



**State of New Hampshire
Department of Health and Human Services**

**Division of Economic & Housing Stability
Presented to Senate Finance
April 30, 2021
Chris Santaniello**

Mission

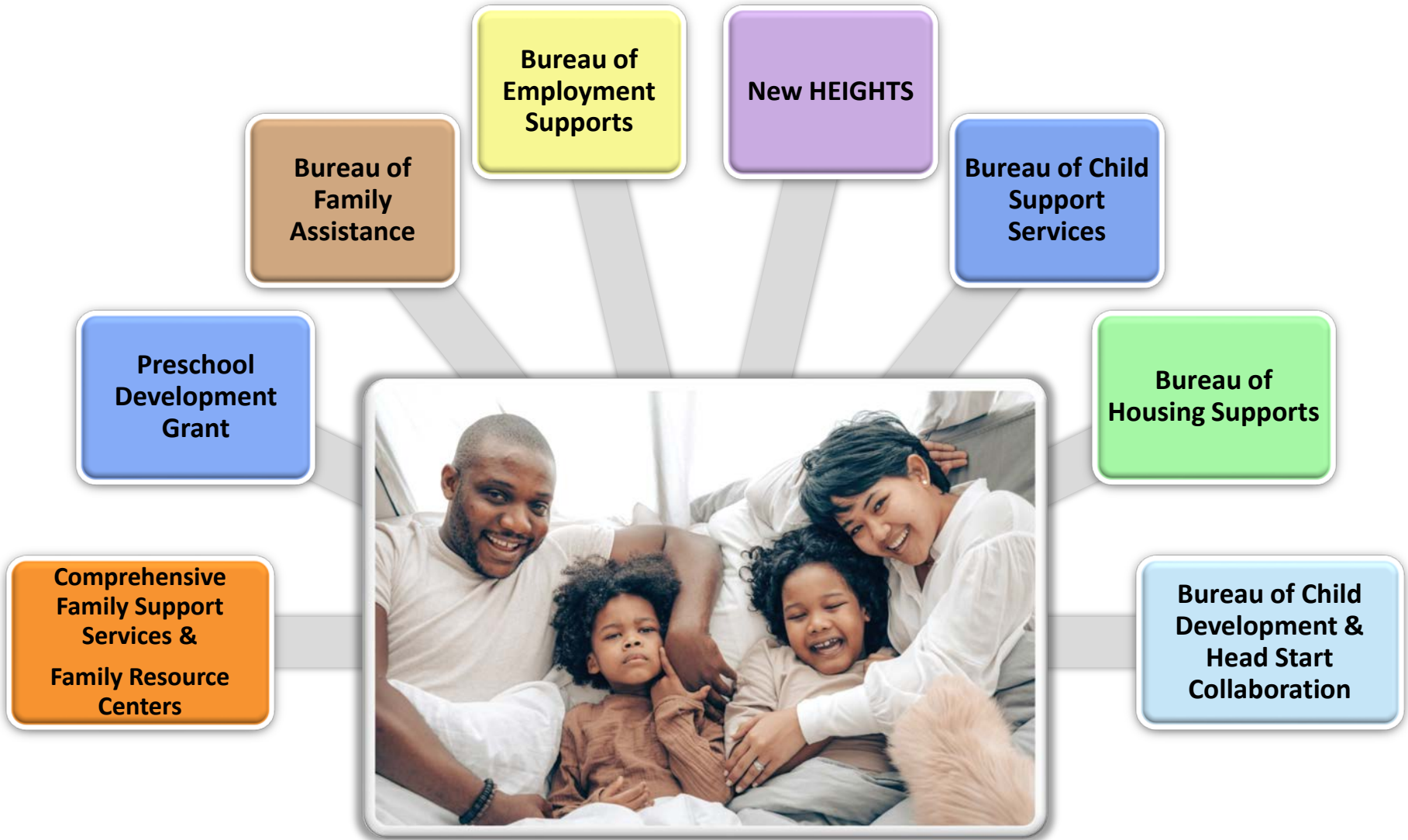
To advance the health, economic, and social well-being of individuals, families, and communities.

