



# COLORADO

Department of Human Services

July 1, 2021

The Honorable Dafna Michaelson Jenet  
Chair, Colorado General Assembly House Public and Behavioral Health and Human Services Committee

The Honorable Rhonda Fields  
Chair, Colorado General Assembly Senate Health and Human Services Committee

Representative Michaelson Jenet, and Senator Fields:

The Colorado Department of Human Services, in response to reporting requirements set forth in Section 39-31-103 C.R.S., respectfully submits the legislative Property Tax, Rent, and Heat Rebate (PTC) Outreach Report required to be submitted on or before July 1 of every odd-numbered year.

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, to the House Public & Behavioral Health Care and Human Services Committee on the outreach to eligible populations conducted per 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.

Starting in 2013, the Department has increased outreach to counties and other eligible recipients in an effort to increase PTC participation. These efforts have drawn on collaboration with the Department of Revenue (DOR) that operates the program. Outreach included the following activities:





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1. Quarterly Adult Financial Forums and County Meetings: The PTC rebate is a continuous topic of discussion and information sharing at quarterly county forums. This topic remained on the agenda even as the meetings transitioned to remote participation in response to the COVID-19 Pandemic. Additionally, this topic is also addressed in bi-monthly meetings with caseworkers and supervisors regarding all matters relating to the Adult Financial programs. Both meetings represent critical opportunities to engage county-level staff on the program throughout the year.
2. County Training: Regional Representatives send the updated PTC flyers (provided in English and Spanish) to counties for outreach purposes at least annually. This information reflects any changes in the program that may need to be communicated to clients.
3. County Management Evaluations: This topic is discussed during county TANF and Adult Financial program management evaluations. Counties are reminded of the outreach requirement and given additional tools to support their work, if needed. These evaluations were continued remotely during the COVID-19 Pandemic, and this information continued to be presented.
4. State Unit on Aging: Outreach material is distributed to the provider network for further dissemination through Meals on Wheels meal sites. Flyers and applications are provided in the giveaway bags for individuals participating in Senior Day at the Capital. As engagement with different stakeholders shifted to a more remote nature in 2020, the Department has considered other ways to engage with these groups.
5. Benefits Applications: Information about the PTC program is included on the Low-income Energy Assistance Program (LEAP) application and the Colorado application for public assistance.
6. Direct Outreach: The Department provides a list of probable candidates for the program to DOR. This is done in an effort to expand the direct reach of the program. Additionally, DOR sends applications to individuals who have previously received the PTC rebate.

In addition to the above activities, CDHS and DOR continue to work closely with the Piton Foundation in its tax preparation assistance efforts. The statewide 211 phone line is another important partnership. People who call 211 are connected with providers in their communities. This is a valuable partnership because community providers often have more direct engagement with potential PTC recipients.





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Over the last four years, the amount paid in PTC credits/refunds has remained relatively constant. However, despite increased outreach efforts, the number of PTC recipients has declined. The Department is committed to exploring new outreach options and partnerships that will expand program awareness, thereby combatting the declining caseload. The most recent history follows in Table 1.

Table 1: PTC Rebates

Rebates	CY 2017	CY 2018	CY 2019	CY 2020
Credits/Refunds	\$6,034,957	\$5,783,028	\$5,618,048	\$5,769,808
Returns	44,630	41,655	40,240	38,878
Average Credit	\$135	\$139	\$140	\$148

Source: Department of Revenue, Office of Research and Analysis, Annual Report

Statutory recommendations do not appear to be needed at this time because no statutory barriers have been identified per participation. The Department will continue to provide outreach and information to counties and community partners on a regular basis to help Coloradans access the program.

If you have any questions, please contact Kevin Neimond, the Department's Policy and Legislative Director, at 303-620-6450.

Sincerely,

C. Ki'i Kimhan Powell, Ph.D.  
Director, Office of Economic Security

