Division of Economic and Housing Stability
Bureau of Child Development & Head Start Collaboration

Presented to House Finance Division III
March 5, 2019
Chris Santaniello
Agenda

► Overview of Division
► Key Programs / Services
► Population Served
► Delivery System
► Financial Summary
► Accomplishments
► Key Challenges
Family Strengthening & Child Well-Being Initiatives

Associate Commissioner
Human Services & Behavioral Health

Division of Economic & Housing Stability
- Family Assistance
- Employment Supports
- Child Support
- Child Care & Development
- Housing Supports

Division for Behavioral Health
- Mental Health
- Drug & Alcohol
- Children’s Mental Health

Division of Long Term Supports & Services
- Elderly & Adult
- Developmental Services
- Special Medical Services
- Community Based Military Programs

Division of Children, Youth & Families
- Field Services
- Family, Community & Program Support
- Learning & Quality Improvement

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The Division was created in June 2018 to promote a more holistic, multi-generational and integrated approach for individuals, children, and families that may be in need of an array of supports and services, such as child care, housing, food, economic and employment assistance.

The Division includes:

- The Bureau of Family Assistance;
- The Bureau of Child Support Services;
- The Bureau of Housing Supports;
- The Bureau of Child Development & Head Start Collaboration; and
- The Bureau of Employment Supports.
Division of Economic & Housing Stability

• 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

• Creates synergies and coordination efforts

• Focusing on strengthening program organization to create solutions

• Provides shared leadership in the commitment to integration and working as a team
BCDHSC Services

"Partners with Child Care Licensing & others to ensure that all children enrolled in child care or Head Start programs experience continuity in a high quality setting."

Child Care Scholarship Fund/Provider Enrollment Training

Services include: Services and support, access to information, referrals and resources for families and providers regarding early childhood programs and services (e.g., child care, child development, health and safety indicators and compliance, quality standards, public assistance, etc.) through a comprehensive, easy to access website. Access to Child Care Scholarship Program for families and providers.

Clients served: Families with children up to age 13 and child care providers.

Quality Rating Improvement System & Provider Credentialing Program

- NH’s current system is 3 levels: Licensed/Licensed-Plus/Accredited (via national accreditation organizations). Development has been done for an enhanced Quality Rating system.
- Services Provided: professional development/credentialing for child care/Head Start providers and staff to improve the quality of services for children birth to 13 years and their families.
- Clients Served: Child Care and Head Start Providers,

School Readiness & Early Childhood Systems Building

- Works to improve school readiness and continued school success for children receiving NH Child Care Scholarship Program or Head Start services.
- Fosters public/private partnerships to build a strong, collaborative early childhood system in NH.
<table>
<thead>
<tr>
<th>Year</th>
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<td>2014</td>
<td>909</td>
<td>45,054</td>
<td>379</td>
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<tr>
<td>2015</td>
<td>906</td>
<td>45,911</td>
<td>289</td>
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<td>2016</td>
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<tr>
<td>2017</td>
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<tr>
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<td>836</td>
<td>46,062</td>
<td>117</td>
<td>8,467</td>
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</table>
BCDHSC Service Delivery

- Services are provided to children birth to age 13 in licensed or license-exempt child care settings.
- The Bureau of Child Care Licensing within the Office of Legal and Regulatory Services is responsible for licensure and program monitoring.
- Head Start and Early Head Start is provided by 5 Head Start grantees in 49 sites (including 5 home based), by the Community Action Programs.
BCDHSC - Key Accomplishments

- Implemented 11 new, federally-mandated CCDF changes that increase child care program health and safety and improve access to, and stability of, child care for families and awarded 1,050 early childhood credentials to providers.

- Created the Bureau of Child Development and Head Start Collaboration, merging two separate offices.

- New Hampshire received a Preschool Development Grant - $3.8M for one year.

