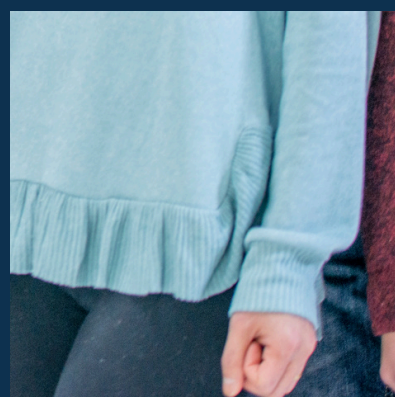
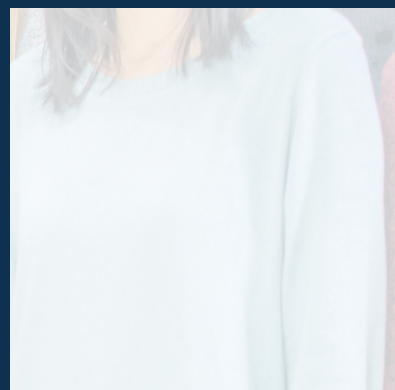


Weld County Department
of Human Services

Annual Achievement Summary



2024





Weld County Department of Human Services



Greeley Main Campus

315 N 11th Avenue, Greeley, CO 80631

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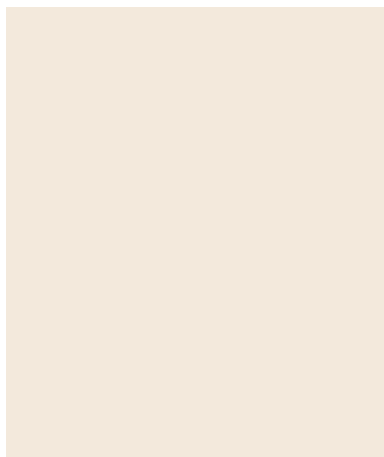
www.weld.gov

Vision:

The people of Weld County are connected to the resources needed to thrive in the community and feel safe and empowered.

Mission:

Engaging and partnering with the community to improve the safety, health and well-being of individuals and families through the delivery of responsive and collaborative services.



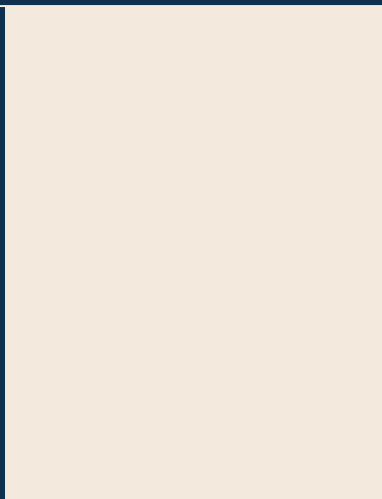


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Weld County Department of Human Services Annual Achievement Summary

As Director of the Weld County Department of Human Services, I am honored to share some of our department's accomplishments over the past year and the ongoing efforts to support our community. Our dedicated team remains committed to connecting individuals and families with essential resources to foster stability and success. We recognize that navigating available services can be complex, and we strive to provide clear, comprehensive guidance on the programs and assistance available throughout the Department of Human Services.

This past year, we focused on three key initiatives to enhance services and accessibility:

- **Integrated Case Management Agency:** We incorporated the Case Management Agency into our department, streamlining access to long-term care programs for older adults, children, and adults living with disabilities.
- **Enhanced Digital Accessibility:** We improved our website to make it easier for residents to find and utilize available programs.
- **Benefit Processing:** Despite a 24% increase in individuals receiving food assistance — rising from 31,956 households in January 2024 to 38,542 in January 2025 — Weld County consistently met or exceeded timeliness expectations, ensuring efficient and reliable access to essential support services for our community.

Collaboration remains a cornerstone of our work. We are proud to partner with more than 579 community organizations, local nonprofits, and government agencies to ensure Weld County residents receive the support they need. We recognize that we cannot achieve as much without the collaboration and partnerships that strengthen our collective impact. By working together, we can address challenges more effectively and expand the reach of critical resources. These partnerships enhance our ability to serve individuals and families in meaningful ways, reinforcing a strong, connected, and resilient Weld County.

