

Social Services Block Grant Application Year 2020

Narrative Pre-expenditure Report

A Administrative Operations

1. State Administrative Agency – Department of Health & Human Services-Division of Long Term Supports & Services

a) Outline the mission and responsibilities of the agency designated to administer the State’s social services block grant program.

The mission of the Department of Health & Human Services is “To join communities and families in providing opportunities for citizens to achieve health and independence.” Responsibilities include the following:

- To meet the health needs of New Hampshire citizens: The Department of Health and Human Services recognizes its responsibility to improve access to health care, to ensure its quality and to control costs through improved purchasing, planning and organization of health care services. The Department will work to prevent disease and to protect and improve the health and safety of all citizens through regulatory and health promotion efforts.
- To meet the basic human needs of New Hampshire citizens: The Department has a responsibility to provide financial, medical and emergency assistance and employment support services to those in need, in order to assist individuals in reaching self-sufficiency.
- To provide treatment and support services to those who have unique needs including disabilities, mental illness, special health care needs or substance abuse problems: The Department has a responsibility to ensure access to quality community-based services for eligible individuals.
- To protect and care for New Hampshire's most vulnerable citizens: The Department has a special responsibility to support those who, due to age, disability or circumstance, are at risk and in need of protection.

b) Outline the goals and objectives of the agency that administers the State’s social services block grant program.

The entire Department is working towards integration, with initial efforts focused within Human Services and Behavioral Health. This included a process of shifting and modernizing the organizational structure in order to promote a more holistic, multigenerational and integrated approach for individuals, families, and children receiving our services.

The Division of Long Term Supports and Services (DLTSS) was created in the fall of 2017 bringing together four (4) Bureaus: Elderly and Adult Services (BEAS); Developmental Services (BDS); Special Medical Services (SMS); and Community

Based Military Programs. By bringing together these Bureaus under one Division, it enables us to:

- In some instances, serve an individual and their family from birth on through their lifespan;
- Provide a whole person/whole family approach;
- Break down silos and barriers that may exist for an individual, family, and/or system;
- Create alignment for like work;
- Streamline efforts; and
- Build off the strengths of each program and work together to create solutions.

2. State Offices/Departments

a) Identify the State entities allocated SSBG funds. –

- i. The Office of Legal and Regulatory Services (OLRS)
- ii. The Bureau of Elderly and Adult Services (BEAS)
- iii. The Division for Children, Youth and Families (DCYF)
- iv. The Bureau of Special Medical Services (BSMS)

b) Provide a brief description of the services supported by each of the State entities.

- i. The OLRS, Bureau of Licensing and Certification, Child Care Licensing Unit (the CCL Unit) currently licenses 818 child care agencies/facilities, for the provision of care of 46,811 children providing services for children from ages 6 weeks to 21 years. The CCL Unit, by statute, issues licenses that are valid for three years and monitors licensed facilities on an annual basis. The CCL Unit conducts on-site inspections and investigations of child care facilities to ensure compliance with applicable NH Statutes and Administrative Rules, approves and issues licenses, and initiates appropriate disciplinary action when necessary for compliance and the protection of children. The CCL Unit is responsible for conducting the background checks of approximately 5,000 individuals per year working in licensed programs, which includes a NH Criminal Records check, a fingerprint-based check through the Federal Bureau of Investigations, and a check of the NH Abuse and Neglect Registry, along with criminal and registry checks in each state an individual resided in the previous 5 years. Consumer awareness has increased in the past couple of years due to consumer education, the CCLU website and news coverage. Many of our complaints, of which there were 317 in SFY 2019, are reported

by parents and other consumers. Child care programs are licensed by types of services: family child care homes, family group child care homes, group child care centers, child care nurseries, night care, preschool and school age programs as well as group homes and institutions.

The CCL Unit monitors 67 license-exempt programs receiving Child Care Block Grant subsidy as part of the requirements in the CCDBG Act of 2014, and also investigates complaints at these programs.

