



COLORADO

Department of Human Services

July 1, 2023

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

The Honorable Rhonda Fields
Chair, Senate Health and Human Services

Representative Michelason 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 attached Property Tax Rent Heat or Fuel Assistance Outreach report.

“(3)(a) On or before July 1, 2015, and July 1 of every odd-numbered year thereafter, the Department of human services shall report to the public health care and human services committee of the House of Representatives and the Health and human services committee of the senate, or any successor committees, about its outreach conducted pursuant to this section. In the report, 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.*

(b) This subsection (3) is exempt from the provisions of section 24-1-136 (11), C.R.S., and the periodic reporting requirements of this section are effective until changed by the general assembly acting by bill.”

Beginning in 2013, the Department has increased outreach to counties and other eligible recipients in an effort to increase Property Tax, Rent, Heat, Fuel Assistance (PTC) participation. These efforts have drawn on collaboration within CDHS and with the Department of Revenue (DOR), who operates the program. Outreach activities include:

1. Quarterly or Monthly County Meetings - PTC outreach is addressed in regular meetings with county technicians, caseworkers, and supervisors regarding all matters relating to





the Adult Financial programs. These meetings provide critical opportunities to engage county-level staff on the PTC program throughout the year.

2. County Training - Division Regional Representatives send the updated PTC flyers (provided in English and Spanish) to all counties for their outreach purposes at least annually. These annual updates reflect any changes in the program that may need to be communicated to clients.
3. County Management Evaluations - PTC outreach is discussed during county Colorado Works and Adult Financial program management evaluations. Counties are reminded of the outreach requirement and given additional tools to support their work, as needed. (These evaluations have been conducted remotely since March 2020; however, the PTC outreach information continues to be discussed in these forums.)
4. The State Unit on Aging - Outreach material is distributed to the provider network for further dissemination through Meals on Wheels meal sites. As engagement with various stakeholders has shifted to a more virtual format since the Pandemic, the Department has considered other ways to engage with these groups.)
5. Low-income Energy Assistance Program (LEAP) - Information about the PTC program is included on the LEAP application.
6. Information about the PTC program is included on the Colorado application for public assistance.
7. County level case reviews check for PTC referrals, as needed.

In addition to the above activities, CDHS and DOR are working closely with a partner agency, the Mile High United Way, in their tax preparation assistance efforts. Additionally, Coloradans may call the statewide 211 phone line to learn about and connect with services in their community to find additional referral and information about services. This partnership is proving its value in PTC outreach as its community partners often have more direct engagement with potential PTC recipients.

Over the last four years, the amount paid in PTC credits/refunds has increased. However, despite enhanced outreach efforts, the number of PTC recipients has declined. The Department is committed to exploring new outreach opportunities and partnerships that will expand program awareness, thereby reversing the declining caseload. The most recent history is presented in the following table.

Table 1: PTC Credits

Rebates	CY 2019	CY 2020	CY 2021	CY 2022
Credits/Refunds	\$5,618,048	\$5,769,808	\$6,225,956	\$6,629,145
Returns	40,240	38,878	36,719	36,783





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Average Credit	\$140	\$148	\$170	\$180
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*Source: 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 that affect participation. The Department will continue to engage with its partners and provide outreach and other information to counties on a regular basis to help residents access the program.

If you require further information or have additional questions, please contact me.

Sincerely,

Kevin Neimond

Kevin Neimond
Interim Co-Executive Director, Colorado Department of Human Services

