



# ANNUAL REPORT 2025

## Pueblo County DHS

---

Website Link: [\[Pueblo County\]](#)

Tel: [719-583-6160]

Website Link: [\[Pueblo DHS\]](#)

320 West 10<sup>th</sup> St, Pueblo, CO



# TABLE OF CONTENTS

A Message From Our Leadership	3
Letter from the Director	3
About Us	3
Pathways to Stability	4
Customer Benefit Services	4
Investing in the Future	5
Family Support Services	5
A Year with Joe	6
It Just Isn't Right for a Man to Get Welfare	7
A Safety Net For The Vulnerable	8
Veteran Services	8
Shelter From The Storm	8
Elderly & Disabled Services-A Pathway to Independence	9
Restoring Critical Care	10
Powered By Connection	10
Legends & Leaders	10
A Place to Call Home	11
Housing	11
Our Commitment to Protection	12
Adult Protective Services and Child Protective Services	12
One Last Wish	13
Building Families	13
Learn More	14
Community & Public Resources	14
Contact Us	15

# A MESSAGE FROM OUR LEADERSHIP

## Letter from the Director

This year, our work was guided by a simple but powerful belief: that every person deserves dignity, opportunity, and help when needed. In the face of growing needs across our community, we remained steadfast in our commitment to serve with trust, integrity, and respect.

Each day, we witnessed the challenges and the resilience of the individuals and families we support. From expanding access to essential services to deepening our partnerships within the community, our efforts were rooted in listening, responding, and showing up where we were needed most. Behind every number in this report is a human story—of courage, perseverance, and hope.

Our progress this year reflects the strength of our shared purpose. It is made possible by the dedication of our staff and the trust of those who turn to us in times of need. Together, we are building not only programs, but pathways—to stability, to healing, and to brighter futures.

As we look ahead, we remain inspired by the people we serve and driven by the impact we can achieve together. This report reflects that journey—one grounded in compassion, guided by integrity, and focused on lasting change.

*-Tammy Torres, Pueblo County Director of Human Services*

## About Us

### Mission Statement

*Pueblo County Department of Human Services empowers individuals and families to see their potential and improve their quality of life.*

### Our Values

#### Integrity

We will be honest and demonstrate strong moral character in accomplishing our mission.

#### Respect

We will show high regard for people's culture, values, and feelings in order to accomplish our mission.

#### Trust

We will depend on each other, our partners, and our community to accomplish our mission.

# PATHWAYS TO STABILITY

## Customer Benefit Services

At the Pueblo County Department of Human Services (PCDHS), we believe that every resident deserves a clear path toward health and stability. Our “Pathways to Stability” begins with ensuring basic needs are met through streamlined access and compassionate support. By modernizing our Call Center Operations, also known as the “Contact Center,” and providing essential Supplemental Nutrition Assistance Program (SNAP) benefits and Health First Colorado (Medicaid) benefits, we hope to create a foundation where Pueblo families can move from an immediate crisis to a position of strength, paving the way for true independence.

### *Call Center-General & Eligibility Phone Number Only*



**76,657**

Total calls managed this year with an average 66.96% resolution rate, averaging just 6 minutes per engagement to provide residents with fast, accurate access to county services.

### *SNAP (Food Assistance)*



**\$96  
Million**

Injected into the Pueblo economy this year via SNAP, providing essential food security for **41,329** (23% of our Pueblo County population) and driving revenue to local grocers.

### *Health First Colorado (Medicaid/Medical Assistance)*



**\$518K**

The amount our department earned in performance-based incentives for accuracy, compliance, and customer service.



**65,364**

Average children, elderly, disabled individuals, and families who received medical assistance through Medicaid/Health First Colorado.



**\$745  
Million**

Total expenditures for Health First Colorado in Pueblo County for Federal Fiscal Year 2025.

# INVESTING IN THE FUTURE

## Family Support Services

PCDHS invests in Pueblo's tomorrow by supporting families today. Through Child Support, Colorado Child Care Assistance Program (CCCAP), and Temporary Assistance for Needy Families (TANF), we remove the obstacles to employment and provide a clear path toward financial independence, ensuring our community remains strong, resilient, and ready for the future.

### *Child Support, TANF, Employment Services, and CCCAP*



**\$7.3  
Million**

Collected in child support payments, directly empowering families to be self-sufficient and reducing their reliance on public assistance programs.



**\$250K  
&  
\$145K**

Total state and federal Child Support Incentives that are based on our county performance measures, focusing on Paternity Establishment, Cases with Current Orders and Child Support being paid, Cases with Arrears Payments, and a Cost-Effectiveness Ratio.