The Social Services Block Grant is the major source of support for the Child Care Licensing Unit, supporting the supervisory and field activities of the Unit. The CCL Unit is continuously involved in a comprehensive review of all CCL Unit policies, procedures and regulations.

The CCL Unit is charged with ensuring that children attending NH child care programs are in safe and healthy environments and are provided with care, supervision and developmentally appropriate activities that meet each child's physical and emotional needs. Our continued collaboration efforts in the child care community and early childhood organizations and agencies help us to meet this charge.

- ii. The Bureau of Elderly and Adult Services (BEAS) uses SSBG funds to purchase a variety of social services for eligible individuals, ages 60 and over, and for adults with disabilities or chronic illnesses ages 18 and over, and for administrative expenses. The philosophy of person-centered planning and services is embedded in all of BEAS' SSBG funded programs. It is incorporated into contracts with service providers, in the administrative rule that governs BEAS' SSBG services, and in the client application process for SSBG services.
- iii. The Division for Children, Youth and Families (DCYF) uses SSBG funds to provide an enhanced range of social services to children and their families in an effort to prevent, and/or remediate those conditions that may have led to child maltreatment in order to preserve and/or rehabilitate families.

Additionally, funds are used for legal representation to DCYF staff for court cases on behalf of children for whom there is a substantiated case of abuse or neglect, or for Termination of Parental Rights. This is done to assure support to the professional legal counsel in order to minimize further litigation and to assure that individual rights are not compromised or denied.

- iv. The Bureau of Special Medical Services (BSMS) uses SSBG funds to provide family support services to *children and young adults from birth to age twenty-one (21) with chronic health conditions and their families* (families). This is accomplished through statewide coverage by a network of community-based organizations that provide services in local regions including, but not limited to:

- Assisting families with information about how to care and advocate for their child with a chronic health condition.
- Assisting families with accessing resources needed to manage the complexity of their child's chronic health condition,
- Assisting families with navigating systems
- Providing respite care and
- Providing family centered education, support and encouragement

B Fiscal Operations

1. Description of Criteria for Distribution - Describe the State's criteria for allocation of SSBG funds to State entities.

The State uses a combination of historical data and current programmatic budget/needs to determine the allocation of SSBG funds to divisions. Requests for funding are submitted by divisions, our SSBG application is filed, and upon notice the funds are distributed to divisions based on that combination.

2. Distribution and Use of Funds - Describe the planning process for determining the State's use and distribution of SSBG funds.

As described above, the Department's divisions will submit a request for use of SSBG funds for programmatic activities. The requests are compiled and our SSBG application is prepared. Upon notice of award, the department will review the divisional requests to determine the use of the funds – based on historical data and programmatic need.

3. Description of Financial Operations System

- a) Describe the State's process of assigning costs (e.g. cost allocation plan).

The State's cost allocation plan is described in detail in its Public Assistance Cost Allocation Plan (PACAP), which is certified each year by the Commissioner of the Department of Health and Human Services (DHHS) and then approved by the Federal Government. The Department utilizes a system of Job Numbers that are designed to capture costs by program. This is done using one of the following methodologies:

People – allocation of costs based on filled positions

Time – allocation of costs based on the measurement of time

Transaction – allocation of costs based on quantifiable data

- b) Describe the State's method of calculating costs [e.g. Random Moment in Time (RMT)]

As described above, the State uses a Job Number system that allocates costs to programs either by People, Time or Transaction as described above. This method is

certified by the Commissioner of DHHS and is updated annually for the US Department of Health and Human Services.

C Program Operations

1. SSBG Statutory Goals the State Plans to Achieve

Describe how services funded by the SSBG will be directed at one or more of the five broad statutory goals:

a) *Achieving or maintaining economic self-support to prevent, reduce, or eliminate dependency*

The Office of Legal and Regulatory Services (OLRS) licenses child day care programs used by all families, including families receiving funds through the Child Care Development Block Grant. By ensuring license child care programs are providing safe and healthy environments for children, families are able to maintain employment.

