

July 1, 2019

The Honorable Jonathan Singer  
Chair, House Public Health Care & Human Services  
200 E. Colfax Avenue, Room 107  
Denver, Colorado 80203

Dear Representative Singer:

The following is the legislative report to the House Public Health Care & Human Services Committee from the Department of Human Services regarding Property Tax, Rent, and Heat Rebate (PTC) outreach.

Pursuant to Section 39-31-103 (3)(a) C.R.S., the Department of Human Services, Office of Economic Security shall submit a report by July 1 in odd years a report to the House Public Health Care & Human Services Committee 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.
7. Adding information on the Colorado application for public assistance.



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 the amount paid in rebates has stayed relatively flat. The most recent history is below.

Rebates	CY 2015	CY 2016	CY 2017	CY 2018
Credits/Refunds	\$5,669,064	\$6,638,897	\$6,034,957	\$5,783,028
Returns	45,369	48,917	44,630	41,655
Average Credit	\$125	\$136	\$135	\$139

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

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, Phil Robinson, at [phil.robinson@state.co.us](mailto:phil.robinson@state.co.us) or 303-866-5799.

Sincerely,

Michelle Barnes  
Executive Director

Enclosure  
cc:

Rep. Dafna Michaelson Jenet, Vice-Chair  
Rep. Yadira Caraveo  
Rep. Lisa Cutter  
Rep. Serena Gonzales-Gutierrez  
Rep. Sonya Jaquez Lewis  
Rep. Lois Landgraf  
Rep. Colin Larson  
Rep. Larry Liston  
Rep. Kyle Mullica  
Rep. Rod Pelton  
Anne Wallace, Committee Staff  
Robert Werthwein, Acting Deputy Executive Director of Operations  
Jerene Petersen, Deputy Executive Director of Community Partnerships  
Ki'i Powell, Director Office of Economic Security, Colorado Department of Human Services  
Mark Techmeyer, Communications Director, Department of Human Services  
Phil Robinson, Legislative Liaison, Department of Human Services

