



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

DIVISION OF ECONOMIC STABILITY

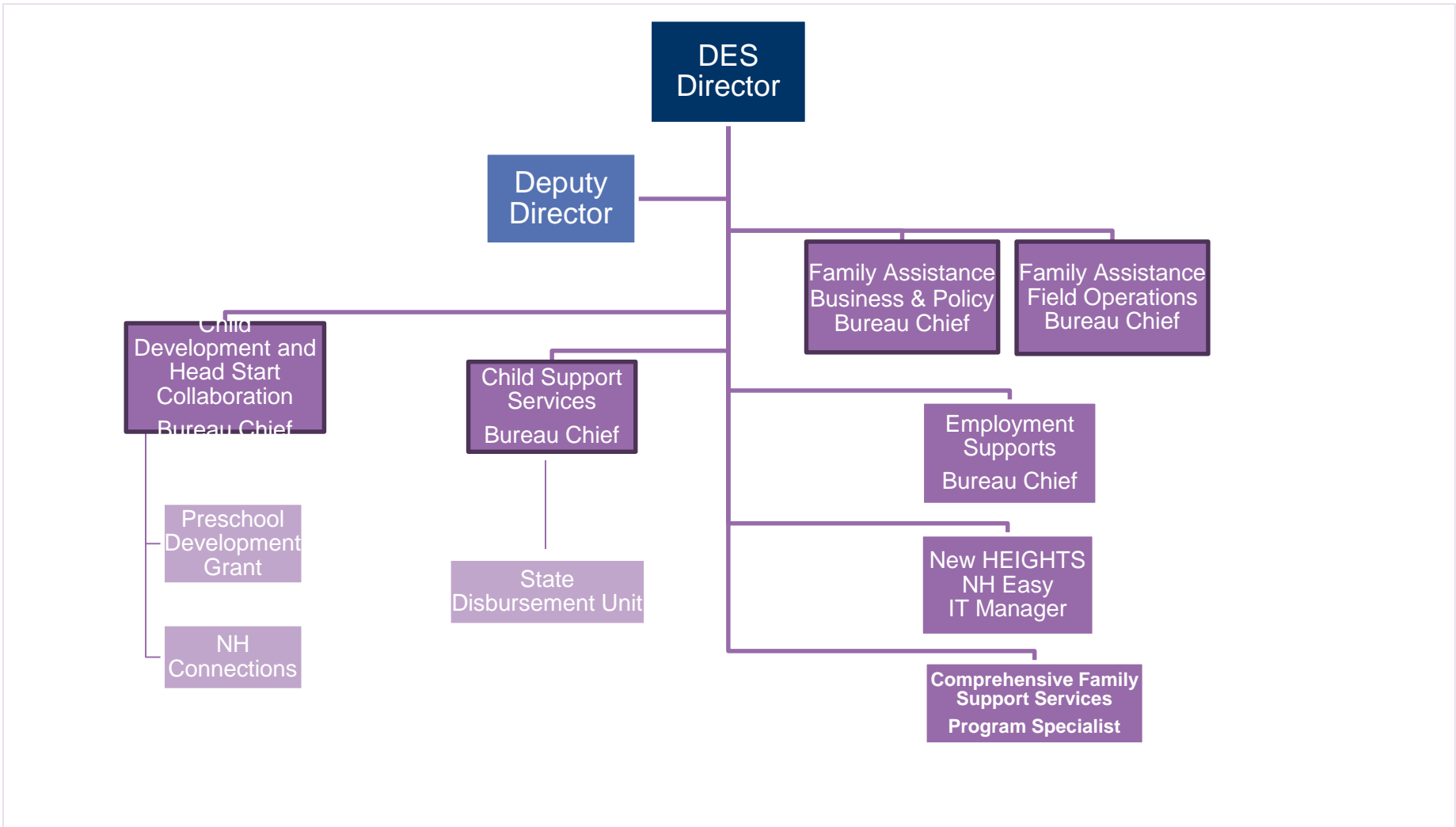
MARCH 10, 2023

KAREN E. HEBERT, DIRECTOR

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Division Mission

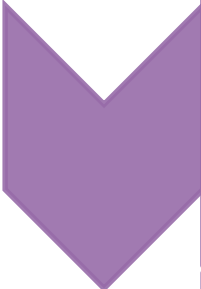
To advance the health, economic
and social well-being of
individuals, families and communities