The Division for Children, Youth and Families (DCYF) provides family support activities designed to alleviate stress and promote parental competencies and behaviors which will increase the ability of families to successfully nurture their children; enable families to use other resources and opportunities available in their community; and to create supportive networks to enhance the child rearing abilities of parents and help compensate for the increased social isolation and vulnerability of families.

Services include but are not limited to: parent education, peer mediation, adolescent pregnancy programs, respite care for parents/care givers; early developmental screening of children; mentoring; tutoring and health education for youth; drop-in centers, parent support groups; home visiting programs, short-term child placement, family and early literacy, and child care information.

The objective of these services is to prevent the occurrence or re-occurrence of child abuse/neglect by promoting interpersonal growth and development; improving daily living skills; increasing emotional well-being and self-esteem and improving parenting skills. To alleviate stress and promote parental competencies and behaviors which will increase the ability of families to nurture their children successfully. To prevent the occurrence of potentially dangerous situations and to promote family stability, enhance family functioning relative to economic independence, physical and emotional health, interpersonal skills, and management of the home.

b) *achieving or maintaining self-sufficiency, including reduction or prevention of dependency;*

The Bureau of Elderly and Adult Services (BEAS) Support individuals to remain in their own homes and to achieve or maintain self-sufficiency; help prevent

unnecessary institutionalization; and/or prevent abuse, neglect, self-neglect, and exploitation of older adults and adults living with disabilities or chronic illnesses;

The Division for Children, Youth and Families (DCYF) provides family support activities designed to alleviate stress and promote parental competencies and behaviors which will increase the ability of families to successfully nurture their children; enable families to use other resources and opportunities available in their community; and to create supportive networks to enhance the child rearing abilities of parents and help compensate for the increased social isolation and vulnerability of families. Services include but are not limited to: parent education, peer mediation, adolescent pregnancy programs, respite care for parents/care givers; early developmental screening of children; mentoring; tutoring and health education for youth; drop-in centers, parent support groups; home visiting programs, short-term child placement, family and early literacy, and child care information. These activities promote family stability; enhance family functioning relative to economic independence, physical and emotional health, interpersonal skills, and management of the home.

c) *Preventing or remedying neglect, abuse or exploitation of children and adults unable to protect their own interests, or preserving, rehabilitating or reuniting families*

The Office of Legal and Regulatory Services (OLRS) activities are to reduce health and safety risks to children who are in out-of-home settings, including children in residential group home and institution placements under the supervision of the Division of Children, Youth and Families. This is accomplished through licensing, monitoring, consulting, and investigating the State's child care facilities on a regular basis. State law governing the licensure activity is RSA 170-E. Rules for licensure have been established in accordance with RSA 541-A, the Administrative Procedures Act, and are carried out in cooperation with local fire, health, zoning, and police officials. The Child Care Licensing Unit also provides technical assistance to child care providers and works with other units within the Department of Health and Human Services to upgrade the education and capabilities of providers. Due to recent changes in the Federal requirements for comprehensive background checks, the workload to complete those checks takes up a considerable amount of CCLU staff's time with no additional resources provided.

The Division for Children, Youth and Families (DCYF) provides legal representation to DCYF staff for court cases on behalf of children for whom there is a substantiated case of abuse or neglect, or for Termination of Parental Rights. This is done to assure support to the professional legal counsel in order to minimize further litigation and to assure that individual rights are not compromised or denied.

d) *preventing or reducing inappropriate institutional care by providing community-based care, home-based care, or other forms of less intensive care; and*

The Bureau of Elderly and Adult Services (BEAS) Services Support individuals to remain in their own homes and to achieve or maintain self-sufficiency;

The Bureau of Special Medical Services (BSMS) Support provides family support to assist families in caring for individuals with disabilities at home; enable families of individuals with disabilities to remain intact; provide temporary relief and support to families of individuals with disabilities; and provide information and referral for needed services.

e) ***Securing referral or admission for institutional care when other forms of care are not appropriate or providing services to individuals in institutions.***

The Office of Legal and Regulatory Services (OLRS) licenses group homes and institutions as defined under RSA 170-E, and regularly monitors these programs to ensure compliance with statutes and rules. CCLU responds quickly when residential programs request a change to their license to accommodate referrals.

