



Jeffrey A. Meyers
Commissioner

Terry R. Smith
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF HUMAN SERVICES
DIVISION OF FAMILY ASSISTANCE

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9474 1-800-852-3345 Ext. 9474
FAX: 603-271-4637 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

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TANF Coordination of Care 6 Month Update

The Division of Family Assistance continues to work alongside PCG around developing a Coordination of Care Model. Since September there have been various stakeholder work group meetings held to assist with the development of concepts that are in need of focus and improvement through the DFA perspective. These groups have consisted of many different DHHS department stakeholders as well as to key community stakeholders. These groups have included the topics of self-sufficiency skill development, mental and behavioral health and the health care system, client engagement, wrap around services, and connecting and tracking services and providers.

Throughout these sessions the focus has been on how our clients interact with these services and how can we improve access, how we can improve on our business models so they serve our client's needs, and how we can ensure our services are having a positive impact in our client's lives. Some initial thoughts that have surfaced have been around a strength based system of assessment, how to improve the ease of navigation for our clients, and how to break down silos we work in as various departments in order to better serve the population. There has also been focus on how to break down day to day barriers clients face that cause hardships in accessing services, finding ways to increase the clients understanding of the systems they function in, and a full knowledge and literacy of these systems. Stakeholders have also discussed day to day services clients access, such as transportation, childcare, or housing, and what the barriers are to these services and in what ways can we support decreasing these barriers.

The final session will be held in late January which will wrap up the internal stakeholder work groups. After this, PCG will be holding public listening sessions as well as visiting some of the local district offices and contacting clients to survey needs.