- Quality Rating and Improvement System has been redesigned with significant stakeholder support and enthusiasm.
BCDHSC - Key Challenges

1. Capacity and workforce shortages, especially for infant and toddler care

2. Changes with the Child Care & Development Fund requirements – including impact on Licensed-Exempt Providers.

3. Data capacity issues across the system.
# BCDHCS Staffing

<table>
<thead>
<tr>
<th>Governor Recommended Positions SFY</th>
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<td>Division</td>
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Division of Economic and Housing Stability
Bureau of Child Support Services

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NH DHHS
Operational Area: HS & BH

Family Strengthening & Child Well-Being Initiatives

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Division of Economic & Housing Stability

• 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
• Creates synergies and coordination efforts
• Focusing on strengthening program organization to create solutions
• Provides shared leadership in the commitment to integration and working as a team

Innovation
Prevention
Integration
Targeted Supports
Holistic Engagement
Overview – Bureau of Child Support Services (BCSS)

► The BCSS mission is to encourage responsible parenting, family self-sufficiency and child well-being, and achieve positive outcomes for children by addressing the needs and responsibilities of parents.

► The Child Support Program is one of the largest income support and anti-poverty programs for families and children.

► The Program engages and assists parents who are willing and able (or unable) to support their children, and enforces the responsibility with parents who are unwilling.

► All states are required to maintain a Child Support program under Title IV-D of the Social Security Act.

► The federal government covers 66% of program costs, plus awards annual incentives for high performance in specific outcome measures.
Bureau of Child Support Services

The Child Support program encourages responsible parenting, family self-sufficiency and child well-being by providing assistance in locating parents, establishing paternity, establishing, modifying and enforcing support obligations and obtaining child and medical support for children. The program seeks to achieve positive outcomes for children by addressing the needs and responsibilities of parents.

Services Mandated Pursuant to Title IV-D of the Social Security Act

- Locating parents and gathering address, employment and income information
- Paternity established each year for 500 children on average
- Establishing, enforcing and modifying legal obligations of support for children
- Collecting and distributing private, not government funds to families, disbursing nearly $80 million per year in support.
- Pursuing available and affordance healthcare coverage for children
- Reviewing court-ordered obligation amounts every 3 years to ensure ordered amounts are appropriate

- Child Support income reduces families’ need for public assistance
- Child Support income has been shown to prevent child maltreatment
### BCSS Caseloads

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Families Served</th>
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<td>2015</td>
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<td>2016</td>
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<tr>
<td>2017</td>
<td>38,066</td>
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<tr>
<td>2018</td>
<td>37,673</td>
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</table>

* Dates are as of September 30 for each year
Child Support Service Delivery

- Statewide services in 11 district offices, plus centralized units: customer service, intergovernmental and legal.
- Services required across state borders and internationally when one parent resides in another state or country.
- Effective mix of technology-driven processes, enforcement activities and case management models for customer value and high efficiency.
- All child support payments are distributed and disbursed within 48 business hours of receipt.
- Strong partnerships with stakeholders, including the court, employers and other agencies for positive outcomes for families.

Enhancing Collaborations for Greater Efficiency and Positive Outcomes

BCSS

Corrections

Courts

Community
BCSS - Key Accomplishments

Passed Level 1 (of 2) of the Federal Certification evaluation of its New England Child Support Enforcement System (NECSES), since major re-development

Significant impact on family self sufficiency. Collected nearly $80 million for families in FY2017, and served over 41,000 children. Lifted ¾ million parents out of poverty in 2018 by collecting child support for those families

For every dollar spent, BCSS collected $3.55 for families; Each Child Support Officer collects approximately $.5 million annually, creating a 600% ROI for the State.
BCSS – Key Challenges

Caseload and casework exceeds workforce capacity and hinders innovation, which results in decline in collections, performance and effectiveness over last 5 years, and increases risk of non-compliance with federal regulations, including timeframes for certain activities.