The Bureau of Elderly and Adult Services (BEAS) provides home Social Services Block Grant services, Title III Older Americans Act services and the Choices for Independence Waiver for the Elderly and Chronically Ill. These services form the backbone of New Hampshire's home and community based service system.

2. Characteristics of Individuals to be Served

a) Definitions of child, adult and family –

- i. Child – any person who has not reached his/her eighteenth birthday
- ii. Adult – any person eighteen (18) years of age or older
- iii. Family – One (1) or more children and adults who are related by blood, marriage, or adoption and who reside in the same home.

b) Eligibility Criteria

- i. The Office of Legal and Regulatory Services (OLRS)

Under RSA 170-E:25, I a child is defined as any person under 21 years of age. CCLU licenses residential group homes and institutions through age 20.

- ii. The Bureau of Elderly and Adult Services (BEAS)

Services funded by SSBG are provided in the home to older adults, ages 60 and older and adults with disabilities or chronic illnesses, ages 18 and over whom: (1) meet income guidelines and (2) have a demonstrated need for a service. The income eligibility is based on the total amount of all sources of income, regardless of source.

iii. The Division for Children, Youth and Families (DCYF)

Social Services may be provided to a family or child regardless of individual or family income. These services are directed at the goal of remedying founded cases of abuse, neglect, or exploitation of children who are unable to protect their own interests and must be protected by DCYF.

Services will be provided to a juvenile or family regardless of individual or family income. These services include the arrangement, coordination and monitoring of services to meet the needs of Children in Need of Services (CHINS) and delinquent juveniles.

iv. The Bureau of Special Medical Services (BSMS)

Through the BDS and SMS, the Division administers programs, which provide services to children and adults with developmental disabilities, acquired brain disorders and children with chronic health conditions. Eligibility is determined by the appropriate community agencies, using the criteria outlined here.

Under the auspices of BDS, family support services are available to children under the age of two who are eligible for family-centered early supports and services, OR individuals age 3 or older, who have a developmental disability or acquired brain disorder.

SMS ensures access to Family Support for Children with Chronic Health Conditions under the PIH program. Children with chronic health conditions living in NH communities can receive these services and are eligible from birth until their twenty-first birthday regardless of income, when the condition:

- is expected to last for 12 months or longer, *AND*
- significantly affects the young adult's or child's ability to function daily, *OR*
- Requires more frequent and intensive medical care than is typically required, *AND*
- Is not developmental disability, mental illness, obesity or dental condition alone

c) Income Guidelines

i. The Office of Legal and Regulatory Services (OLRS)

None

ii. The Bureau of Elderly and Adult Services (BEAS)

For calendar year 2019, an individual whose income does not exceed \$1277.00 per month is eligible for services. The income of an individual's spouse is treated separately in determining eligibility. Certain services may be provided under the Adult Protection Program without regard to a person's income.

- iii. The Division for Children, Youth and Families (DCYF)

Services are provided without regard to income.

- iv. The Bureau of Special Medical Services (BSMS)

There are no income guidelines for services.

3. Types of Activities to be Supported

a) *Describe the services and activities to be provided using SSBG funds.*

- i. The Office of Legal and Regulatory Services (OLRS)

DAY CARE SERVICES--CHILDREN

The OLRS, Bureau of Licensing and Certification, Child Care Licensing Unit (the CCL Unit) currently licenses 854 818 child care agencies/facilities, for the provision of care of 46,54946,811 children providing services for children from ages 6 weeks to 21 years. The CCL Unit, by statute, conducts licensing visits every three years and is required to monitor licensed facilities on an annual basis. The CCL Unit conducts on-site inspections and investigations of child care facilities to ensure compliance with applicable NH Statutes and Administrative Rules, approves and issues licenses, and initiates appropriate disciplinary action when necessary for compliance and the protection of children. The CCL Unit is responsible for conducting the background checks of approximately 5,000 individuals per year working in licensed programs, which includes a NH Criminal Records check, a fingerprint-based check through the Federal Bureau of Investigations, and a check of the NH Abuse and Neglect Registry, along with criminal and registry checks in each state an individual resided in the previous 5 years. Consumer awareness has increased in the past couple of years due to consumer education, the CCLU website and news coverage. Many of our complaints, of which there were 320 317 in SFY 20182019, are reported by parents and other consumers. Child care programs are licensed by types of services: family child care homes, family group child care homes, group child care centers, child care nurseries, night care, preschool and school age programs as well as group homes and institutions.

