



State of New Hampshire
Department of Health and Human Services

Division of Economic & Housing Stability
Presented to House Finance Division III
February 23, 2021
Chris Santaniello

Agenda

- **Contact Information**
- **Overview of Division/Bureau**
- **Key Programs / Services**
- **Population Served**
- **Delivery System**
- **Accomplishments and Key Challenges**
- **Workload Benchmarks**
- **Financial Summary**



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Mission

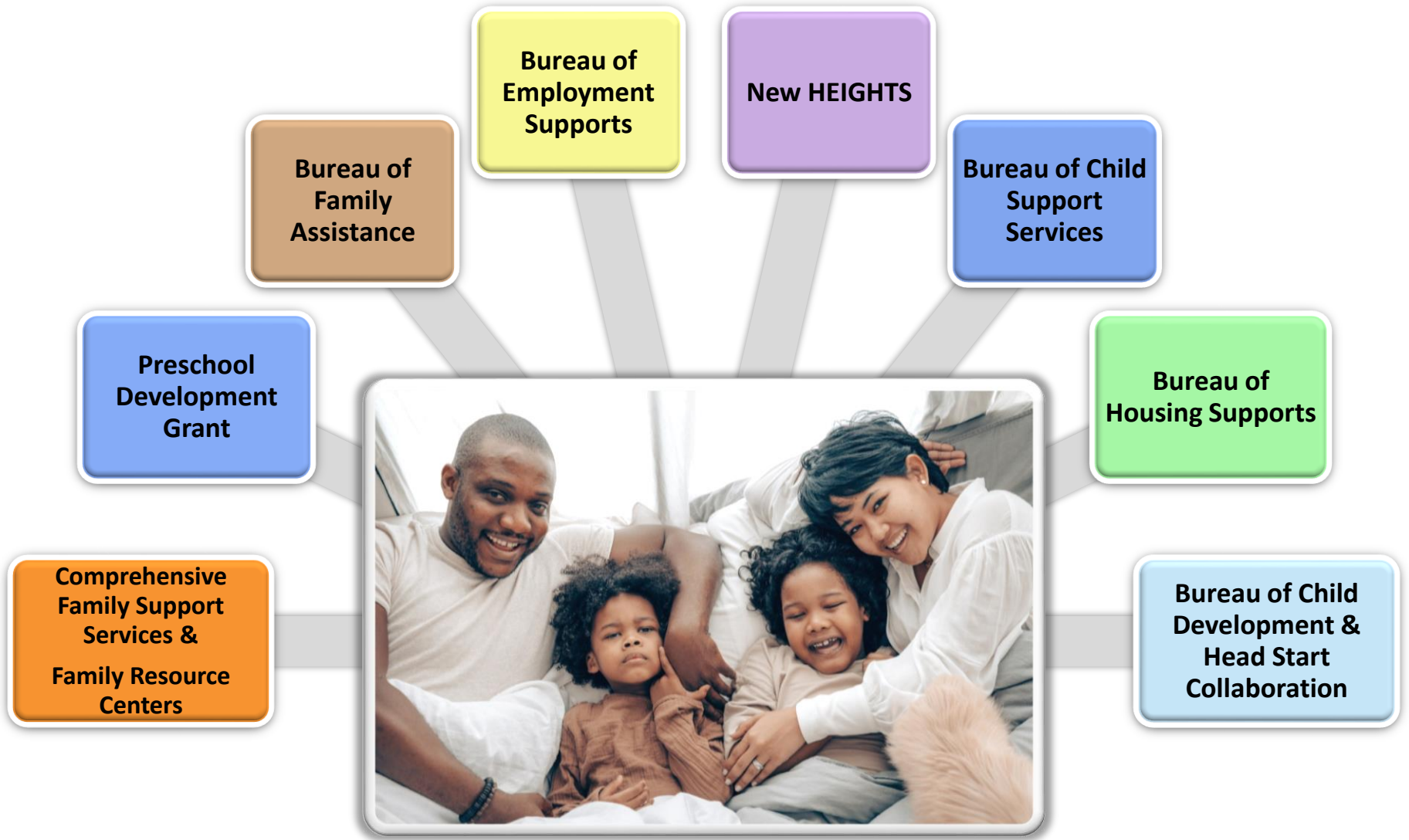
To advance the health, economic, and social well-being of individuals, families, and communities.

Vision

Individuals and families are strong, resilient, and thriving in their communities.