System enhancements and interfaces are required to modernize reporting and case management tools, enable the right data collection and build our evidence-base for effective decision-making and performance, improve customer engagement, and to meet new legal program requirements.

Greater capacity and system enhancements needed to support service integration with other programs to address parents’ barriers to supporting their children, such as substance use disorders, incarceration, unemployment, lack of parenting/relationship skills, teen parents.
BCSS Staffing

<table>
<thead>
<tr>
<th>Governor Recommended Positions SFY20</th>
<th>%</th>
<th>4270 – Bureau of Child Support Services Accounting Unit</th>
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</thead>
<tbody>
<tr>
<td>125</td>
<td>100%</td>
<td>7929 – Child Support Services</td>
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</table>

**Current BCSS Staff**

- CS Officers: 56
- Admin & Policy: 36
- IT Support: 19
- Program Support: 7
- Field Supervisors: 7
# BCSS Accounting Unit

<table>
<thead>
<tr>
<th>Activity-Accounting Unit</th>
<th>Accounting Unit Title</th>
<th>Division</th>
<th>Bureau</th>
<th>Budget Book Page #</th>
<th>Budget Briefing Book Page #</th>
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<tbody>
<tr>
<td>4270-7929</td>
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<td>BCSS</td>
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<td>4270-7931</td>
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<td>DEHS</td>
<td>BCSS</td>
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<td>4270-7933</td>
<td>Access and Visitation</td>
<td>DEHS</td>
<td>BCSS</td>
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<tr>
<td>4270-7934</td>
<td>Expedited IV-D Services</td>
<td>DEHS</td>
<td>BCSS</td>
<td>914</td>
<td>--</td>
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</tbody>
</table>
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Bureau of Employment Supports and
Bureau of Family Assistance

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Overview – Bureau of Employment Supports (BES)

► Provides employment support to people who receive Temporary Assistance to Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP).

► Move children out of poverty through employment of their parents.

► Ensure participants gain employment, have an understanding of the community resources, obtain assorted life skills to balance work and family, and an identified career pathway to attaining long term career goals.

► Works with employers and educational/training organizations to address labor market needs through training.

► BES also administers the Granite Workforce Pilot program in conjunction with New Hampshire Employment Supports. Granite Workforce is a pilot work program for expanded Medicaid members, age 19-24, who are parents or childless adults.
Bureau of Employment Supports – Services

New Hampshire Employment Program (NHEP) & SNAP Employment & Training (E&T)

- NHEP is the work program under TANF and provides adults vocational and barrier assessments, case management, career planning, job readiness training, work experience, education and training, job placement; and a host of employment related supports.
- SNAP E&T provides adults vocational assessment, case management, referral to education/training programs, job search assistance, job search training; and mileage reimbursement.

Granite Workforce Pilot Program

- Granite Workforce is the pilot work program for the new community engagement requirement under Granite Advantage (GA) for the expanded Medicaid population.
- Administered in conjunction with New Hampshire Employment Security (NHES), who serves as the ‘front door’, they provide vocational and barrier assessments, case management services; and a host of employment related supports.
- Services include: subsidized employment, direct job placement, on-the job training, job search and job readiness assistance, referral to education/training/apprenticeship programs; and referral to community services for those who need barrier reduction services.
## New Hampshire Employment Program

<table>
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<th>Year *</th>
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<td>2014</td>
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<td>2015</td>
<td>1579</td>
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<td>2016</td>
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<tr>
<td>2017</td>
<td>1026</td>
</tr>
<tr>
<td>2018</td>
<td>1453</td>
</tr>
</tbody>
</table>
BES Service Delivery

- Statewide services in 11 district offices, plus centralized office.
- 12 contracted employment simulated work sites throughout the state. The sites provide vocational assessment, career planning, job readiness skills, and work experience placements, including paid-on-the-job training.
BES - Key Accomplishments