Child care services have expanded in the state through the TANF and Child Care Block Grant recruitment and training initiatives, increasing the

licensing and investigation workloads of the CCL Unit. In addition, the requirements of the Child Care and Development Block Grant Act of 2014 means the The CCL Unit will begin monitoring 67 license-exempt programs receiving Child Care Block Grant subsidy in September 2018, as part of the requirements in the CCDBG Act of 2014, and also investigates complaints at these programs.

The Social Services Block Grant is the major source of support for the Child Care Licensing Unit, supporting the supervisory and field activities of the Unit. The CCL Unit is continuously involved in a comprehensive review of all CCL Unit policies, procedures and regulations. The CCL Unit will be readopting rules for childcare programs, which will necessitate creating procedures for consistent enforcement, and the creation of new forms to assist the provider community to comply with the new regulations.

The CCL Unit is charged with ensuring that children attending NH child care programs are in safe and healthy environments and are provided with care, supervision and developmentally appropriate activities that meet each child's physical and emotional needs. Our continued collaboration efforts in the child care community and early childhood organizations and agencies help us to meet this challenge

ii. The Bureau of Elderly and Adult Services (BEAS)

DAY CARE SERVICES--ADULTS
RECREATIONAL SERVICES

Meets an eligible individual's needs for supervision, personal care, health and safety, nursing care, dietary services, recreational activities, and social services, in a licensed adult medical day program.

HEALTH RELATED AND HOME HEALTH SERVICES
HOME BASED SERVICES

Homemaker Services are provided through licensed home health agencies. This is a non-hands-on care service that supports the individual in maintaining well-being in the home. Assistance is provided with light housekeeping, laundry, meal preparation, shopping and other errands, as well as helping the individual prepare for bathing, grooming, dressing and taking medications.

Essential Services including chore, emergency support, respite care and Personal Emergency Response Systems)

Supports an individual's independence and promotes safety and well-being. Services may include home maintenance, heavy cleaning, fumigation, snowplowing, yard maintenance and trash removal. Also

included are emergency support services such as payment for food, shelter, clothing, medication, telephone and home heating fuel. Personal Emergency Response Systems are available for individuals who live alone or are alone for more than four hours per day and are assessed to be at risk of having a medical emergency.

HOME DELIVERED MEALS:

Provided through contracts with social service agencies and meet same nutritional requirements as Title III Older Americans Act home-delivered meals. Meets a portion of an eligible individual's daily nutritional needs. An individual must be considered to be homebound (unable to leave his/her home without assistance) in order to receive this service.

INFORMATION & REFERRAL

New Hampshire's No Wrong Door System of Access for Long Term Services and Supports (NWD), known as NHCarePath, services people of all ages and income levels. New Hampshire's Aging and Disability Resource Centers, known as the ServiceLink are the lead partner in the state's NWD efforts. ServiceLink resource centers are located in each county of New Hampshire, connecting individuals to information, assistance, or care that meets their individualized needs. ServiceLink's primary function is to assist individuals, using a person-centered approach, in exploring options and evaluating the pros and cons of specific choices they have to make in planning for their unique needs. These services can be provided via phone, scheduled appointments in the ServiceLink office, walk-in appointments and/or through scheduled in-home appointments.

LEGAL SERVICES

Guardianships and legal expenses associated with guardianship representation involving vulnerable adults.