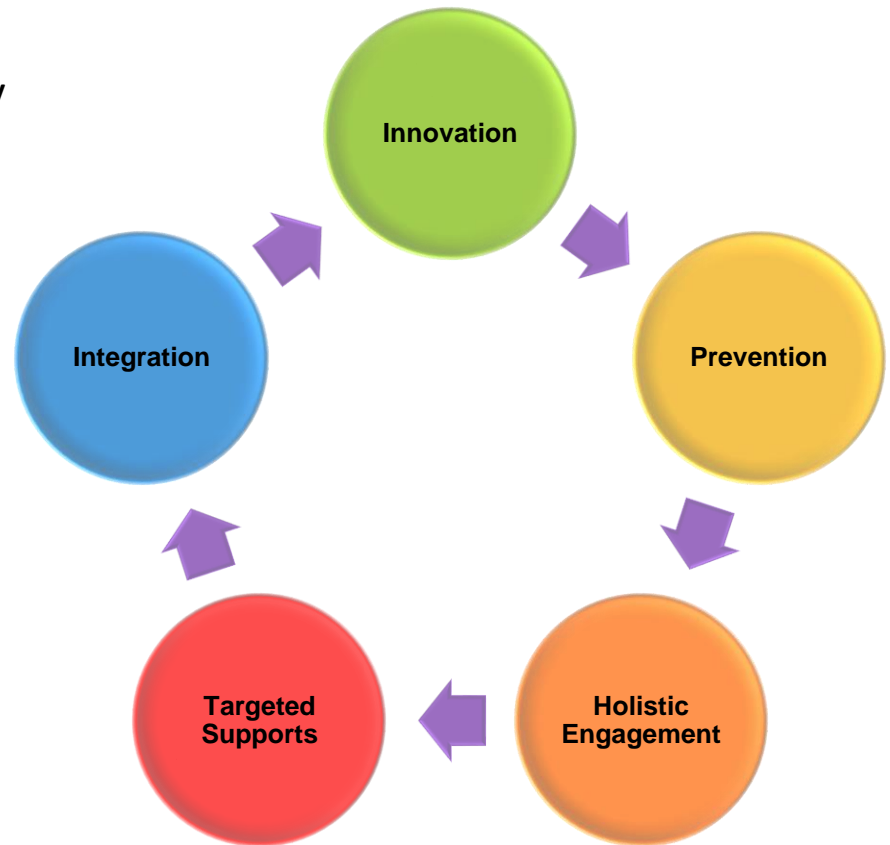


DIVISION OF ECONOMIC & HOUSING STABILITY (DEHS)



DEHS: SCOPE, FOCUS, AND APPROACH

- Serves individuals and families from birth through the lifespan
- Provides a whole person/whole family approach
- Emphasizes the importance of the Social Determinants of Health and its impact on a person/family
- Focused on reducing programmatic and system barriers and silos to services
- Focused on strengthening program organization to create solutions
- Provides shared leadership in the commitment to integration and working as a team



Social Determinants of Health

Environmental Health

Environmental elements support individuals' wellness and health behaviors; exposure to toxic substances, and physical hazards is reduced.

Safety

Individuals live in safe and inclusive communities; free from abuse, neglect, discrimination, inequity, crime, and violence

Education

Children are ready to learn and able to graduate; adults are adequately prepared to be self-sufficient.



Transportation

Individuals have safe, affordable, and accessible transportation options.

Food & Nutrition

Individuals have reliable access to a sufficient quantity of affordable, nutritious food.

Housing Stability

Individuals have safe, affordable, and stable housing.

Employment & Income Stability

Individuals maximize their capacity to support themselves financially across their lifespan

Health & Well-Being

Individuals achieve their desired level of physical, mental, and emotional health



DEHS Programs

Family Support

Comprehensive Family Support Services a home visiting program focused on strengthening parents in an effort to reduce child maltreatment and increase child and family well being.

Family Resource Centers provide primary prevention services unique to their communities

Facilitating Organization through NH Children's Trust to provide infrastructure support, quality designation, kinship navigation, and standard data collection.

Community Services Block Grant (CSBG)

To assist States and local communities reduce poverty, revitalize low-income communities, and empower individuals to become fully self-sufficient

CSBG is administered through the network of 5 Community Action Agencies (CAA) in NH.

By federal statute, the CAAs are granted no less than 90% of the federal funds, with an additional 5% set aside as discretionary funds to support innovative programs.