**1,142**

The average number of families or child-only cases assisted by our Colorado Works/TANF program, which provided **\$6.5 million** in temporary financial assistance alongside personalized career coaching and job placement services.



**135**

Residents are successfully placed into local jobs, transitioning families from public assistance to financial independence, and strengthening the Pueblo workforce.



**606**

Children are currently provided with stable, quality child care through **117** local providers, allowing parents to remain in the workforce and injecting critical revenue into Pueblo's child care industry.

One of the most innovative ways we put this investment into action is through the Improved Payments and Child Success (IMPACS) program. IMPACS is a collaboration between Goodwill, the State of Colorado, and Pueblo County Child Support that helps parents ordered to pay obtain employment and one-on-one case management.

For many in Pueblo, these programs are the vital bridge to a better life, as Joe's story illustrates, transitioning through our IMPACS program.

## A Year with Joe

Joe came to the IMPACS program with zero family or friend support structure, a history of drug use, a recent prison release, the weight of a tragic incident involving the deaths of three people, and his own history was marked by trauma as a child within the Dependency and Neglect legal system. When Joe entered the program, his chance of success was low, but his determination to get his life together to be a positive person in his daughter's life was unwavering. Throughout 2025, Joe remained in close contact with his IMPACS worker at Pueblo County and successfully completed parenting classes, completed his parole stipulations, and secured and maintained full-time employment. His most rewarding success was becoming an active participant in his daughter's life, a child whom he had never met prior to entering the program.

*"When I hear people say, 'You can't reform these people,' I think of Joe."*

### From Joe to his IMPACS worker:

*"I didn't have many positive role models in my past, but lately I'm surrounded by such an abundance of them. I have learned from my past and now have myself moving in a better direction. Thanks for the support, it means a lot."*

### Quote from the IMPACS worker:

*"When I hear people say, 'You can't reform these people,' I think of Joe. When I hear claims that these social programs don't work and are a waste of money, I think of Joe. And on those days when I feel like I'm not making a difference, I think of Joe... and I smile."*



While our IMPACS program strengthens the support system from the outside, our TANF (Colorado Works) initiative provides the internal stability for a household while they "find their feet" as we discover in David's story.

## It Just Isn't Right for a Man to Get Welfare

David reluctantly applied for assistance through the Pueblo County TANF program, stating, *"It just isn't right for a man to get welfare,"* but he agreed to see how the program could help him achieve his goals. David left a great career in Denver to move to Pueblo to raise his three daughters but found it difficult to locate stable employment in Pueblo and soon found himself in need of help. His mother had always been there for him and his daughters, but when she unexpectedly passed away, he found himself at a loss. Through job coaching and ongoing support from Pueblo County, David secured a full-time job with an employer who allowed the flexibility he needed as a single parent to his girls. David successfully completed the program, restored his late mother's home, and is now a self-sufficient parent with many goals for the future.



# A SAFETY NET FOR THE VULNERABLE

## Veteran Services

The Pueblo County Veteran Services Office provides personalized, hands-on assistance to veterans and their families by advising and counseling on the complexities of the Veterans Affairs (VA) system for local, state, and federal benefits. Our Veteran team aims to get the word out to veterans that there is assistance to understand their benefits and to improve the number of underserved Veterans.

### *Veteran Services*



**\$1.5  
Million**

Retroactive Service connection disability compensation benefits for **157** veterans and their families, honoring their service by ensuring they receive the disability compensation they deserve.

### *Key Strategies for Continued Success*



Filing "Fully Developed Claims" (FDC): This is the fastest way to process pension and disability claims, provided all supporting documents are sent at the time of filing.



Preserving Effective Dates: Utilizing the "Intent to File" (ITF) process gives veterans up to 365 days to gather comprehensive evidence while protecting their earliest possible payment date.



Meticulous Documentation: Including "buddy statements" (VA Form 21-10210) and personal accounts helped bridge gaps where official service records were lacking.

While our goal at PCDHS is always long-term stability, we recognize that many veterans face the everyday crisis of homelessness. The statistics on veteran homelessness represent real people with real service records who deserve more than just survival, as two local veterans experienced this past winter.

### **Shelter From The Storm**

During the first major snowfall of the year, Pueblo Veterans Services responded immediately to prevent loss of life by securing a hotel shelter for two homeless veterans, one living out of a truck and another surviving in a severely deteriorated riverside tent. This intervention underscored Pueblo County's commitment to rapid response and humane solutions during extreme conditions.