Equally important to our success is the dedication of our incredible WCDHS team. Their hard work, compassion, and commitment to excellence drive our mission forward each day. Their efforts ensure that the individuals and families we serve receive the highest level of support, and we are deeply grateful for their unwavering service to our community.

We remain committed to serving with integrity, compassion, and respect. While we may not have all the answers, our promise is to guide, support, and connect individuals with the many valuable resources available. Please do not hesitate to reach out to learn more about the ways we can assist.

Sincerely,

Jamie Ulrich

Director, Weld County Department of Human Services



Guiding Principles

The Weld County Department of Human Services (WCDHS) builds resiliency in the community and promotes the well-being of County residents experiencing adversity through a variety of programs and services to help people and families thrive. These opportunities include child care supports, services for seniors and adults with disabilities, career development for adults and youth, workforce collaboration, housing stability, and support for families experiencing hardships and crisis. WCDHS is committed to delivering innovative, equitable, and comprehensive services in a collaborative approach that preserves dignity, promotes respect, and facilitates social and economic mobility.

CORE VALUES

INTEGRITY

We foster a transparent environment based on respect and dignity.

INNOVATION

We are committed to being a learning organization that continuously seeks opportunities for impact-driven solutions.

SERVICE

We strive to ensure that we serve every individual with compassion and they receive support and assistance in order to thrive.

COMMUNICATION

We strive for understanding, collaboration and effective communication.

ACCOUNTABILITY

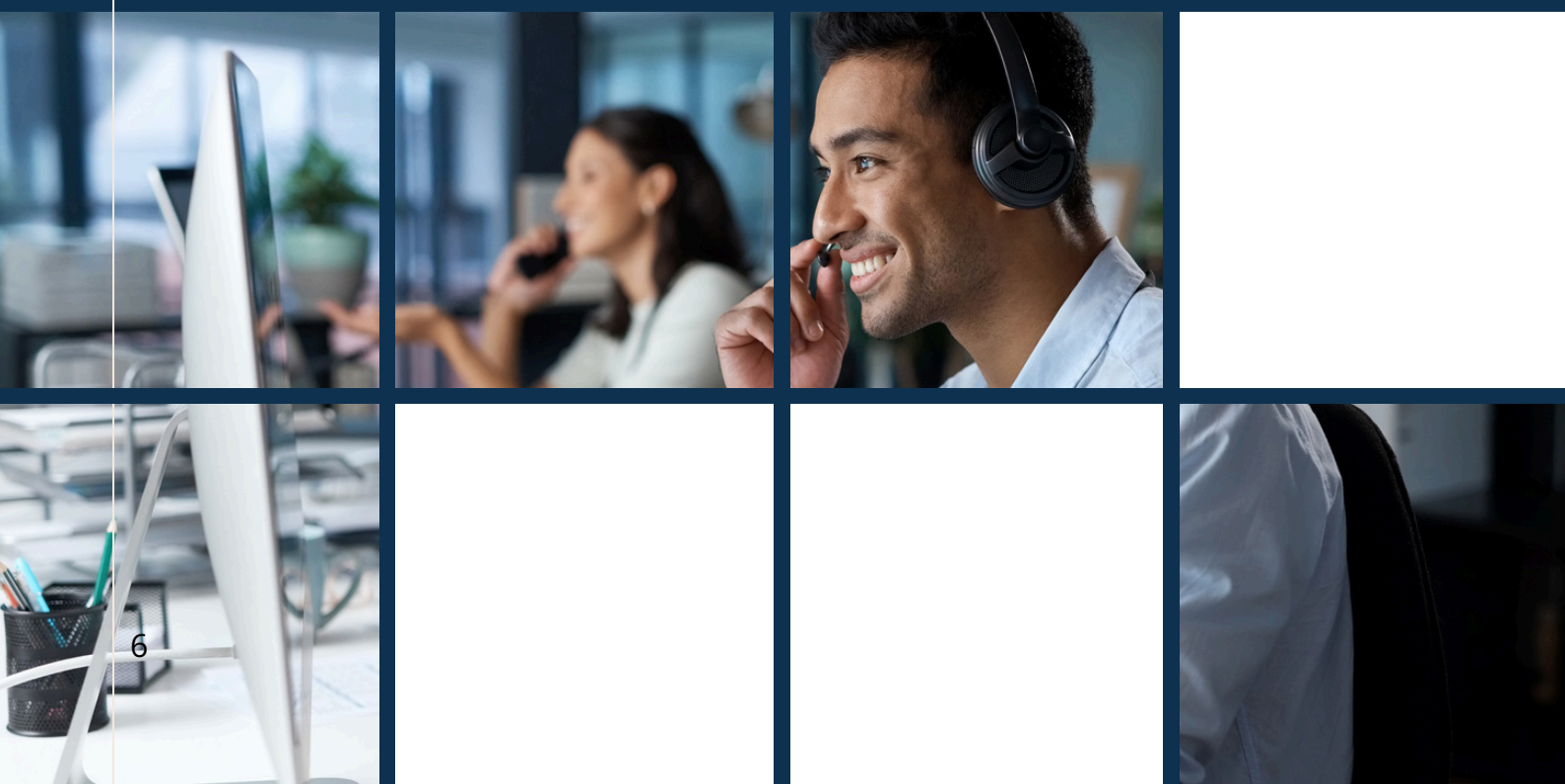
We strive to create quality, meaningful relationships that strengthen our community, creating a space where individuals and families thrive.