KEY OUTCOMES

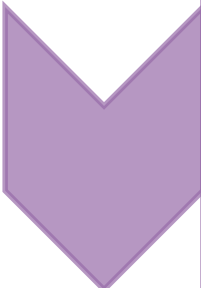
- ▶ Equitable access to high quality, safe and reliable childcare so families obtain and maintain gainful employment and achieve upward economic mobility
- ▶ Responsible parenting, family self-sufficiency, and child well-being
- ▶ Individuals and families have income to pay for life necessities such as housing, utilities, food, clothing, and childcare.
- ▶ Stability in the lives of individuals and families, reduced poverty and the need for public assistance

KEY ACCOMPLISHMENTS



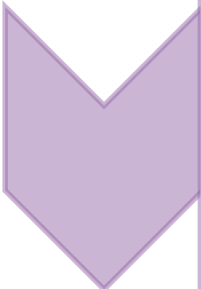
• **Stronger Families**

- Collected \$76M child support payments; 92% disbursed to families (FFY21)
- Credential attainment and stronger workforce skill development
- Child care/early childhood data system for families and providers, and professional development systems and opportunities
- Home visiting, parent education and barrier resolution services that prevent involvement with the child welfare system



• **Stronger Infrastructure**

- New case management practices
- High-involvement management principles for positive culture environment
- Call center services for Family Assistance
- Distributed over \$113M federal funds to NH child care providers (March 2020 to-date) for recovery and stabilization of the industry
- Revised NH's Quality Recognition and Improvement System: Granite Steps for Quality



• **Whole-Person/Whole-Family Service Delivery**

- Individualized employment and education services and opportunities to reduce dependency on public assistance and reduce poverty
- Implementing strategies to mitigate the Cliff Effect
- NH EASY: greater access and reduced manual workload
- Alignment and modification of eligibility across programs: SNAP, Child Care and TANF

Bureau of Child Development and Head Start Collaboration

- Ensures family access to the NH Child Care Scholarship Program
- Strengthens the Child Care system in NH to support business and economic development
- Provides support and professional development opportunities to child care providers
- Helps parents make informed choices to support their child's development
- Enhances the quality of childcare to improve the child's readiness for and success in school
- Encourages the voices of families

Bureau of Child Development and Head Start Collaboration

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4211-2976	Child Development Operations <ul style="list-style-type: none"> 100% federal funds Operational support for NH Child Care Scholarship 	4	890	n/a Under \$1m
4211-2977	Child Development Program <ul style="list-style-type: none"> Funding for employment-related child care Meet state Matching and Maintenance of Effort federal requirements 624 providers serve children with Child Care Scholarship Funds 	0	890	1
4211-2978	Child Care Development Quality Assure <ul style="list-style-type: none"> 100% federal funds 12% of CCDF must be spent on Quality 	5	891	3
4211-2979	Head Start State Collaborative <ul style="list-style-type: none"> 100% federal funds 	1	892	n/a Under \$1m

Bureau of Child Support Services

- Services provided to families of children whose parents (or parent/caretaker) do not reside in the same household
- 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 approximately \$76 million/year in support. Payments distributed and disbursed within 48 business hours of receipt, lessening the need for governmental assistance.
- Whole-family approach to services

Bureau of Child Support Services

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4270-7929	Child Support Services <ul style="list-style-type: none"> • 66% federally funded • Cost-effective: \$1 spent = \$3.15 collected • Cost-avoidance: reducing need for assistance • Cost-recovery: for TANF assistance expended 	127	899	6
4270-7931	State Disbursement Unit <ul style="list-style-type: none"> • Processes over \$76M in child support payments • Payments disbursed within 48 hours • Self-service portal for employers, self-employed parents 	0	900	9
4270-7933	Access and Visitation <ul style="list-style-type: none"> • 100% federal funds • Parents who see their children more likely to pay 	0	901	n/a Under \$1m
4270-7934	Expedited Services <ul style="list-style-type: none"> • Agreement with Administrative Office of the Courts to process DHHS Child Support cases to meet federal timeframes; DHHS passes 100% FF through to AOC 	0	902	11

Bureau of Family Assistance – Director's Office

- Assists individuals and families gain access to medical and economic assistance programs, including Medicaid, SNAP and the Child Care Scholarship through policy and business oversight to meet program goals
- Administers the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance to Needy Families (TANF) and multiple state supplemental programs
- Collaborates across DHHS and with community programs for human services, healthcare services, navigation and homelessness to meet the needs of vulnerable populations
- Administers all eligibility programs on Slides 14 - 16

Bureau of Family Assistance – Director’s Office

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4500-6125	Director’s Office <ul style="list-style-type: none"> • SNAP Nutrition & Outreach 100% FF • SNAP EBT card contract 52% GF • SNAP Employment & Training 50% GF 	13	903	13