## Elderly & Disabled Services-A Pathway to Independence

Pueblo County staff are committed to ensuring our most vulnerable residents can age with dignity in the setting of their choice. Pueblo County tries to bridge the gap between financial stability and physical support. For many seniors, staying home is the ultimate goal. Our Single-Entry Point (SEP) case managers contracted through The Resource Exchange, Pueblo County's primary agency, and our Long Term Care (LTC) team processes thousands of assessments and applications to make that goal a reality. By combining Adult Financial "cash assistance" and the Everyday Eats Program helping to provide food, we provide the economic stability residents need to thrive. Simultaneously, the Pueblo Area Agency on Aging (PAAA) serves as the backbone of our community advocacy, ensuring that age or disability never defines a resident's quality of life.

### *Single Entry Point, Everyday Eats, Adult Financial, & PAAA*



**1,969**

Number of requests for LTC Services through SEP. Many requests for Long-Term Care begin with our Single-Entry Point team, where we conduct comprehensive assessments to determine a client's functional eligibility for their specific care needs, and our Long-Term Care specialists verify financial and resource eligibility. This coordinated, two-step process is the gateway to life-changing services.



**1  
Million**

Pounds of nutritious food distributed to our seniors in **20,340** Everyday Eat's boxes. This important operation was fueled by our dedicated network of volunteers, who contributed **11,645** hours to Everyday Eats and The Emergency Food Assistance Program (TEFAP).



**\$3  
Million**

Total amount distributed in direct financial assistance to our elderly and disabled residents. These vital funds from our Adult Financial programs can be used for expenses that contribute to our customers' economic health and livelihood.



**87,256**

Number of PAAA-funded congregate meals and home-delivered meals, which provide nutritious meals served in community settings, fostering the social connections and wellness that allow Pueblo seniors to live healthily and independently.

## Restoring Critical Care



For a parent of a disabled child, losing Supplemental Security Income (SSI) and Medicaid coverage is more than an administrative hurdle; it's a threat to their child's health. After a distraught parent reached out for help, our Med-Only Lead and Long-Term Care (LTC) Eligibility Manager stepped in to navigate the complex assessment process. By advocating for an expedited Home and Community Based Services (HCBS) assessment, which is an in-home support evaluation, our team cleared the way for the child to receive critical LTC services and medical supplies.



## Powered By Connection

During the government shutdown in November 2025, when food benefits were temporarily halted, the Pueblo County Area on Aging (PAAA) partnered with the Senior Resource Development Agency (SRDA) and stepped up to increase meal options, fund extra meals, and offer breakfast meals two days a week for Pueblo County residents aged 60 and older.



## Legends & Leaders

On August 12, 2025, PAAA hosted the 2025 Centenarian Event, celebrating "100 years of Living Well". The celebration honored 15 Centenarians who were 98 years or older.



# A PLACE TO CALL HOME

## Housing

Our housing and utility programs aim to keep Pueblo residents safe and housed. We provide immediate relief through the Colorado Low-income Energy Assistance Program (LEAP) (November 1- April 30) and the Eviction Diversion program, while creating long-term stability through energy-efficiency upgrades like Weatherization and the Direct Install Program (DIP). For our senior homeowners, the Emergency Repairs and Essential Services Program (ERESP) ensures they can age in a place by providing critical emergency home repairs, ensuring that every household has a pathway to a secure and sustainable home.



### *LEAP, Weatherization, DIP, & ERESP*



**9,734**

Number of applications reviewed for the SFY 2025 LEAP season, ensuring families stay warm during the coldest months.



**151**

Homes were transformed across 10 counties in the Pueblo County Service region this past SFY 2025. Our team ensured homes were safe and functioning with transformations that included air sealing, attic insulation, furnace replacement, and wall insulation.



**135**

Goal Achieved! The DIP team officially met their target for the year with 135 new swamp coolers installed, helping make homes energy-efficient and comfortable.



**22**

Number of senior homeowners in Pueblo County who needed emergency repairs, such as a water heater replacement, sewer line, or roof replacement.



# OUR COMMITMENT TO PROTECTION-----

## Adult Protective Services and Child Protective Services

Our Protective Services areas are dedicated to the safety and long-term stability of our most vulnerable residents across the lifespan. While our Adult Protective Services (APS) team successfully met all state requirements for timely response to referrals this year, some of our Child Protective Services teams are undergoing a strategic review to strengthen operations. We are exceptionally proud of our achievements to permanency.

Through the Relative Guardianship Assistance Program (RGAP) and our Adoption services, we have prioritized keeping children within their extended families or placing them in forever homes. These programs ensure our children don't just find a temporary place to stay, but a lifelong foundation of support and belonging. Our success in these areas reflects our core belief that every child deserves a stable, loving environment to call home.