The Work We Do

Supports and Resources

- Aging Adults
- Cash Assistance
- Children and Family
- Energy Assistance
- Food Assistance
- Help with Work
- Medical Assistance
- Veterans Service Office

Thank you to the department's support teams, including Administration, Fiscal, and Organizational Integrity.



Assistance Payments

About the Division

The Assistance Payments Division administers public assistance programs that link individuals and families to vital medical, nutritional, and financial support. These programs include:

- Health First Colorado (Colorado's Medicaid Programs)
- Supplemental Nutrition Assistance Program (SNAP)
- Colorado Works/Temporary Assistance to Needy Families (TANF)
- Adult Financial Programs
 - Aid to the Needy and Disabled
 - Aid to the Blind
 - Old Age Pension

Impact

Assistance Payments helps people in need by providing financial support to cover basic things like food and healthcare. These payments do more than just help individuals—they also benefit the whole community. When people can meet their basic needs, it reduces poverty and boosts local businesses. This support helps people focus on things like getting a job or going to school.



Medicaid Participants

79,094

Food Assistance Participants

38,610

Cash Assistance Participants

2,973



Child Support

About the Division

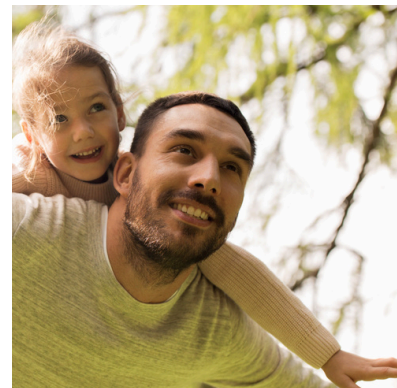
Child Support Services (CSS) Division supports parents and caretakers by establishing parentage, establishing child support, and making sure support orders are followed. CSS is dedicated to helping children get the financial assistance they need.

Impact

Child Support helps families by making sure parents provide financial support for their children. This helps cover important things like food, clothing, and a safe place to live. These services reduce poverty, which in turn stimulates economic activity and lessens the burden on public assistance programs.

Money Collected and
Distributed to Families

\$24,118,855



Active
Cases

7,797

Applications
Recieved

1,501

Child Welfare

About the Division

The Child Welfare Division works with families to assure safety, permanency and wellbeing for children and youth. Caseworkers assess family, child, and youth needs to provide appropriate referrals for services in an effort to strengthen families.

Impact

Child Welfare prioritizes children's safety by intervening in cases of abuse and neglect, ensuring protection from harm. When necessary, these services facilitate stable living situations through kinship placement, foster care or adoption, striving for permanent homes. They aim to strengthen families by providing resources like counseling and parenting education, supporting family unity whenever possible. Furthermore, Child Welfare services address children's holistic needs, offering access to healthcare, mental health support, and educational opportunities, ultimately fostering their healthy development.