Whole Families Approach to Jobs: Parents Working, Children Thriving

Support Business and disrupt poverty by creating economic mobility pathways in every community

Focus on addressing the CLIFF Effect:

In partnership with NH Employment Security conducting an economic analysis of the Cliff Effect to inform policy options.




New HEIGHTS

One of the most functionality-rich eligibility systems in the country supporting DHHS's enterprise case management and interoperability.

Over 300,000 Clients Annually


New HEIGHTS serves **1 in 5** New Hampshire Citizens

1000+ Users across DHHS




100+ Types of Assistance

New HEIGHTS administers a **robust selection of programs**, including TANF, SNAP, Child Care, Medicaid, Long-term Care, and more.



Benefits Delivery

- Delivering over \$1.9 Billion in Services per year
- Supporting more than 750,000 Transactions a day



Federal Compliance and Security

- CMS, FNS and ACF compliance requirements and enhanced CMS match
- Stringent security standards based on the National Institute of Standards and Technology (NIST) benchmark.



NH EASY Gateway to Services

Award winning "bricks to clicks" web client self-service and community partner portal improving customer service and reducing cost of operations.

70,000+ Case Accounts (Families)

NH EASY serves clients, providers & community partners streamlining service delivery and providing transparency. 50% of New HEIGHTS cases have an active NH EASY account.




Connecting Stakeholders

- Clients, Authorized Representatives, Guardians
- Health Care Providers (Hospitals, Nursing Homes, HCBC, Case Management Agencies)
- Counties, towns, corrections
- Community Action Programs



Gateway to Services

- Find a Service • Eligibility Screening
- Find a Form • Health Plan Info
- Contact Info • FAQs
- Granite Advantage










Secure Self-Service Accounts

- Correspondence • Applications
- Document Upload • Assessments
- Benefits Status • Go-Green
- Case Management • Live Chat
- NHEP Accounts • WIC Referral
- Appointment Mgmt. • Event Reminders



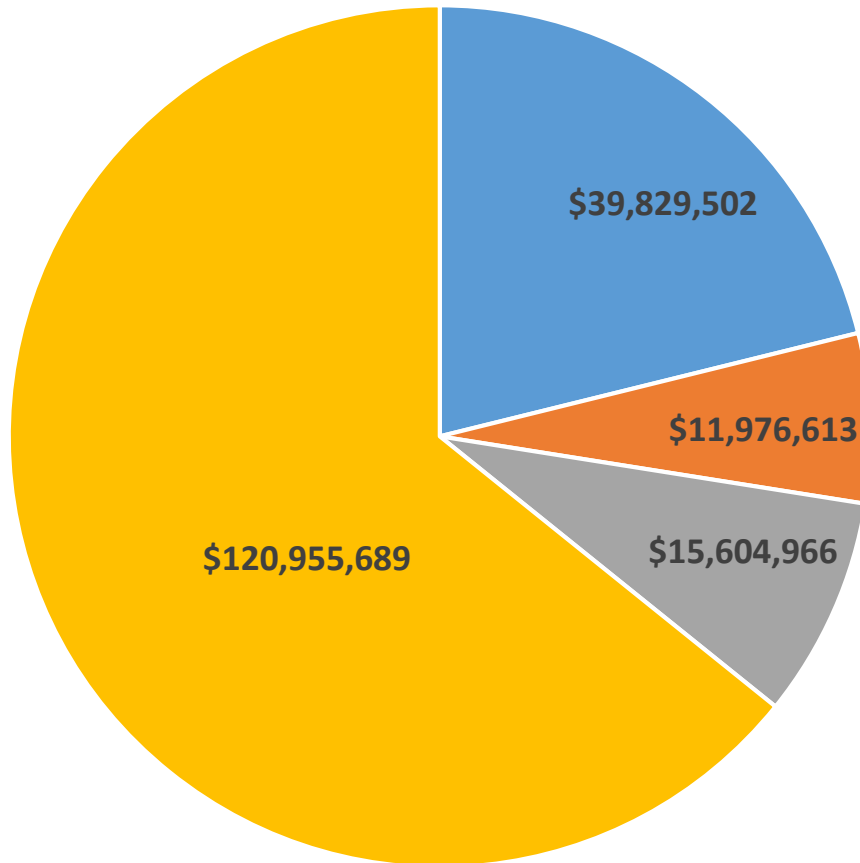

Multi-Federal/State Program Compliance Requirements

As the primary DHHS enterprise case management system, New HEIGHTS supports multiple high profile Federal and State programs with significant breadth and depth of program support requirements for operations, mandates and initiatives.