Vision

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

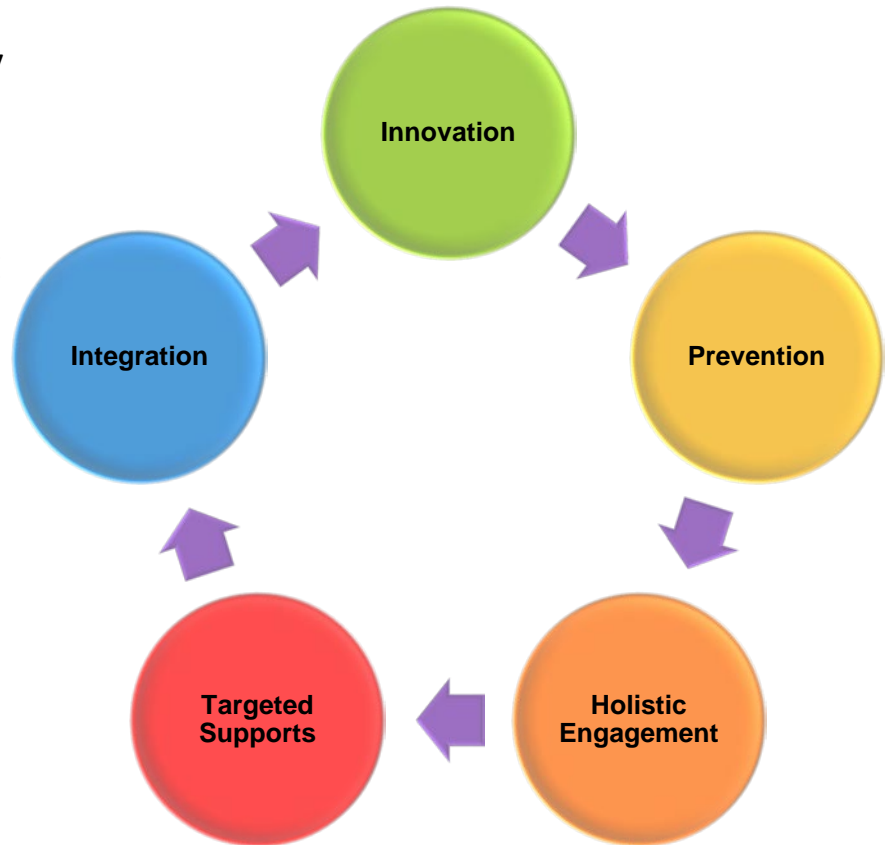


DIVISION OF ECONOMIC & HOUSING STABILITY (DEHS)



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 Social Determinants of Health and its impact on a person/family
- Focused on reducing programmatic and system barriers and silos to services
- Focusing on strengthening program organization to improve quality and create solutions
- Provides shared leadership in the commitment to integration and working as a team



BUREAU OF FAMILY ASSISTANCE

- Assists individuals and families to gain access to Supplemental Nutrition Assistance Program (SNAP), Medical Coverage, State Supplemental Programs, Temporary Assistance to Needy Families (TANF), and Child Care Scholarship.
- Sets policy and program implementation for the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance to Needy Families (TANF).
- Ensures access to health care, nutritious food, child care, and financial resources for eligible New Hampshire residents.



BUREAU OF EMPLOYMENT SUPPORTS

- Assists individuals who are enrolled in SNAP and/or TANF gain employment.
- Participants are provided case management, assessment, career planning, work activities and employment support services to help them prepare, obtain, advance and retain employment.
- Works with employers and educational/training organizations to address labor market needs through training.
- Leads the Whole Families Approach to Jobs: Parents Working, Children Thriving work for the Department.



BUREAU OF CHILD DEVELOPMENT & HEAD START COLLABORATION

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- Provides access for families to the NH Child Care Scholarship Program.
- Provides support and customer services to child care providers.
- Works to improve school readiness and continued school success for children.
- Engages parents in making informed consumer choices, accessing information, and supporting their child's development.
- Enhances the quality of child care, Head Start/Early Head Start and the early childhood workforce, in an effort to improve a child's readiness for, and continued success in, school.



BUREAU OF HOUSING SUPPORTS – SERVICES PROVIDED

- Assist individuals or families who have housing instability or homelessness to access housing, shelter, and/ or other services to assist in achieving or maintaining housing stability and independence.