ADMINISTRATIVE COSTS

Costs allocated to a portion of SSBG funding for administrative expenses

- iii. The Division for Children, Youth and Families (DCYF)

DAY CARE SERVICES--CHILDREN

EDUCATION AND TRAINING SERVICES

EMPLOYMENT SERVICES

INFORMATION AND REFERRAL

PREGNANCY AND PARENTING SERVICES FOR YOUNG PARENTS

PREVENTION AND INTERVENTION SERVICES

TRANSPORTATION SERVICES

Method of Service Delivery: Direct/Purchased

Population Served: W.R.I.

SFY 2020 Estimated Number of Families Served: 1,098

SFY 2020 Estimated Cost per Family: \$738

Service Definition: Family support activities designed to alleviate stress and promote parental competencies and behaviors which will increase the ability of families to successfully nurture their children; enable families to use other resources and opportunities available in their community; and to create supportive networks to enhance the child rearing abilities of parents and help compensate for the increased social isolation and vulnerability of families. Services include but are not limited to: parent education, peer mediation, adolescent pregnancy programs, respite care for parents/care givers; early developmental screening of children; mentoring; tutoring and health education for youth; drop-in centers, parent support groups; home visiting programs, short-term child placement, family and early literacy, and child care information. Service Components:

- Family Assessments
- Crisis Intervention
- Child Care
- In-Home Parenting Support
- Respite Care
- Parenting Support
- Case Plan Development
- Child Care Mentoring
- Service Coordination
- Household & Budget Management
- Transportation
- Nutrition Counseling
- Household Safety Assessment
- Employment Searches

Objective: To prevent the occurrence or re-occurrence of child abuse/neglect by promoting interpersonal growth and development; improving daily living skills; increasing emotional well-being and self-esteem and improving parenting skills. To alleviate stress and promote parental competencies and behaviors which will increase the ability of families to nurture their children successfully. To prevent the occurrence of potentially dangerous situations and to promote family stability, enhance family functioning relative to economic independence, physical and emotional health, interpersonal skills, and management of the home.

LEGAL SERVICES

Method of Service Delivery: Direct; Purchase private

Population Served: W.R.I.

SFY 2019 Estimated Number of Individual Served: 223

SFY 2019 Estimated Cost per Individual: \$233

Service Definition: Provision of legal representation to DCYF staff for court cases on behalf of children for whom there is a substantiated case of abuse or neglect, or for Termination of Parental Rights.

Objective: To assure support to the professional legal counsel in order to minimize further litigation and to assure that individual rights are not compromised or denied.

iv. The Bureau of Special Medical Services (BSMS)

SPECIAL SERVICES FOR PERSONS WITH DEVELOPMENTAL OR PHYSICAL DISABILITIES

As an agent of BDS, SMS provides a wide range of Family Support services and activities that assist families in developing and maximizing their ability to care for individuals with disabilities. Designated, regional Area Agencies are contracted to provide services that focus on a family's own strengths and abilities to support being successful in their own community. Regional Family Support Councils, comprised of family members or individuals, serve as advisory bodies to each Area Agency.

In addition, SMS identifies and integrates supports that assist families, providers, and communities to meet the unique challenges of Children and Youth with Special Health Care Needs (CYSHCN). This is accomplished using a competitive bid process, to select regional, community-based agencies to provide Partners in Health family support to young adults and families of children with chronic health conditions, regardless of income. Each regional site has its own PIH Family Council that plans programs and community activities while providing a forum for mutual support.

Families continue to indicate difficulty accessing respite care when needed, both anecdotally and in their responses to the SMS Satisfaction Survey, 2018. Family Support providers will continue to work closely with the Title V colleagues to explore options for increasing awareness of, access to, and availability of respite providers.

To maximize the opportunity for intra-agency collaboration, SMS Family Support & Systems Administration, along with leaders from the Bureau of Elderly & Adult Services and Children's Mental Health and the Division for Children, Youth and Families will finalize a Project Charter

requesting the establishment of a Caregiver Integration Team. The goals of this workgroup will include development of a State Plan for Respite that includes strategies for systems advancement, partnership development, and stakeholder engagement.

