

Scaling HHS Services: Five Months of COVID-19

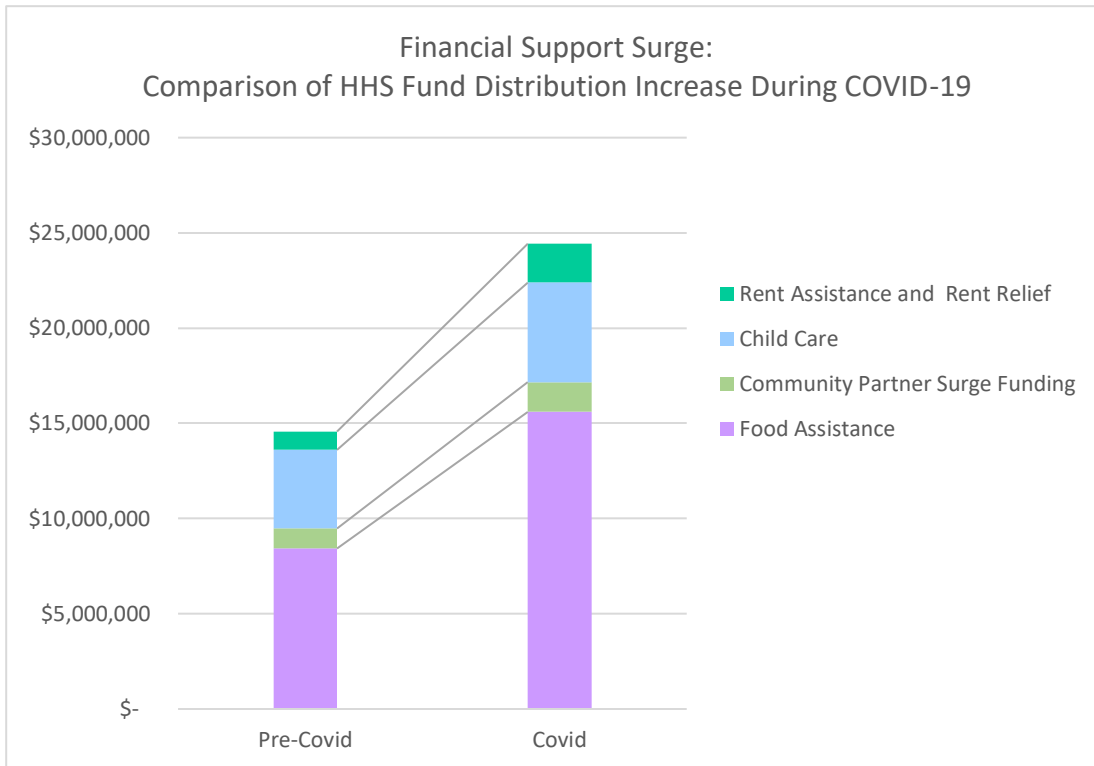
Integrated Service Delivery	73,765 clients served 23% of Boulder County	HHS has provided critical supports to a substantial portion of Boulder County, both before and during Covid-19 ¹ . Since Covid-19 began, HHS has directly served 73,765 clients, which is a slight decrease (2%) from the prior five months, due primarily to decreased child welfare involvement. HHS has compensated for reduced child welfare calls with increased outreach and client contact (see below)
	\$7M additional SNAP payments	Federal waivers have allowed Food Assistance (SNAP) payments to automatically increase by over 85% SNAP enrollment has increased 4% to 22,600 clients. While not a spike, this increase contrasts with a pattern of gradually decreasing SNAP enrollment nationwide and in Boulder County since 2011
Financial Support Directly to Clients	2x (\$1M) Rent Assistance and Rent Relief	Rent assistance and rent relief with BCHA doubled to \$2.04M compared to the five months before COVID-19 The number of clients receiving rent assistance increased by over 140%
	\$1M additional provider payments	HHS supported open and closed childcare providers to ensure long term stability of our provider network by paying \$5.22M to providers, a \$1M increase compared to the five months before COVID-19 Child attendance dropped by half in March and April but is rising again CCAP will be used to support daytime care for school-age children until in-person teaching resumes
Continuity of Child Care	\$515k HHS surge funding to partners	In March 2020, HHS invested \$515k additional funds for COVID-19 response to the Family Resource Centers, Clinica, Salud, Nederland Food Pantry, Community Food Share and Boulder Shelter
	\$3.5M from Funders' Collaborative to CBOs	The Funders' Collaborative, including HHS, is coordinating to identify priorities and gaps and reduce payment overlap during COVID-19. The Collaborative members have collectively distributed \$3.5M to local non-profits.
	\$5.0M raised by CBOs from donors	Additionally, the following CBOs raised \$5M in funds and grants: FRCs, the Boulder Shelter for the Homeless, Community Food Share, and Nederland Food Pantry have raised an additional \$5M private donations and grants
	38 partner forum calls	Regular HHS-led calls with community partners have had about 1500 attendees total. Prior to Covid-19, calls were held quarterly
Community Partner Response	67,000 Conversations	Direct contact in both English and Spanish with clients during COVID-19 has soared: 57,000 text exchanges, 5800 general inquiry calls, 3300 emails, and 800 housing helpline calls
	67,200 Outreach Contacts	HHS has used texting to contact clients to help them transition to online applications, learn about available supports, make appointments, make child support payments, flexibly use their EBT cards, and apply for a home in the new Tungsten Village affordable housing community
	45,000 Page Views	The HHS COVID-19 resources web pages, in English and Spanish, have had 45,000 visits since creation
	Latinx community support	Two HHS cultural brokers have been working with HHS Communications to develop communication and outreach strategies throughout Covid-19
Connecting People with Supports		

61,000 Clients

Medicaid enrollment has not increased substantially during Covid-19, which has averaged about 61,000 clients per month for the past year, down from a historical peak of 71,000 in 2017

¹ The comparison of supports before and since Covid-19 is measured by comparing data from the five months preceding major Covid-19 outbreaks in Colorado (Oct.2019-Feb.2020) to the five months since then (Mar. 2020-Jul. 2020). Because HHS benefits are issued monthly, March 1st is used to mark the start of the HHS Covid-19 response. Stay-at-home orders at state and county levels and the closure of HHS lobbies took place between 3/17/2020 and 3/25/2020.

² Funders' Collaborative members: Boulder Community Foundation, Longmont Community Foundation, City of Boulder, City of Longmont, BC Community Services and BC HHS. The \$3.5M distributed by the members includes the \$515k surge funding distributed by HHS.



The chart to the left shows the increase in HHS funds distributed in critical support areas during the first five months of COVID-19. The Pre-Covid bar is funds distributed in the five months prior to COVID-19 and is similar to what would have been distributed in March through July of 2020, had the COVID-19 pandemic not occurred. The Covid bar shows those funds plus the additional funds distributed as part of HHS's COVID-19 response.

Note that not all HHS funds and supports are represented in this chart.