- TANF/CVS/DOL Apprenticeship collaborative for the hiring, credentialing and apprenticeship for Pharmacy Technician positions, who can receive national certification.
- Trained over 100 staff on Toxic Stress, Executive Functioning and Motivational Interviewing as a prerequisite to adopting a coaching case management model.
- TANF Assessment and Intervention Unit, serving those who are or have been affected by domestic violence, substance use, mental health concerns, and/or post-traumatic stress.
- Provision of comprehensive barrier assessment and specialized case management.
- Through participation in the Whole Families Approach to Jobs Initiative with the Administration for Children and Families and the National Conference of State Legislature established a local New Hampshire Chapter with a goal of closing the Cliff Effect.
BES – Key Challenges

New Hampshire’s economy with 2.4% Unemployment Rate, BES is serving people who require support for sustainable employment.

Barriers to Self Sufficiency for those served: 58% experience issues with transportation, 51% have health challenges; 50% with childcare; and 30% face housing instability.

Cliff Effect: When people, primarily working parents become successfully employed and no longer have access to the same benefits, their income typically does not increase enough to make up for the loss of essential services, which could result in vulnerability for their children, such as loss of child care or housing assistance.
Division of Economic and Housing Stability
Bureau of Family Assistance

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The Bureau of Family Assistance (BFA) was formed last year and combined the Division of Client Services and Division of Family Assistance.

BFA assists individuals and families to gain access to Medical and Financial assistance programs within the Department of Health and Human Services.

Each program has specific eligibility requirements regarding age, citizenship, immigration status, income, resources and health status.

BFA also sets policy and program implementation for the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance to Needy Families (TANF).
BFA Services

**Medicaid**

Services include: Health Care services including medications, Dental services, transportation, premium assistance, and Long Term Care supports and services within a nursing facility or within the community.

**Temporary Assistance to Needy Families**

Services include: Cash Assistance for clients requiring temporary assistance under the programs of Family Assistance, Interim Disabled, Emergency Assistance, and the NH Employment Program.

**State Supplemental Programs**

Services include: Old Age Assistance, Aid to the Permanently and Totally Disabled and Aid to the Needy Blind

**Supplemental Nutritional Assistance Program**

Services include: Cash assistance, provided through the issuance of an electronic benefits transfer card (EBT card), for the purchase of items to supplement the nutritional needs of the household.

**NH Child Care Scholarship**

Services include: Assistance to help with child care expenses.
## Caseloads

### SFY 16 Actual

<table>
<thead>
<tr>
<th>Case Type</th>
<th>Caseload</th>
<th>Avg. Mo. Grant</th>
<th>General</th>
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<tr>
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### SFY 17 Actual

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## Caseloads

### SFY 18 Budgeted

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### SFY 18 Actual

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<td>$220.17</td>
<td>$4,077,868</td>
<td>$4,077,868</td>
</tr>
<tr>
<td>ANB</td>
<td>122</td>
<td>$170.67</td>
<td>$249,850</td>
<td>$249,850</td>
</tr>
<tr>
<td>APTD</td>
<td>6,283</td>
<td>$146.16</td>
<td>$11,019,432</td>
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</table>
## Caseloads

### SFY 19 Budgeted

<table>
<thead>
<tr>
<th>Case Type</th>
<th>PIT Caseload</th>
<th>Avg. Mo. Grant</th>
<th>General</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>TANF</td>
<td>2,301</td>
<td>$721.20</td>
<td>$6,874,063</td>
<td>$19,913,868</td>
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<tr>
<td>FWOC</td>
<td>5</td>
<td>$666.66</td>
<td>$40,000</td>
<td>$40,000</td>
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<tr>
<td>IDP</td>
<td>204</td>
<td>$535.13</td>
<td>$1,310,000</td>
<td>$1,310,000</td>
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<tr>
<td>OAA</td>
<td>1,517</td>
<td>$216.70</td>
<td>$3,945,000</td>
<td>$3,945,000</td>
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<tr>
<td>ANB</td>
<td>133</td>
<td>$155.13</td>
<td>$247,591</td>
<td>$247,591</td>
</tr>
<tr>
<td>APTD</td>
<td>6,787</td>
<td>$137.21</td>
<td>$11,175,000</td>
<td>$11,175,000</td>
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</table>