### *Child Protective Services*

---



**21**

Number of children adopted into their homes forever.



**18**

Number of children placed into permanent homes with one of the relatives through the RGAP program.

Adoption aims to create a supportive, loving family for our children and/or teens with the primary goal of keeping children and youth with their birth families. Unfortunately, there are certain situations in which that is not possible or in the best interest of the child or youth. In those types of situations, foster or kinship parents are provided the opportunity to adopt the child or teen, making them legally permanent members of their families.

RGAP is a program that aims to reduce barriers for eligible children and youth in foster care so they can achieve legal permanency. This program assists relative & non-relative guardians and legal custodians to help keep the child and teens in their homes until adulthood.

Despite some operational challenges, our commitment to permanency remains a highlight of our work. In the story below, we read about one of our successful adoption placements this last year. These stories of 'forever homes' remind us of the life-changing impact we can achieve.

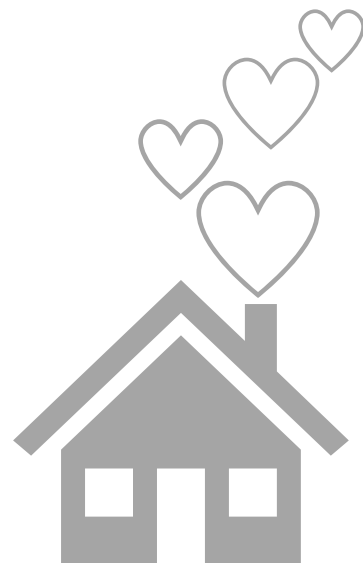
## One Last Wish

Patty, a retired widow, stepped up for her grandchild when her son became terminally ill. As she cared for both of them, a situation arose that brought her grandchild's two half-siblings into foster care. Her son's last wish was for his mother to raise all of the children together as a family. Patty opened her heart and her home to all three children. With the support of family and Pueblo County DHS, Patty made the decision to adopt the children and offer them a loving home to grow and thrive. The kinship foster care program provides families seeking adoption with the assistance needed to support the special needs of each child. Through Patty's love, guidance, and support, three Pueblo County Children now have their forever home.



## Building Families

On November 22, 2025, Pueblo celebrated National Adoption Day with two life-changing milestones. A 2-year-old and a 10-year-old were officially welcomed into their forever homes, surrounded by the joy and commitment of their new families. These adoptions represent more than just a legal ceremony; they are a lifelong promise of love, stability, and support as these children grow into adulthood.



# LEARN MORE

## Community & Public Resources

Find benefits and resources that fit you to critical resources.

### My Friend Ben

A website and mobile app that helps you understand government benefits, programs, and tax credits. Try their 6-minute application to check if you might be eligible.



### Phone Number: 2-1-1

"211 Colorado streamlines services and provides one central location where people can get connected to the resources they need" (<https://www.211colorado.org/#about-us>)

### United Way Community Resource Hub

"The Community Resource Hub (CRH) Resource Guide is a free, easy-to-use online tool that connects you to local services and support. All resources are organized into simple categories so you can quickly find what you need."

[Pueblo United Way Website](#)



## Contact Us

### Central Contact & Correspondence



#### Contact Center

Phone: 719-583-6160

Hours: 8:00 am to 4:30 pm M-F

Closed on holidays

#### Mailing Address



Pueblo County DHS

320 W. 10th Street

Pueblo, CO 81003

### To Report Child Abuse or Neglect



Phone: 719-583-6901

1-844-CO-4-KIDS

Hours: 24/7

### To Report Elderly Abuse

Phone: 719-583-6853

Hours: 24/7



## Where to Find Us

### Main Office

Citizens Support Services

320 West 10<sup>th</sup> St.

Pueblo, CO 81003

Phone: 719-583-6160

Office Hours: 7:30 am to 5 pm

### Child Protection Office

Family Support Services

405 West 9<sup>th</sup> St.

Pueblo, CO 81003

Phone: 719-583-6160

Office Hours: 7:30 am to 5 pm

### Housing Services Office

Commodities & Weatherization

2631 E. 4<sup>th</sup> St.

Pueblo, CO 81003

Phone: 719-583-6160

Office Hours: 8 am to 4:30 pm





Together we make a difference.

A heartfelt thank you to our dedicated staff for their tireless work and to the Pueblo County community for your continued trust and support.

We are proud to serve you.



Pueblo County

Department of Human Services  
320 West 10<sup>th</sup> St. | Pueblo, CO 81003

719-583-6160

<https://county.pueblo.org/human-services>