Cases Closed with
Placement

118

Adoption
Agreements
Finalized

32



Child Abuse and Neglect
Assessments
Investigated

2,103

New Foster
Homes

29



Employment Services

About the Division

Employment Services of Weld County (ESWC) provides comprehensive resources for job seekers, including job placement assistance, career coaching, and skills development programs. By acting as a bridge between businesses and qualified candidates, ESWC workforce professionals are consistently contributing to Weld County’s economic prosperity. The Veterans Service Office (VSO), housed within ESWC, assists veterans and their families with the process of applying for VA benefits. Also housed within ESWC is the Colorado Child Care Assistance Program (CCCAP), connecting parents with access to childcare as one strategy to the workforce equation.

Impact

ESWC connects individuals with meaningful employment opportunities, offering essential services such as job training, resume assistance, employer connections, and beyond. By equipping job seekers with the skills and resources needed to secure and retain quality employment, ESWC plays a vital role in strengthening families, supporting local businesses, and driving economic growth. Additionally, ESWC provides guidance on veterans' benefits, ensuring access to financial support for living expenses, medical needs, and educational advancement.

Job Seekers Served
13,651



Youth Served
2,789

Veterans Served
2,095

Employment and Training Program Enrollments
574

Employers and Businesses Served
565

Entered Employment
75.6%

Family Resource

About the Division

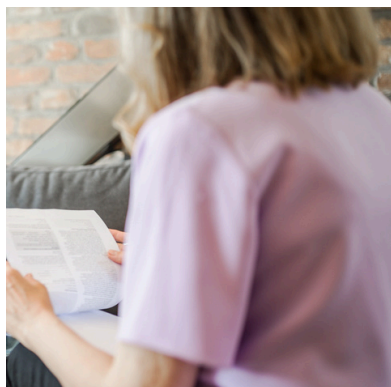
The Family Resource Division boosts household stability and well-being by offering many supportive services, including individualized case management, strategic referrals for community and public assistance, dedicated adoption support, rapid crisis response, and crucial emergency financial assistance.

The Lighthouse program helps to prevent family disruption and to assist families in maintaining safety, permanency, and well-being.

The High Fidelity Wraparound program delivers intensive, personalized support to Child Welfare families grappling with complex behavioral and mental health challenges, with a focus on improving children's overall well-being through collaborative care, tailored resource access, and empowerment through family voice and choice.

Adoption Support Provided
to Households

453



Individuals
Received
Outreach
Services

2,497

Program	Amount
High Fidelity Wraparound Hours Serving Families	406
Colorado Works (TANF) Case Management Families Served	245
Housing Assistance Provided	349
Kinship Assessments Completed for Caregivers	120
Family Navigation and Support Case Management Provided to Families (Lighthouse)	168

Home and Community Supports

About the Division

The Home and Community Supports Division (HCSD), formerly known as the Area Agency on Aging Division, was renamed to reflect its growth and to be inclusive of the various existing and new programs and the many individuals and families served. Programs include: Area Agency on Aging, Weld County Case Management Agency, Long-Term Care Medicaid Eligibility, and Adult Protective Services.

HCSD delivers long-term services, supports, and case management to the Weld County community in a thoughtful and comprehensive manner. HCSD's unique structure supports efficient financial and functional eligibility determinations, person-centered case management, protective services, and inclusive referrals for Weld County citizens.

Adult
Protection
Investigations

1,028

Support
Service Hours
to Individuals

26,428

Ombudsman Long-Term Care
Advocacy Cases and
Consultations

1,281

Friendly Fork
Congregate Meals
Provided

118,431

Case
Management
Agency Cases

29,927



From Crisis to Care: Ensuring Long-Term Support for a Child with Complex Needs

A youth with extensive medical needs, including 24/7 care, was initially supported through the Children's Extensive Supports (CES) waiver and Long-Term Care Medicaid. The child, who required assistance with daily activities due to physical exceptionalities and intellectual disabilities, was completely dependent on their mother for care. However, when the mother unexpectedly disappeared, a collaborative effort was launched to ensure the child's safety and well-being.

The case quickly involved a multidisciplinary team from Weld County, including Child Welfare, Public Health Services, Case Management Agency, Lighthouse, and state agencies like Rocky Mountain Health Plans and Momentum. The priority was to provide immediate care and long-term stability for the child.

