



### Department of Human Services

The Department of Human Services building is currently open to the public from 8:00am to 5:00pm, Monday through Friday. The Department continues to provide services and information safely in-person, online, by phone, and by mail.

**Please continue to report all suspicions of child or adult abuse or neglect to 1-844-264-5437. This line is answered 24 hours day, 7 days a week, year-round.**

Please call 303-688-4825 with questions and/or assistance regarding our services and community resources. Department staff will be answering calls and providing assistance during the business hours of 8:00am to 5:00pm, Monday through Friday.

**You can apply for the following programs by accessing the Program Eligibility and Application Kit (PEAK) at <https://coloradopeak.secure.force.com>:**

- Food Assistance (SNAP)
- Special Supplemental Nutrition for Women, Infants and Children (WIC)
- Colorado Child Care Assistance Program (CCCAP)
- Aid to the Needy Disabled (AND)
- Colorado Works (TANF)
- Health First Colorado (Medicaid)
- Child Health Plan (CHP+)
- Low-Income Energy Assistance Program (LEAP)
- And others

If you are not eligible for public assistance services, you may still be able to receive help with bills and basic necessities. Please complete the application found at the web address below and turn it in to our office.  
<https://www.douglas.co.us/community/financial-assistance/money-for-emergency-assistance-and-basic-living-needs/>

PEAK is available 24 hours a day, 7 days a week. The first time you use PEAK, be sure to use a valid email to create an account. You can:

- Learn about programs and click on “Am I Eligible” to see if you might qualify
- Select “Apply for Benefits” and apply for multiple programs
- Use “Manage My Account” to view benefit information, report changes, pay premiums and read notices

If an appointment is required, the Department will contact you to **schedule a phone interview**. Please be sure to include a telephone number on your application.

Electronic Benefit Cards (EBT) can be mailed from the vendor or the Department. Please call ebtEDGE at 1-888-328-2656 or the Department at 303-688-4825 with questions.

You may **drop off, mail, email, or fax** any documentation to the following:

- Drop box located to the right of the main entrance at 4400 Castleton Court, Castle Rock, CO 80109
- FAX: 877-285-8988
- Email: [dhs.inbox@douglas.co.us](mailto:dhs.inbox@douglas.co.us)

You may also **call** us at 303-688-4825.

**Child Support applications can be made online at [childsupport.state.co.us](http://childsupport.state.co.us).** This website can provide general child support information along with specific payment information. You may call 303-688-4825 to reach a child support professional.



The Department has emergency funding available to help the neediest (at or below 150% FPL) individuals and families in our community. However, the Department has experienced an increase in requests for help from those experiencing a financial hardship due to COVID-19. Because of this, additional funding for emergency support has been made available.

### COVID-19 GENERAL ASSISTANCE (EMERGENCY HELP)

- Funding is available to address issues of health, safety and/or well-being for individuals and families experiencing financial hardship due to the COVID-19 Pandemic such as:
  - Housing
  - Utilities
  - Prescription or medical supplies
  - Transportation
  - Food/nonfood items
- Applications for COVID-19 General Assistance (English & Spanish) can be accessed from the Douglas County website, The Department of Human Service, and many community partners such as: Help & Hope, Catholic Charities, Tri-County Health, etc...
- Qualifying income limits are based on household size:

HH Size	1	2	3	4	5	6	7	8
Income	\$54,950	\$62,800	\$70,650	\$78,500	\$84,800	\$91,100	\$97,350	\$103,650

- Documentation needed for assistance
  - Signed application
  - Statement that need/hardship is due to the COVID-19 Pandemic
  - Photo Id
  - Proof of residency
  - Proof of income for the month prior to which help is needed. For example: if September rent is needed, income for August must be submitted
  - Proof of resources: a Bank Statement or other documentation showing available resources
- Funding is available through December 30, 2020 or until it runs out. Individuals and families may receive repeated help although a new application must accompany each request for help. Additional documentation may also be needed.
- All payments made require a W9 and are paid to the property owner/landlord/utility company/merchant etc...
- Benefits may not be duplicated. Applicants will be required to repay funds if duplicate benefits are received.