### SFY 19 Projection based on Feb 19 Actual

<table>
<thead>
<tr>
<th>Case Type</th>
<th>PIT Caseload</th>
<th>Avg. Mo. Grant</th>
<th>General</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>TANF</td>
<td>3,356</td>
<td>$727.69</td>
<td>$6,874,063</td>
<td>$29,305,532</td>
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<tr>
<td>FWOC</td>
<td>17</td>
<td>$721.20</td>
<td>$126,236</td>
<td>$147,125</td>
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<tr>
<td>IDP</td>
<td>247</td>
<td>$883.12</td>
<td>$2,666,917</td>
<td>$2,617,568</td>
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<tr>
<td>OAA</td>
<td>1,557</td>
<td>$223.08</td>
<td>$4,108,105</td>
<td>$4,168,027</td>
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<tr>
<td>ANB</td>
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<td>$172.42</td>
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<td>$244,147</td>
</tr>
<tr>
<td>APTD</td>
<td>5,966</td>
<td>$147.62</td>
<td>$10,812,122</td>
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</table>
BFA – Point in Time- Monthly Applications Received

<table>
<thead>
<tr>
<th>Year</th>
<th>Applications Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2016</td>
<td>7,833</td>
</tr>
<tr>
<td>June 2017</td>
<td>8,275</td>
</tr>
<tr>
<td>June 2018</td>
<td>7,585</td>
</tr>
<tr>
<td>January 2019</td>
<td>9,977</td>
</tr>
</tbody>
</table>

BFA Service Delivery

Statewide services in 11 district offices, plus centralized units.

- Focus is to ensure adults, children, and families have the income and resources to obtain basic life necessities, such as: housing, utilities, nutrition, clothing, and childcare to assist them to be self-sufficient and experience negative outcomes.

- Ensure access to medical assistance to meet the immediate medical needs of adults and children and in an effort to reduce higher cost interventions.

- Decrease the State dollars spent by facilitating movement of state supplemental recipients into corresponding federal programs, such as SSI/SSDI.
BFA Key Accomplishments

- Established statewide Customer Service Call Center, positive impact on wait times.
- Enhanced NH Easy Gateway to Services, increased access for customers.
- Increased availability of phone interviews statewide, resulting in high satisfaction.
- Established text message option for customers.
BFA Key Challenges

Maintain operational capability with limited staff; harder to recruit new staff.

Call Volume on benefit delivery days.

Gain efficiencies with development and delivery of training resources.
## BES and BFA - Staffing

<table>
<thead>
<tr>
<th>Governor Recommended Positions SFY20</th>
<th>%</th>
<th>4500 &amp; 4510 Bureau of Family Assistance Accounting Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>3%</td>
<td>6125 – Director’s Office</td>
</tr>
<tr>
<td>33</td>
<td>7%</td>
<td>6127 – Employment Support</td>
</tr>
<tr>
<td>372</td>
<td>82%</td>
<td>7993 – Field Eligibility &amp; Operations</td>
</tr>
<tr>
<td>23</td>
<td>5%</td>
<td>7996 – Director’s Office</td>
</tr>
<tr>
<td>16</td>
<td>4%</td>
<td>7997 – Disability Determination Unit</td>
</tr>
</tbody>
</table>
## BES and BFA Accounting Units (AU4500 - 4510)