Bureau of Employment Supports - Identified under Bureau of Family Assistance

- Administers the NH Employment Program (NHEP) which provides employment preparation and placement services for TANF recipients who are required to participate in work activities to attain economic mobility.
- Administers SNAP Employment and Training Program (E&T) which helps SNAP household members gain skills, education or work experience necessary to attain economic mobility.
- Relationships with employers and educational/training organizations to address labor market needs through training and education.
- Meets family and business needs through credential attainment and workforce skill building
- Whole-person/family approach to services
- Furnishes communities with stronger, stable individuals and families

Bureau of Employment Supports
Identified under Bureau of Family Assistance

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4500-6127	Employment Supports <ul style="list-style-type: none"> TANF recipients required to participate General funds applied to \$32M TANF MOE 69% FF; 31% GF SNAP Employment and Training in AU 4500-6125 	32	904	15

Bureau of Family Assistance – Eligibility Programs

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4500-6146	Temporary Assistance to Needy Families (TANF) <ul style="list-style-type: none"> To access federal \$, the state must provide a \$32M Maintenance of Effort Federal funding from the TANF Block Grant Other funding from Child Support Recovery Prioritized Need request: \$3M SFY24, \$3M SFY25 for MOE 	0	906	17
4500-6153	Separate State TANF Program – Families with Older Children (FWOC) <ul style="list-style-type: none"> 100% General Funds Applied to TANF MOE 	0	906	n/a Under \$1m
4500-6170	State Supplemental Assistance – Old Age Assistance Grant (OAA) <ul style="list-style-type: none"> 100% General Funds Applied to Medicaid MOE 	0	907	19

Bureau of Family Assistance, continued

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4500-6171	State Supplemental Assistance – Aid to the Needy Blind (ANB) <ul style="list-style-type: none"> • 100% General Funds • Applied to Medicaid MOE 	0	907	n/a Under \$1m
4500-6172	Refugee Grants <ul style="list-style-type: none"> • 100% Federal Funds 	0	908	n/a Under \$1m
4500-6174	State Supplemental Assistance – Aid to the Permanently and Total Disabled (APTD) <ul style="list-style-type: none"> • 98% General Funds • Applied to Medicaid MOE • 2% estate recovery funds 	0	909	21
4500-6176	State Assistance Non-TANF – Interim Disabled Parent <ul style="list-style-type: none"> • 100% General Funds • Applied to TANF MOE 	0	909	22

Bureau of Family Assistance, continued

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4500-7148	Community Service Block Grant (CSBG) <ul style="list-style-type: none"> 100% Federal Funds 	1	910	24
4500-7215	Social Services Block Grant (SSBG) <ul style="list-style-type: none"> 36% General funds 	0	911	26
4500-7216	Kinship Grant <ul style="list-style-type: none"> 86% General Funds Prioritized Need request: \$1M SFY24; \$1M SFY25, referencing SB444 in 2022 legislative session 	0	911	27
4500-3255	SNAP Incentive Program <ul style="list-style-type: none"> Statutorily required 100% General Funds Doubles value of healthy food purchases up to \$20/day 	0	912	n/a Under \$1m

Bureau of Family Assistance – Field Activities

- Assists individuals and families gain access to medical and economic assistance programs, including Medicaid, SNAP and the Childcare Scholarship, and determines eligibility for all programs
- Maintains and enhances the DHHS integrated eligibility information technology system known as New HEIGHTS
 - 207,679 Households Active (Jan. 2023)
 - ~5,000 Applications for assistance received monthly
 - 36 Current priority projects
- Maintains and enhances customer self-service web portal known as NH EASY
 - 124,747 Active NH EASY accounts (60% of HHs)
 - 30% of Households using text or e-mail to stay informed
 - Feedback loop to improve the customer experience
- Determines medical eligibility for disability benefits

Bureau of Family Assistance – Field Activities

Activity – Accounting Unit	Accounting Unit Title Highlights Aligning Budget to Program	FTE Authorized Positions SFY 2023	Budget Book Page #	Budget Briefing Book Page #
4510-7993	Field Eligibility and Operations <ul style="list-style-type: none"> Funding sources vary per eligibility program 	371	913	29
4510-7214	New HEIGHTS <ul style="list-style-type: none"> Funding sources vary per program 	22	914	31
4510-7997	Disability Determination Unit <ul style="list-style-type: none"> 62% Federal Funds 	16	915	32

KEY CHALLENGES

Workforce shortages impacting service delivery and quality

Operational readiness for end of Medicaid Continuous Enrollment: indeterminate resource capacity

Systems are based primarily on legal compliance and less on person-centric business models, challenging optimal service delivery

Research needed to understand declining enrollment in DES programs



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