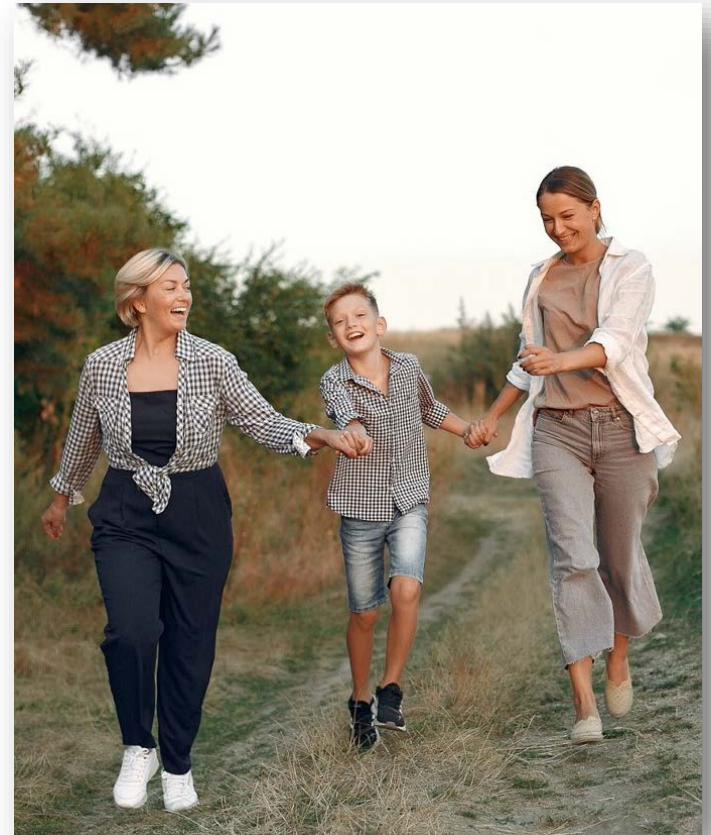
Through community-based contractors:

- Provide short and medium term rental assistance and Permanent Supportive Housing to individuals, youth, and/ or families, along with supportive services to maintain housing stability.
- Provide outreach services to those who are considered “hard to reach,” such as those residing on the streets, or other places not meant for human habitation to increase their transitions to housing stability.
- Provide intensive case management services to connect individuals and families to appropriate services including medical and mental health care, TANF/SNAP benefits, SSI/SSDI, and any other services necessary
- Collaborative applicant for Balance of State Continuum of Care.



BUREAU OF CHILD SUPPORT SERVICES

- Statewide services provided to families of children whose parents (or parent and caretaker) do not reside in the same household together
- Encourage responsible parenting, family self-sufficiency and child well-being by providing services to locate parents, establish paternity, establish, modify and enforce support obligations, and obtain child and medical support for children
- Engage and assist parents who are willing and able (or unable) to support their children, and when necessary, enforcing the responsibility with parents who are unwilling
- Process over \$80 million per year in private funds to families, lessening the need for government financial assistance.



New HEIGHTS and NH EASY Gateway to Services

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



Secure Self-Service Accounts

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



Family Support Services

COMPREHENSIVE FAMILY SUPPORT SERVICES

- Program located in 11 Family Resource Centers state wide with one contract per DHHS District Office catchment area
- Open to any NH family with children 0-21
- Services provided through home visiting
- **Primary Prevention Services:** Household management, budgeting, positive parenting, child development screenings, case management, resource and referral.

Services focus on building protective factors

- Knowledge of parenting
- Concrete supports
- Resiliency
- Nurturing and attachment
- Social supports children social emotional competence



FAMILY RESOURCE CENTERS

- Non-profit independent agencies
- Provide prevention programming focused on the social determinates of health
- Each FRC is unique and provides programs unique to their community

FAMILY RESOURCE CENTER FACILITATED ORGANIZATION

- Provides backbone support, coordination, training, and technical assistance for the implementation of operational and quality control standards for NH's network of Family Resource Centers (FRC).
- NH Children's Trust provides guidance, support and training to FRCs and other community programs providing wellness and primary prevention services for children and families by promoting quality, evidence-based programming, and support to develop mechanisms for cross-network collaboration and progress monitoring.
- Manages data collection and analysis for FRC and Kinship Navigation program
 - Program data for Comprehensive Family Support Services (DEHS)
 - Community Collaborations (Public Health)
- Provides guidance to programs implementing the National Standards of Quality for Family Strengthening and Support (Standards) and/or seeking the designation of an FRC-Q.
- Administers and manages NH Kinship Navigation Program through Family Resource Centers



Challenges for SFY 2022/2023

Family Assistance: Restore funding for the NH Children’s Trust for the critical work they do to build up NH’s Family Resource Centers, promoting, supporting, and furthering our efforts to increase family strengthening and child well-being.

