Denver Human Services’ COVID-19 Response
Denver Human Services Value Sphere

- Supporting a **healthy and connected community**.
- Partnering to build a **network of opportunity** that identifies root causes and addresses the needs of the whole person and whole family.
- Providing quality, timely **essential services** with integrity, kindness, and respect.
Human Together Goals

- Equity and Access
- Safety and Wellness
- Connectivity
- Economic Resilience
- Denver Human Services’ Workforce
3. Connectivity
Increase connectivity as a department to improve community partnerships, reduce internal silos, and work collaboratively with city and state partners.

Preliminary Strategies

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<tr>
<td>3.1</td>
<td>Strengthen community partnerships and coordination.</td>
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<td>3.2</td>
<td>Develop a resource guide that meets the needs of employees,</td>
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<td>community partners, and clients.</td>
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<td>3.3</td>
<td>Realign the lobby experience to create a welcoming and inclusive</td>
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<td>space that supports a positive and efficient client experience.</td>
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<td>3.4</td>
<td>Explore client facing technological solutions for enrollment and</td>
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<td>navigation.</td>
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COVID-19 Immediate Impact

**March 5**
Colorado’s first confirmed cases of COVID-19

**March 10**
Gov. Jared Polis declares state of emergency

**March 12**
Mayor Hancock declares state of emergency in Denver

**March 19**
All Denver Human Services facilities closed to public

**March 24**
Stay At Home Order goes into effect in Denver

Dramatic increase in need for our services
Serving the Community in the COVID-19 Environment

Online

Phone

Mail

Document Delivery Service
Serving the Community in the COVID-19 Environment
Document Runner Service

Meeting People Where they are Through New Document Runner Service
Child Welfare Experiences & Practice Change in COVID-19 Environment

Erin Stremming, Deputy Division Director, Child Welfare and Adult Protection

Erin Dye, Intake Caseworker, Child Welfare