Family Support services will continue to address the areas identified as “unmet needs” for respite through flexible funding options, designated campership/respite funds, and the exploration of family strengths and community supports. The lack of a trained and well-compensated workforce continues to be a significant problem for families seeking respite from the day-to-day requirements of caring for a child with special health care needs. SMS will continue to support the NH Lifespan Respite Provider Certification training through Relias™ Learning and to promote options for respite by referring to ServiceLink Aging and Disability Resource Center. The website provides links to information and support services within an individual’s local community.

In the coming year, Family Support staff will engage families and family organizations in the planning process and use the 2018 survey data, local agency annual reports, and 2019 audit findings to gather information, analyze data, and make recommendations to the Caregiver Integration Team. The development of a State Plan for Respite will include

- Exploration of options for increasing public awareness of access to and availability of respite providers
- Analysis of available data to support policy development and support for respite
- Support competency-based, provider training modules
- Maximize the opportunity for intra-agency collaboration among agencies that serve families in need of respite across the lifespan.
- Facilitate availability of respite tools for families through NH ServiceLink/NH Care Path

CASE MANAGEMENT SERVICES

Family Support Programs will continue to provide *case management services* that are family-centered, respectful, and maximize each family’s approach to making decisions about the provisions of supports and services. Family involvement is promoted at all levels of planning, policy making and monitoring of the service system.

INFORMATION AND REFERRAL

In addition to case management, Family Support provides information about and referral to appropriate public and private services available in the community. During this process, a coordinator creates and emphasizes opportunities for the family to build relationships in their community and identifies resources, supports and services that are flexible, individualized, and responsive to changing needs.

RECREATIONAL SERVICES

Family Support Coordinators in both programs work closely with Family Councils and individual families to identify opportunities for inclusive community recreation and chances to connect with other families, including activities that have an impact on the community with projects and events. The programs also promote inclusive social opportunities and supports young adults and families in obtaining appropriate community social supports and services.

Partners in Health Family Support Coordinators work with families toward more independent, community, and family life identifying and building on strengths to address needs related to chronic health conditions. With this support, families learn to access available resources and opportunities. Family Councils consider and approve the use of flexible funds for home modifications, assistance with daily living essentials and respite.

EDUCATION AND TRAINING SERVICES

Family Support program staff will continue to lead the planning for the Bureau's Joint Coordinators meetings held in the spring and fall each year. These full day events provide training to improve the knowledge and understanding of Department's staff, its contractors and other providers related to Family Support services provided across the Division of Long Term Supports & Services. Topics focus on ways to help families access/develop resources, connect with service systems, and build leadership skills and competency. Because of attending the event, more than 150 staff, contractors and providers are better able to help families manage the unique challenges involving their own or their children's chronic health condition through family-directed education and support.

Additionally, these meetings build community infrastructure for families by assuring that services are based on current and comprehensive information crossing all agencies serving children and families. The information promotes efficiency within the system by preventing duplication of support and services.

Although Moodle had been identified as the preferred Learning Management Platform, it will not be available to contractors and families.

SMS will continue to support the NH Lifespan Respite Provider Certification training through Relias™ Learning and review the training to assure the online courses are based on sound principles and best adult learning practices.

Following research of best practices, consultation with direct-service staff, and administration, the newly hired Partners in Health Program Manager will be re-designing the Orientation for the program to meet PIH's unique needs. This comprehensive Partners in Health Orientation will include a timeline, in-person contacts with the Program Manager, and has potential for a shared workspace. This model will build accessibility and effectiveness while making pertinent information that, when implemented, will be centrally and easily accessible across the state.

b) *Provide method of delivery and geographic area/location where services will be provided.*

- i. The Office of Legal and Regulatory Services (OLRS) provides services statewide with 19 employees
- ii. The Bureau of Elderly and Adult Services (BEAS) provides services statewide.
- iii. The Division for Children, Youth and Families (DCYF) provides services statewide.
- iv. The Bureau of Special Medical Services (BSMS) provides services in ten designated regions statewide through competitively bid contracts.