 <p>Center for Medicare and Medicaid Services (CMS)</p> <ul style="list-style-type: none">• Medicaid• QHP Medicaid• Medicare Savings• Nursing home service• Home and Community Based Care (HCBC)	 <p>Food and Nutrition Service (FNS)</p> <ul style="list-style-type: none">• Supplemental Nutrition Assistance Program (SNAP)	 <p>Administration for Children and Families (ACF)</p> <ul style="list-style-type: none">• Temporary Assistance for Needy Families (TANF)• Child Welfare• Child Care
 <p>NH State Supplement Program (SSP)</p> <ul style="list-style-type: none">• State mandated cash assistance programs for elderly, disabled and blind in need	 <p>Internal Revenue Services (IRS)</p> <ul style="list-style-type: none">• 1095 B tax reporting	 <p>Federally Facilitated Marketplace & Data Services Hub (FFM/FDSH)</p> <ul style="list-style-type: none">• Social Security Number Verification• Remote Identity Proofing• Verify Lawful Presence
 <p>Social Security Administration (SSA)</p> <ul style="list-style-type: none">• Supplemental Security Income• Social Security Disability Insurance		



DEHS FY 2021



- Bureau of Child Development / Head Start Collaboration (10 Staff)
- Bureau of Housing Supports (5 Staff)
- Bureau of Child Support Services (127 Staff)
- Bureau of Family Assistance / Bureau of Employment Supports (455 Staff)



DEHS Key Accomplishments

- Have brought together multiple program areas to form a Division with a focus on family strengthening and upward economic mobility.

- Throughout the pandemic have been agile and nimble to meet the needs of the individuals and families served and the staff that support them. Have lead many collaborative efforts within New Hampshire and New England with an effort on being responsive to the needs presented.

- Been actively involved in the evolution work of two new Councils: The Council on Thriving Children and The Council for Housing Stability.

- Moving forward with an economic analysis of the Cliff Effect with New Hampshire Employment Security.



DEHS – Key Challenges



Siloed funding streams create silos of program delivery



Workforce limitations at the state and community level



Lack of interoperable data systems



5% Incremental / Decremental Budget Outcome

New HEIGHTS will have the ability to continue to enhance support for access to critical services for NH Citizens

The NH Children's Trust will be able to continue to support and strengthen NH's Family Resource Centers, strengthening NH families.

New HEIGHTS will not be able to meet the technology needs for efficiencies and compliance

The work on primary prevention and supports to strengthen families will be decreased, increasing the need for services through the Division for Children, Youth, and Families.



DEHS Prioritized Needs

		Request SFY22	Request SFY23	HB1 SFY22	HB1 SFY22	HB2
<u>Child Care</u>	Protect & Prevent	1.5M	1.5M	0	0	0
	QRIS	1M	1M	0	0	0
	Pyramid Model	85K	85K	0	0	0
<u>Housing Support</u>	Shelter Funds	9M	9M	0	0	0
	Support NH 211	200K	200K	0	0	0
	Homeless Street Outreach	200K	200K	0	0	0
	Youth Rapid Re-Housing	500K	500K	0	0	0
	Eviction Prevention	1M	1M	0	0	0
<u>Child Support</u>	Child Support In-state mileage	16K	16K	0	0	0
	Child Support Out-of-state mileage	3K	3K	0	0	0



DEHS Prioritized Needs (cont.)

		Request SFY22	Request SFY23	HB1 SFY22	HB1 SFY22	HB2
<u>Family Support</u>	Transportation	750K	750K	0	0	0
	Facilitating Organization	325K	325K	0	0	0
	Empath Membership	3K	3K	0	0	0
	TANF MOE	800K	0	0	0	0
	Overtime	50K	50K	0	0	0
	Temporary Positions	763K	816K	0	0	0



DEHS Staffing

Governor Recommended Positions SFY22	%	Division of Economic and Housing Stability by Bureau
10	2%	4211 – Bureau of Child Development and Head Start Collab
5	1%	4230 – Bureau of Housing Supports
127	21%	4270 – Bureau of Child Support Services
455	76%	4500 & 4510 – Bureau of Family Assistance