<table>
<thead>
<tr>
<th>Activity-Accounting Unit</th>
<th>Accounting Unit Title</th>
<th>Division</th>
<th>Bureau</th>
<th>Budget Book Page #</th>
<th>Budget Briefing Book Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>4500-6125</td>
<td>Director’s Office</td>
<td>DEHS</td>
<td>BFA</td>
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<td>53</td>
</tr>
<tr>
<td>4500-6127</td>
<td>Employment Supports</td>
<td>DEHS</td>
<td>BES</td>
<td>917</td>
<td>55</td>
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<tr>
<td>4500-6146</td>
<td>Temp Assistance to Needy Families</td>
<td>DEHS</td>
<td>BFA</td>
<td>918</td>
<td>60</td>
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<tr>
<td>4500-6153</td>
<td>Separate State TANF Program</td>
<td>DEHS</td>
<td>BFA</td>
<td>919</td>
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</table>
### BES and BFA Accounting Units (AU4500 - 4510)

<table>
<thead>
<tr>
<th>Activity-Accounting Unit</th>
<th>Accounting Unit Title</th>
<th>Division</th>
<th>Bureau</th>
<th>Budget Book Page #</th>
<th>Budget Briefing Book Page #</th>
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<tbody>
<tr>
<td>4500-6170</td>
<td>Age Assistance Grants</td>
<td>DEHS</td>
<td>BFA</td>
<td>920</td>
<td>62</td>
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<tr>
<td>4500-6171</td>
<td>Aid To The Needy Blind Grant</td>
<td>DEHS</td>
<td>BFA</td>
<td>920</td>
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</tr>
<tr>
<td>4500-6172</td>
<td>Refugee Grants</td>
<td>DEHS</td>
<td>BFA</td>
<td>921</td>
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<tr>
<td>4500-6174</td>
<td>APTD Grants</td>
<td>DEHS</td>
<td>BFA</td>
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<tr>
<td>4500-6176</td>
<td>State Assist Non-TANF</td>
<td>DEHS</td>
<td>BFA</td>
<td>922</td>
<td>65</td>
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<tr>
<td>4500-7148</td>
<td>Community Services Block Grant</td>
<td>DEHS</td>
<td>BFA</td>
<td>922</td>
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<tr>
<td>4500-8025</td>
<td>Worker’s Compensation</td>
<td>DEHS</td>
<td>BFA</td>
<td>923</td>
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<tr>
<td>4510-7993</td>
<td>Field Eligibility &amp; Operations</td>
<td>DEHS</td>
<td>BFA</td>
<td>924</td>
<td>67</td>
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<tr>
<td>4510-7996</td>
<td>Director’s Office</td>
<td>DEHS</td>
<td>BFA</td>
<td>925</td>
<td>76</td>
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<tr>
<td>4510-7997</td>
<td>Disability Determination Unit</td>
<td>DEHS</td>
<td>BFA</td>
<td>926</td>
<td>71</td>
</tr>
</tbody>
</table>
Agenda

► Overview of Division
► Key Programs / Services
► Population Served
► Delivery System
► Financial Summary
► Accomplishments
► Key Challenges
Family Strengthening & Child Well-Being Initiatives

Associate Commissioner
Human Services & Behavioral Health

Division of Economic & Housing Stability
- Family Assistance
- Employment Supports
- Child Support
- Child Care & Development
- Housing Supports

Division for Behavioral Health
- Mental Health
- Drug & Alcohol
- Children’s Mental Health

Division of Long Term Supports & Services
- Elderly & Adult
- Developmental Services
- Special Medical Services
- Community Based Military Programs

Division of Children, Youth & Families
- Field Services
- Family, Community & Program Support
- Learning & Quality Improvement

*From left to right - Emphasis on rapid and holistic engagement with integrated, targeted supports and services to prevent deeper involvement and interventions whenever possible and appropriate
The Division was created in June 2018 to promote a more holistic, multi-generational and integrated approach for individuals, children, and families that may be in need of an array of supports and services, such as child care, housing, food, economic and employment assistance.