After overcoming several challenges, the child's legal guardian was no longer able to provide care, prompting the team to seek alternative solutions. The child was enrolled in the Children's Habilitation Residential Program (CHRP) waiver to secure residential placement. A foster family trained in managing disabilities and offering growth-focused care was found through Special Kids Special Families. The foster home was equipped with necessary accessibility modifications, and ongoing support is provided by Maxim Home Health Care.

Ongoing efforts continue to ensure the child's physical, emotional, and educational needs are met, with regular home visits and support from multiple providers, including Pikes Peak Respite and Oasis Pediatrics. The child now thrives in a stable, supportive environment, with the team standing by to provide assistance as needed.

More success stories are available on the Human Services website.

<https://www.weld.gov/Go/HS-SuccessStories>

Department Resources

Locations:

Greeley Campus (Main Office)

315 N. 11th Avenue
Greeley, CO 80631
(970) 352-1551
Telecom Relay Service (TRS): Dial 7-1-1
www.weld.gov

Greeley Downtown Child Welfare

822 7th St, Suite 150
Greeley, CO 80631
(970) 400-6860

Greeley Downtown Child Support

822 7th Street, Suite 600
Greeley, CO 80631
(970) 400-6499

Fort Lupton (South East) Office

2950 9th St
Fort Lupton, CO 80621
(303) 857-4052

Del Camino (South West) Office

4209 County Road 24 1/2
Longmont, CO 80504
(303) 857-4052

Cash, Food, and Medicaid Assistance

(970) 400-6012
BenefitQuestions@weld.gov

- Cash Assistance Programs
- Energy Assistance Programs
- Food Assistance Program
- Medicaid Assistance Programs

Child Support

(970) 400-6499
ChildSupport@weld.gov

Child Welfare

(970) 400-6860
ChildProtectionReferral@weld.gov
Colorado Child Protection Hotline:
1-844-CO-4-KIDS (1-844-264-5437)
Become a Foster Parent:
(970) 400-6849

Employment Services

(970) 400-3800
Fax: (970) 346-7981
Fort Lupton Office: (970) 857-2725
Fax: (303) 637-2436
Child Care Providers: (970) 400-6594
ChildCareProvider@weld.gov
Veterans Service Office: (970) 400-3444
VSO@weld.gov

Family Resource

(970) 400-6010
Community Outreach: (970) 400-6600
Outreach@weld.gov
Post Adoption Support: (970) 400-6707
PostAdoptionSupport@weld.gov
Prevention Services: (970) 400-6770
Lighthouse@weld.gov

Home and Community Supports

(970) 400-6950
Adult Protection Hotline: (970) 400-6700
Area Agency on Aging:
Fax: (970) 400-6951
AAAinfo@weld.gov
www.weldaaa.org
Case Management Agency:
WeldCountyCMA@weld.gov
Long-Term Care Ombudsman: (970) 400-6128
WeldOmbudsman@weld.org

Organizational Integrity

Civil Rights and Discrimination Complaints:
(970) 400-6680, Telecom Relay Service 7-1-1
Appeals@weld.gov
Fingerprinting and Background Checks:
(855) 845-7434

Thank You!

We extend our heartfelt gratitude to our community partners, faith organizations, volunteers, foster parents, educators, non-profit organizations, and municipalities. Your dedication and support have been instrumental in helping Weld County Department of Human Services enhance the safety, health, and well-being of our community. Together, we deliver responsive and collaborative services that make a meaningful difference in the lives of those we serve. Thank you for your unwavering commitment to our shared mission.

-Weld County Department of Human Services Leadership



Back Row (L to R): Lennie Bottorff, Fiscal; Tanya Geiser, Fiscal; Julie Witkowski, Family Resource; Kimberly Rino, Organizational Integrity; Kelly Morrison, Home and Community Supports; Heather Walker, Child Welfare; Andie Garnand, Assistance Payments. **Front Row (L to R):** Tami Grant, Deputy Director; Jamie Ulrich, Director; Kyle Ewertz, Child Support; Susan Bjorland, Administration.

2024 Annual Achievement Summary Committee:

Anne Fritz, Christina Schulz, Heather Roberts, Jennifer Biwer, John King, Lesley Cobb, Robin Overmyer, Sherry Seader



Weld County Department of Human Services

315 North 11th Avenue

Greeley, CO 80631

(970) 352-1551

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