



**COLORADO**  
Department of Human Services

June 23, 2017

The Honorable Jim Smallwood, Chair  
Senate Health and Human Services Committee  
200 East Colfax, Room 271  
Denver, CO 80203

Re: Property Tax, Rent, Heat Rebate (PTC) Outreach

Dear Senator Smallwood:

Below please find information concerning the legislative report to the Senate Health and Human Services Committee from the Colorado Department of Human Services (CDHS) and Department of Revenue (DOR) on the Property Tax, Rent, and Heat Rebate (PTC) Outreach.

Section 39-31-103 (3)(a) C.R.S. (2016) requires the Department to report by July 1, 2017 on the outreach to eligible populations conducted for this rebate. As outlined in statute, the department shall include a description of:

- (I.) The types of outreach undertaken by the department;
- (II.) The success of the outreach as measured by public participation, including the participation by eligible members of racial and ethnic minority populations, or other indicators that the department can evaluate;
- (III.) Any recommendations for statutory changes that would help improve program participation; and
- (IV.) Any other recommendations related to the grants made under this article.

Since 2013, the Department has increased outreach for PTC participation. Outreach activities included:

1. Adult Financial forums - Continuous topic of discussion and information sharing at county department facing bi-monthly meetings with caseworkers and supervisors regarding all matters relating to the adult financial programs.
2. County training - Division Regional Representatives send the updated PTC flyers (provided in English and Spanish) to their counties for outreach purposes at least annually.
3. County evaluations - This topic is discussed during county TANF program management evaluations and counties are reminded of the outreach requirement and given additional tools, if needed.
4. The State Unit on Aging distributes the information to their provider network for further distribution through Meals on Wheels -meal sites; flyers and applications are provided in the giveaway bags for individuals participating in Senior Day at the Capital.
5. Information about the PTC program is also included on the Low-income Energy Assistance Program (LEAP) application.
6. The department has provided DOR with a mailing list of probable candidates for the program. Applications are sent by DOR to individuals who have previously received the PTC rebate.

In addition to the above activities, CDHS and DOR are working closely with a partner agency, the Piton Foundation, in their tax preparation assistance efforts and people may call the statewide 211 phone line to be connected in their communities.



Despite increased outreach, the number of participants continues to decrease overall, but in 2016 the amount paid in rebates increased while the number of returns decreased as demonstrated in the following table.

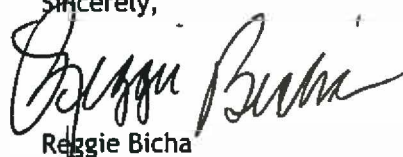
| Rebates*              | FY 2013     | FY 2014     | FY 2015     | FY 2016     |
|-----------------------|-------------|-------------|-------------|-------------|
| Total Refunds/Credits | \$6,874,010 | \$6,086,470 | \$5,746,231 | \$6,738,894 |
| Total Returns         | 20,878      | 19,395      | 18,267      | 18,139      |
| Average Credit        | \$329       | \$314       | \$315       | \$372       |

\*Source is Department of Revenue Office of Research and Analysis.

Statutory recommendations do not appear to be needed at this time as no statutory barriers have been identified for participation. We will continue to provide outreach and information to counties on a regular basis to help residents access the program.

If you require further information or have additional questions, please contact the Department's Legislative Liaison, Riley Kitts, [riley.kitts@state.co.us](mailto:riley.kitts@state.co.us) or 303-866-3019.

Sincerely,



Reggie Bicha  
Executive Director

Enclosure

cc: Senator Beth Martinez Humenik, Vice Chair, Senate Health and Human Services Committee  
Senator Irene Aguilar, Senate Health and Human Services Committee  
Senator Larry Crowder, Senate Health and Human Services Committee  
Senator John Kefalas, Senate Health and Human Services Committee  
Elizabeth Haskell, Senate Health and Human Services Committee Staff  
Henry Sobanet, Director, Office of State Planning and Budgeting  
Ann Renaud, Senior Management & Budget Analyst, Office of State Planning and Budgeting  
Sarah Sills, Director of Budget and Policy  
Barry Pardus, Acting Director, Office of Economic Security  
Katie Griego, Director, Division of Employment and Benefits

