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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF ECONOMIC & HOUSING STABILITY

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Representative Jess Edward, Chair
Division III House Finance Committee
NH House of Representatives
107 North Main Street
Concord, NH 03301

Dear Representative Edwards:

What follows are the questions and answers from the Department of Health and Human Services (Department) that were generated during the February 23, 2021 Department of Health and Human Services, Division of Economic & Housing Stability budget presentation.

Question 17: Please provide information on external benchmarks for how many employees needed to work in the Division of Economic and Housing Stability bureaus based on the population served.

Response: There are no external benchmarks for the number of employees that are needed to carry out the duties and responsibilities of each bureau and program area within the division. Federal regulations may dictate an organizational structure and it is the responsibility of the Department to have sufficient staff to meet the federal rules and/or the state plan submitted. For example, the Bureaus of Child Development & Head Start Collaboration, Child Support, and Employment Services are all required to submit state plans to the federal agencies and there is an expectation that the Bureaus have the staffing required to fulfill the state plan requirements. The Bureau of Family Assistance does not have an external benchmarks, they have application processing timelines and payment accuracy requirements, specific to each program that state the time the state has to complete an application. Using these, the Department can determine the required staffing.

Question 18: Provide supplemental job descriptions for employees who provide services to families.

Response: The following supplemental job descriptions are attached:

Bureau of Child Support Services:

- Child Support Officer

LBA Staff note: following three documents are posted to House Finance Division III website.

Bureau of Family Assistance:

- Family Support Specialist

Bureau of Employment Supports:

- Employment Services Specialist

Question 19: Provide measureable information for how 5% increase/decrease in budget would affect Division of Economic and Housing Stability Services. Provide similar information for other bureaus within the division.

Response: The information is below by division and the specific bureaus.

Division of Economic & Housing Stability:

5% increase will:

- Enable New HEIGHTS to have the ability to continue to enhance support for access to critical services for NH Citizens which is measured by the completion of three enhancements to NH EASY.
- Enable The NH Children's Trust to continue to support and strengthen NH's Family Resource Centers, which assist to strengthen NH families, measured by the number of Family Resource Center that receive and maintain Family Resource Center of Quality designation.
- Enable an increase of Kinship families that gain permanency plans for the children for which they are caregivers.

5% decrease will:

- Not enable New HEIGHTS to make the necessary three enhancements in an effort to continue to enhance support for access to critical services for NH Citizens.
- Not give The NH Children's Trust the ability to continue to support and strengthen NH's Family Resource Centers to obtain and maintain Family Resource Center of Quality designation.
- Not enable Kinship families to gain permanency plans for the children they are caregivers for.

Bureau of Child Development & Head Start Collaboration:

5% increase will:

- Provide increased support for programs for Continuous Quality Improvement, a minimum of 40 programs to participate in the Quality Rating and Improvement System (QRIS).
- Provide increased efforts to expand families' access to programs, resulting in

an increase in the number of child care spaces by 2023, including center based, family child care homes and infant/toddler care.

- Provide increased activities to address workforce shortage and an increase of the child care workforce retained in 2023 compared to previous years and programs reporting fewer staff vacancies in 2023 as compared with previous years.

5% decrease will:

- Not provide for increased support for programs for Continuous Quality Improvement, resulting that the number of programs participating in the QRIS would be reduced.
- Not provide increased efforts to expand families' access to programs, resulting in no expansion of families' access to programs.
- Not provide increased activities to address workforce shortage which will result in programs having no change in their capacity to attract and retain staff.

Bureau of Housing Supports:

5% increase will:

- Enable shelter providers to provide the necessary services and supports to assist an increased number of people with moving into permanent housing.

5 % decrease will:

- Result in one or more shelter programs to close.

Bureau of Child Support Services (BCSS):

5% increase will:

- Provide increased outcomes, measured by the presence of child support as a protective factor for families at-risk and by the number of parents who receive visitation-related services administered by BCSS.
- Reach parents who are not yet using Child Support Services, measured by a change in caseload following referral from the Administrative Office of the Courts and BCSS.
- Enhance tools for better customer service and increased self-service. This is measured by
 - Registered users for the Child Support online portals
 - Percentage of customers who apply for services online versus paper
 - Customer engagement activities of the BCSS Central Information Unit

- Key Performance Indicators, including Cost Effectiveness
- Increased automation of key worker functions

5% decrease will:

- Delay families' receipt of needed support income, measured by federal timeframe requirements to initiate cases, locate parents, and establish support orders.
- Risk non-compliance with federal timeframes and other requirements, measured by federal requirements subject to performance, program and financial audits.
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- Result in fiscal penalties for poor performance or failure to pass the federal data reliability audit.

Bureau of Family Assistance (BFA) and Bureau of Employment Supports (BES):

5% increase will result in:

- Additional staff to provide training for eligibility staff, measured by an increase in accuracy of eligibility decisions.
- Additional staff to assist on the Customer Service Call Center, measured by a reduction in wait times and calls needing worker involvement.
- Enabling necessary updates to the Customer Service phone system which will result and measured by an increase of self service for the consumer.
- Increasing the number of programs that assist participants to obtain credentials, resulting and measured by an increased number of participants will have credentials to obtain jobs and meet employer needs.

5% decrease will result in:

- Additional staff will not be hired to provide necessary training for eligibility staff, resulting in decreased accuracy.
- Additional staff will not be hired to assist on the Customer Service Call Center, resulting in increased wait times.
- Updates to the Customer Service phone system will not occur; there will be not be a reduction of calls that need worker involvement.
- Not enable an increase in credential programs and participants will not have the credentials to obtain jobs and meet employer needs.