The Division includes:

► The Bureau of Family Assistance;
► The Bureau of Child Support Services;
► The Bureau of Housing Supports;
► The Bureau of Child Development & Head Start Collaboration; and
► The Bureau of Employment Supports.
• 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

• Creates synergies and coordination efforts

• Focusing on strengthening program organization to create solutions

• Provides shared leadership in the commitment to integration and working as a team
Overview – Bureau of Housing Supports (BHS)

- Assists people who are experiencing housing instability or homelessness to access housing, shelter, and/or other services to assist in achieving or maintaining housing stability and independence.

- 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.
The Bureau contracts and coordinates with 36 agencies across NH to provide housing supports and services.

**U.S. Department of Housing & Urban Development (HUD)**

- Balance of State Continuum of Care works collaboratively with HUD funded projects throughout NH.
- Clients served: 412 in Permanent Housing, 259 in Transitional Housing, 400 in COC Rapid Re-housing, 305 HOPWA, 2,948 through Coordinated Entry outreach.
- Emergency Solutions Grant provides Homeless Prevention and Rapid Re-Housing to homeless or at-risk households.
- Clients served: 182 in ESG Prevention, 341 in ESG Rapid Re-Housing.

**Emergency Shelters (ES)**

- 4,224 unique clients served, with total bed nights of 247,934 – increase of 54,716 over previous year.
- 15% of sheltered person were children, 14% were chronically homeless, 4% were veterans, 23% were victims of domestic violence, 33% had a known mental illness, 17% had a physical disability, 7% had a developmental disability.

**Prevention & Intervention (P&I)**

- Services provided through Community Action Agencies and other non-profits to offer widely varied services to meet the diverse needs of homeless or at-risk persons. Focus is to prevent evictions and diversion from homelessness and entering shelters.
- 4,967 unique persons served, 59% of those were families.
- 611 households received a Housing Security Guarantee loan to assist with security deposit.
- 146 households received security deposit or first month’s rent assistance through the Homeless Housing Access Revolving Loan Fund.
Delivery System

# of Providers by type

1. Permanent Housing - 23
2. Transitional Housing - 1
3. Rapid Re-Housing – 10
4. Homeless Shelters – 43
5. Homeless Outreach - 10
6. Homeless Intervention – 17
## BHS Summary Of Individuals Served

<table>
<thead>
<tr>
<th>Year *</th>
<th>Total number served in NH</th>
<th>State funded Shelter Services</th>
<th>Total State-Funded Prevention Services</th>
<th>Balance of State COC Services</th>
<th>ESG Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>6,297</td>
<td>4,825</td>
<td>N/A</td>
<td>3,187</td>
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<tr>
<td>2013</td>
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<td>4,732</td>
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<td>2,410</td>
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<tr>
<td>2014</td>
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<td>4,760</td>
<td>5,016</td>
<td>3,412</td>
<td>419</td>
</tr>
<tr>
<td>2015</td>
<td>12,029</td>
<td>4,301</td>
<td>4,288</td>
<td>2,619</td>
<td>422</td>
</tr>
<tr>
<td>2016</td>
<td>11,188</td>
<td>4,013</td>
<td>5,433</td>
<td>2,079</td>
<td>511</td>
</tr>
<tr>
<td>2017</td>
<td>12,648</td>
<td>4,975</td>
<td>5,377</td>
<td>3,415</td>
<td>537</td>
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<tr>
<td>2018</td>
<td>13,037</td>
<td>4,833</td>
<td>4,925</td>
<td>3,872</td>
<td>487</td>
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</table>
## Annual Point in Time Counts (APTC)