Child Development & Head Start Collaboration: Fund Protect & Prevent Child Care.

Bureau of Housing Supports: Fund the Prioritized Needs that support shelters and providers to meet the needs of individuals and families experiencing homelessness

TANF MOE: Meet General Fund requirements to access federal dollars



Budget Overview: Activity 4211, 4230, 4270, 4500 & 4510

	SFY2020 Actual	SFY2021 Adjusted Authorized	SFY2022 Governor Budget	SFY2022 House Budget	SFY2023 Governor Budget	SFY2023 House Budget	SFY 2022/23 Total Requested Changes*
Activity 4211: Child Care Development							
General Funds	\$ 9,143,412	\$ 15,955,522	\$ 11,835,951	\$ 11,835,951	\$ 11,835,050	\$ 11,835,050	\$ 3,000,000
TOTAL FUNDS	\$ 36,232,489	\$ 39,829,502	\$ 31,852,891	\$ 31,852,894	\$ 31,845,740	\$ 31,845,740	\$ 3,000,000
Activity 4230: Housing Supports							
General Funds	\$ 4,629,468	\$ 5,837,137	\$ 3,615,957	\$ 3,615,957	\$ 3,631,607	\$ 3,631,607	\$ 22,800,000
TOTAL FUNDS	\$ 10,135,622	\$ 11,976,613	\$ 11,802,464	\$ 11,802,464	\$ 11,838,244	\$ 11,838,224	\$ 22,800,000
Activity 4270: Child Support Services							
General Funds	\$ 4,277,744	\$ 4,443,181	\$ 4,556,949	\$ 4,556,949	\$ 4,748,403	\$ 4,748,403	\$ 0
TOTAL FUNDS	\$ 13,416,725	\$ 15,604,966	\$ 15,525,763	\$ 15,525,763	\$ 16,037,468	\$ 16,037,468	\$ 0
Activity 4500: Family Assistance							
General Funds	\$ 37,124,579	\$ 38,203,034	\$ 37,909,907	\$ 37,921,031	\$ 38,025,990	\$ 38,037,576	\$ 1,450,000
TOTAL FUNDS	\$ 70,178,386	\$ 84,067,937	\$ 76,599,084	\$ 76,199,084	\$ 76,883,895	\$ 76,483,895	\$ 1,450,000
Activity 4510: Client Services							
General Funds	\$ 12,839,492	\$ 15,374,899	\$ 14,560,795	\$ 14,560,795	\$ 15,398,739	\$ 15,398,739	\$ 0
TOTAL FUNDS	\$ 36,380,191	\$ 36,887,752	\$35,346,690	\$ 35,346,690	\$ 37,335,425	\$ 37,335,425	\$ 0

*Detail on following slide



Requested Changes to House Budget

	SFY 2022	FFY 2023
Activity 4211: Child Care Development		
General Funds	\$ 1,500,000	\$ 1,500,000
TOTAL FUNDS	\$ 1,500,000	\$ 1,500,000
Activity 4230: Housing Supports		
General Funds	\$ 11,400,000	\$ 11,400,000
TOTAL FUNDS	\$ 11,400,000	\$ 11,400,000
Activity 4270: Child Support Services		
General Funds	\$ 0	\$ 0
TOTAL FUNDS	\$ 0	\$ 0
Activity 4500: Family Assistance		
General Funds	\$ 1,125,000	\$ 325,000
TOTAL FUNDS	\$ 1,125,000	\$ 325,000
Activity 4510: Client Services		
General Funds	\$ 0	\$ 0
TOTAL FUNDS	\$ 0	\$ 0

Child Care Development:
\$1.5m in each fiscal year for Protect & Prevent Child Care

Family Supports: TANF MOE, \$800K FY 22 to enable access to federal dollars

Housing Supports: \$1.5m in each fiscal year for homeless eviction prevention programs to create housing stability

Housing Supports: \$9.9m in each fiscal year for homeless shelter services, youth programs, and coordinated

Family Supports: \$325k in each fiscal year to support family strengthening and child well-being