Question 20: Please provide an explanatory document regarding federal funding match requirements for the Bureau of Child Development and Head Start Collaboration.

Response: Please see the attached document.

LBA Staff note: document posted to House Finance Division III Committee website.

Question 21: Provide a figure for the number of children (protected/prevented) affected to changes to child care scholarships in FY 2019.

Response: In FY 2019, 669 children who received protect and prevent child care under NH Child Care Scholarship were moved to the protect and prevent funding source. By doing this, the State was not required to provide twelve month eligibility (required under Child Care Scholarship) and only pay for the length the child and family required services as determined in their Family Services Plan.

Question 22: Provide information on how many total children benefit from child care scholarships in a given year, including a breakdown on child-beneficiary demographics.

Response: There are seven steps within the child care scholarship program, based on gross monthly income, as outlined below.

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|------|---------------|
| Step | Gross Monthly |
| # | Income |
| 1 | ≤ 100% of FPG |
| 2 | ≤ 120% of FPG |
| 3 | ≤ 140% of FPG |
| 4 | ≤ 160% of FPG |
| 5 | ≤ 190% of FPG |
| 6 | ≤ 220% of FPG |
| 7 | ≤ 250% of FPG |

Below is the breakout of how many children receive child care scholarship by county.

County	Number of Children	Children Step 1-3	Children Step 4-7
Belknap	242	169	73
Carroll	108	59	49
Cheshire	167	123	44
Coos	58	40	18
Grafton	114	69	45
Hillsborough	1,149	694	455
Merrimack	493	299	194
Rockingham	422	249	173
Strafford	324	213	111
Sullivan	144	87	57

Question 23: Provide information regarding fiscal effect of decreased Child Development Program funding for SFYs 2022-23 compared to SFYs 2020-21 (similar to calculation provided in SB144 fiscal note).

Response: Please see the attached document.

LBA Staff note: document posted to House Finance Division III Committee website.

Question 24: Provide information on the number of youth being served. How much money is provided for housing vouchers for youth served?

Response: Through the Balance of State Continuum of Care, the Department contracts with Waypoint for a Rapid Re-Housing project for youth between the ages of 18-24. This grant receives \$205,473 annually and serves up to 10 households at any given time. This was new in 2019, and is the only youth specific program funded through the Bureau of Housing Supports.

The Foster Youth Initiative (FYI) is a voucher program with local Public Housing Authorities (PHA). Currently there are three public housing authorities with these vouchers – Concord, Keene, and Manchester. Each eligible PHA can issue up to 50 vouchers under this program.

The Family Unification Program (FUP) is a voucher program through NH Housing Finance Authority for youth leaving foster care and/or for families where safe/stable housing is the primary reason a child would go into foster care. NH was awarded 65 vouchers. 62 households have successfully obtained leases.

Question 25: Provide the number of homeless individuals served pre-COVID versus post-COVID.

Response: What follows below are those served by the Bureau of Housing Supports (BHS) for two periods of time: January 2020 and January 2021.

Program	January 2020	January 2021
Shelter Services	1106	960
Street Outreach	209	678

The Point- In-Time (count of those experiencing homelessness for one day in January each year) data for January 2021 is not available at this time. For January 2020, there were 1,675 people reported as experiencing homelessness during this count.

Question 29: Provide information on Families with Older Children program, ages which apply, and why assistance is provided.

Response: Families with Older Children (FWOC) provides financial and medical assistance to families with a dependent child who is 19 years old, up to the age of 20, and in high school or participates in basic education full-time.

This assistance ends when the child:

- leaves the home;
- turns 20; or
- is no longer enrolled in high school or basic education full-time.

TANF ends when a child turns 18, FWOC assists the families while a child is still enrolled in school. FWOC counts towards the TANF Maintenance of Effort.

Question 31: Provide information on how the Bureau of Employment Supports will handle the anticipated increase in refugees.

Response: This question, I believe refers to the Bureau of Family Assistance and the Refugee Assistance Program. This program is for refugees during their first eight months in the United States. To be eligible for this program, a person/family cannot be receiving Temporary Assistance to Needy Families (TANF) or other financial assistance programs through the Department. Funds are 100% federal and received by the Office of Health Equity. Funds received are based on data provided by this office to the Federal Government. If the Department does not have enough money for this program, there is a process to request additional funds.

Question 32: Provide information on caseload national standards for Division of Economic and Housing Stability assistance programs.

Response: The Bureau of Family Assistance provides economic assistance programs within the division. Each state provides eligibility for these program differently, so national standards are not available. New Hampshire is one of the only states that provides a fully integrated eligibility system.

Question 33: Provide information on increase to transfer to other state agencies (049), increase to personal service- temp/appointed (050), and continued budget for other funds (SFY 2021).

Response: 6127-049 – There are two reasons for the increase 1) NHES increased their budget due to increased staffing costs; and 2) increased use by the Bureau of Employment Supports.

6125-050 shows an increase in temporary positions. Currently, two of three part time positions are vacant. The budget for FY 22 and 23 includes funding for the three positions.

6127-012 - other funds were budgeted in error and has been corrected.

I appreciate the opportunity to present to Division III Finance and provide follow-up to the session. If you have any additional questions, please feel free to contact me at (603) 271-5023 or Christine.L.Santaniello@dhhs.nh.gov. Thank you.

Christine L. Santaniello
Director