<table>
<thead>
<tr>
<th>Year*</th>
<th>Total Homeless in NH</th>
<th>Total Sheltered</th>
<th>Total Unsheltered</th>
<th>Temporarily Doubled Up</th>
<th># of Families</th>
<th># of Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>2,438</td>
<td>1,357</td>
<td>368</td>
<td>713</td>
<td>405</td>
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<tr>
<td>2013</td>
<td>2,576</td>
<td>1,243</td>
<td>442</td>
<td>891</td>
<td>418</td>
<td>N/A</td>
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<tr>
<td>2014</td>
<td>2,210</td>
<td>1,241</td>
<td>394</td>
<td>575</td>
<td>358</td>
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<tr>
<td>2015</td>
<td>2,158</td>
<td>1,370</td>
<td>262</td>
<td>526</td>
<td>393</td>
<td>N/A</td>
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<tr>
<td>2016</td>
<td>1,706</td>
<td>1,174</td>
<td>143</td>
<td>389</td>
<td>267</td>
<td>N/A</td>
</tr>
<tr>
<td>2017</td>
<td>1,797</td>
<td>1,174</td>
<td>234</td>
<td>389</td>
<td>287</td>
<td>40</td>
</tr>
<tr>
<td>2018</td>
<td>1,767</td>
<td>1,296</td>
<td>154</td>
<td>317</td>
<td>260</td>
<td>48</td>
</tr>
</tbody>
</table>

*APTC are conducted in January of each calendar year

*2017 was the baseline year to count youth who were experiencing homelessness according to HUD
BHS Key Accomplishments

BHS implemented a Coordinated Entry process that standardizes the way individuals and families at risk of homelessness or experiencing homelessness are assessed for and referred to the housing and services that they need for housing stability.

BHS also developed a detailed listing of all individuals, youth, and families experiencing homelessness in order to prioritize housing for those who are most vulnerable.

BHS was awarded 3 new projects through the FY 2018 Housing and Urban Development Continuum of Care competition

1) Rapid re-housing for youth
2) Statewide rapid re-housing project for survivors of domestic and sexual violence
3) Expansion of Permanent Supportive Housing in the North Country

BHS partnered with NH Housing & Finance Authority to bring two new voucher programs to NH

- Mainstream vouchers will provide rental assistance to non-elderly individuals with disabilities. This was a partnership between NHHFA, BHS, BBH, and LTSS
- Family Unification Program vouchers provide rental assistance to families whose inadequate housing is the cause of their separation or near separation of children into foster care
BHS - Key Challenges

There is a lack of affordable housing across NH, with almost half of all renters paying more than 30% of their income for rent. Rental vacancy rates in NH are at 2%, with a nationwide vacancy rate of 7%.

State General Funds support the emergency shelter system in NH. For the SFY 18-19 biennium, BHS received over $6 million in requests, with only $3.5 million available to allocate.

BHS has 6.5 full time staff. This team administers 112 contracts across NH, limiting their ability to fully implement system improvements and dedicate time to streamlining processes.
BHS Staffing

Through BHS contracts, 108 people are employed to support New Hampshire citizen’s with housing instability. BHS staff provide contract management, system coordination, and ensure compliance with all state and federal rules and regulations to ensure continued federal funding.
## BHS Accounting Units

<table>
<thead>
<tr>
<th>Activity-Accounting Unit</th>
<th>Accounting Unit Title</th>
<th>Division</th>
<th>Bureau</th>
<th>Budget Book Page #</th>
<th>Budget Briefing Book Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>4230-7925</td>
<td>Homeless Housing Access Fund</td>
<td>DEHS</td>
<td>BHS</td>
<td>906</td>
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</tr>
<tr>
<td>4230-7926</td>
<td>Path Grant</td>
<td>DEHS</td>
<td>BHS</td>
<td>907</td>
<td>--</td>
</tr>
<tr>
<td>4230-7927</td>
<td>Housing-Shelter Program</td>
<td>DEHS</td>
<td>BHS</td>
<td>908</td>
<td>46</td>
</tr>
<tr>
<td>4230-8004</td>
<td>Community Service Block Grant</td>
<td>DEHS</td>
<td>BHS</td>
<td>909</td>
<td>48</td>
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</tbody>
</table>