrelations@state.co.us).

**Grand County - Integration of EDI into the Workplace**

Grand County received funding approval to support HCPF's strategic pillar to empower staff and improve equity, diversity, inclusion and accessibility.

- Improved our employees' professional development opportunities.
- Conducted surveys to assess employee satisfaction that helped us identify ways to improve recruitment and retention.
- Increased accessibility to our building and to the services we offer.
- Conducted EDI training and laid the groundwork for a departmental long term EDI culture and commitment.

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**Lake County - Language Access Policy Implementation & Development of the Interpreter Network**

Expansion grant to build upon the FY 22-23 grant-funded program, with focus on community outreach, data collection and strategic planning for the Interpreter Network.

- Community outreach, staff training and support on language access, Interpreter Network training and development.
- Hiring a full-time Interpreter Network Coordinator position.
- Translation of vital documents in Spanish, and strategic planning and sustainability initiatives with a Contractor.

- Community data revealed: Most respondents have Moderate/High Confidence in receiving services in their language; most are aware of the right to language access and that services are available; and some reliance on family and friends for language needs remains. Most importantly, the County learned it needs work on: having more bilingual staff available and more professional interactions.
- Strategic Planning & Sustainability initiatives: data revealed many organizations/counties are relying on bilingual staff.
- Five (5) training sessions for staff and interpreters; Bridging the Gap and Community Interpreter training for new Interpreters joining the Interpreter Network.
- Three strategic goals for the Lake DHS Interpreter Network over the next 1-3 years:
  - Provide access to qualified interpreters throughout Colorado.
  - Catalyze the narrative about language access across Colorado.
  - Ensure long-term sustainability for the Interpreter Network and its expansion.
- Key lessons learned: Spanish-speaking community is aware that language access is a right and bilingual staff are relied upon too heavily for client support.

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### **Lake County - Creation of Member Experience Advisory Council for Lake County**

Gather feedback on the application process experience with Lake DHS.

- Required to pivot from a focus-group style feedback forum to virtual options, such as WhatsApp interviews and phone calls.
- Feedback takeaways: faster processing times, better communication from staff (explanation of services, processes for Medical Assistance), improved language supports, and more professional interactions requested.
- Key lesson learned: personal connections and healthcare providers are the main sources to learn about Medical Assistance.
- Hired contractor who specializes in Spanish language/Latino communications, marketing, focus groups based out of Denver.
- Number of Medical Assistance members who provided feedback (all Channels): lofty goal was 50+ Individuals and 38 individuals benefited from this grant.

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### **Lake County - Enhancing Trauma-Informed Work Culture Impacting Retention & Recruitment**

Expansion grant from FY 22-23 program, with key deliverables of longitudinal study of public

assistance staff, one-on-one coaching sessions, and a webinar to share with other Counties.

- Longitudinal survey found that staff recognize own stress responses, identify resilient activities that benefit their well-being at work, staff feel supported by leadership. Learned that there were existing concerns about physical safety in the workplace, and lack of feeling in control of the work environment.
- Two staff training sessions: Emotional Intelligence Training (January, 2024), and Communication, Emotional Response & Stress Management Training (April, 2024)
- 21 one-on-one sessions with contractor: topics ranged from job satisfaction levels, help with resiliency tools/ideas, and support and guidance.
- Key lessons learned: in-person trainings are best for this subject matter.

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### **Lake County - Outcomes for Vulnerable Medicaid Members**

The goal was to improve member health outcomes for vulnerable Medicaid members in Lake County.

- Well-rounded care team approach: wraparound and Adult Protective Services case management.
- Eliminate obstacles to health services for Medical Assistance members.
- Referral process with public assistance and community agencies.
- Goal was to serve sixe (6) vulnerable adult individuals and 27 clients were served by this grant.
- The project has confirmed the need for this overlooked population, especially in mountainous, rural areas.
- Key lesson learned: multiple ways to connect people to the Medical Assistance services they need, across-unit collaboration was an essential piece of the referral process.

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### **Mesa County - Economic Assistance Call Center**

Mesa County received funding to implement an on-site call center, with the goal of creating a better experience for clients and increasing communication and trust within the community.

- Developed and implemented a Call Center and team from the ground up.
- In order to reach the goal of helping community members in the best way possible, trained technicians in all intricacies of SNAP and Medical Assistance.
- Improved staging times, processes, consistency, and effectiveness.

- Designed and implemented tools for the Call Center Team such as a processing queue, 100% time reporting production logs and data tracking.
- Key deliverables: increased client support and quality interactions, improved staff morale, increased number of Spanish speaking technicians on the team, and created efficient processes for staff and clients.

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### **Pitkin County - Trauma Informed Management Practice**

Pitkin County Human Services contracted with Alia Innovations (trauma-informed workplace) to facilitate peer-learning with human services staff to increase capacity, improve departmental processes, and improve staff and customer experiences.

- Learned a lot through this process, particularly how this type of work can have significant impacts on staff and operations.
- Due to the nature of the work, the project was modified to include more in-person work with the entire team.
- Staff Survey Outcomes:
  - Staff Engagement: Expected (20% increase); Actual (6.25% decrease)
  - Institutional Trust: Expected (20% increase); Actual (1.62% decrease)
  - Overall Employee Satisfaction: Expected (15% increase); Actual (3.69% decrease)
- Customer Survey Outcomes:
  - Customer Engagement: Expected (20% increase); Actual (52.38% decrease)
  - Customer Satisfaction: Expected (15% increase); Actual (4.71% increase)
- Suspect the reason staff experiences decreased in these areas is because of the nature of adopting this type of work, through clarifying roles/responsibilities, and opening up staff feedback channels—the teams are ‘storming’ in further defining boundaries and expectations.
- Pitkin County will plan to do another year with expanded metrics to include the trauma competent workplace into the strategic plan as a central pillar to the work that’s done.

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