

# ***NH DHHS - Division of Client Services***

**Presented to House Finance Division III  
LOB Room 210 - March 16, 2017**



# Agenda

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- ▶ **Division Overview**
- ▶ **Key Programs**
- ▶ **Types of Services - Population Served**
- ▶ **Doing Business with Client Services - A Typical Day**
- ▶ **Financial Summary**
- ▶ **Accomplishments**
- ▶ **Key Challenges**



# Overview: Division of Client Services

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- ▶ The Division determines program eligibility, manages program enrollment, and provides education and personalized service to the client/client's representative over the lifetime of the relationship.
- ▶ There are **multiple ways to access the Division for assistance.**
  - ▶ In person at a District Office location convenient to the client.
  - ▶ On-line via the NH Easy Gateway to Services, which enables the client to access resources, apply for assistance, update his/her account, and elect to receive notifications via email and text messaging by going "green".
  - ▶ By phone via the Customer Service Center (1.844.ASK.DHHS).



# Key Programs

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- ▶ Program services provided are mandated by federal and/or state government and fall under the broad Program categories of:
  - ▶ Medicaid
  - ▶ Temporary Assistance to Needy Families (Cash Assistance)
  - ▶ State Supplemental Programs (Cash Assistance)
  - ▶ Supplemental Nutritional Assistance Program (SNAP)
  - ▶ NH Child Care Scholarship



# Types of Services – Population Served

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In general, clients are low income New Hampshire residents. Each program has specific eligibility requirements regarding age, citizenship, immigration status, income, resources and health status. Populations include adults, children and families.

## 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



# Types of Services - Population Served- continued

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In general, clients are low income New Hampshire residents. Each program has specific eligibility requirements regarding age, citizenship, immigration status, income, resources and health status. Populations include adults, children and families.

## 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.

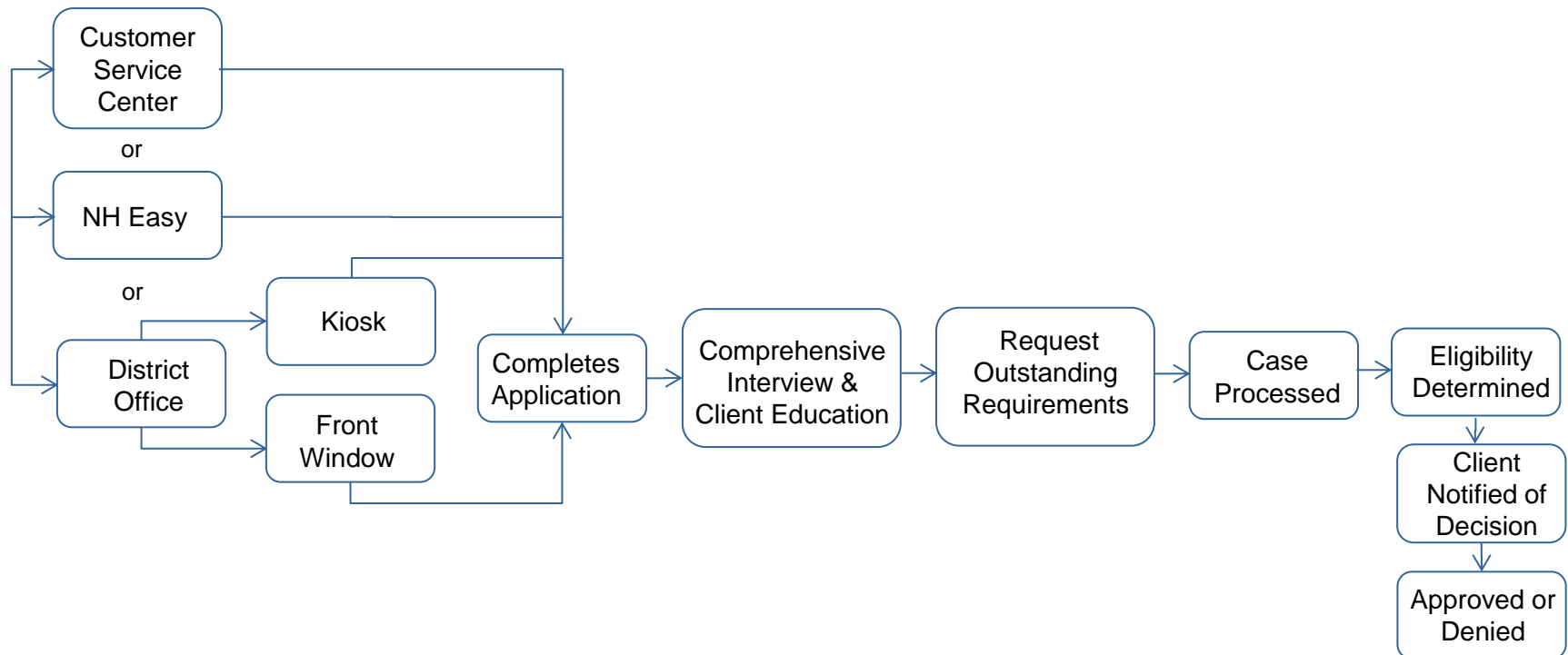


# Doing Business with Client Services - From the Client's Perspective

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## Am I Eligible?

The Division is staffed with knowledgeable professionals to assist clients with general inquiries, program benefits, community resources, case status, and applying for assistance.



Central to DCS culture is an overall operating philosophy built on three guiding principles  
Client-Centered ~ Results-Focused ~ Whole-Person View



# Doing Business within Client Services - From an Employee Perspective

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Position	A Typical Day's Work
Family Services Specialists (FSS)	Conduct 4-5 client interview and education sessions, process case changes, review new documents and process accordingly, cover for absences, make final eligibility determinations for multiple programs.
Service Center Representatives	Manage 70-90 telephone calls, stay to finish all calls in queue, respond to web mail as assigned, coordinate case concerns with district offices or providers.
Supervisors	Conduct case reviews, manage work assignments, provide time for individual supervision with staff, assist with complex cases, cover for absences, assist with unscheduled interviews.
Support Staff	Greet and assist clients, manage kiosk (electronic) registration and notification to FSS for interviews, pre-screen applications to determine next steps, manage client scheduling, scan case documents, process recorded signature in case record, process mail, cover switchboard.





# Division of Client Services: Key Staff Responsibilities

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## Supervisors:

- Manage the daily operations of a district office or assigned unit.
- Ensure state and federal program compliance, timeliness and accuracy of client education, eligibility processes and benefit issuance.
- Establish and evaluate operational procedures, and work methods, program integrity, and client focused service delivery through the oversight of work processes.
- Cover for staff due to vacancies by processing caseloads within their own office or other offices.

## Family Service Specialists:

- Interact directly with the client or their representative to assess and address service needs.
- Determine eligibility for programs of assistance; obtain and verify initial and ongoing eligibility requirements through interviews and collateral contacts, identify barriers and service needs, and make community based referrals as needed.
- Collaborate with partner agencies to assist recipients in progress toward greater independence and self-sufficiency.

## Support Staff:

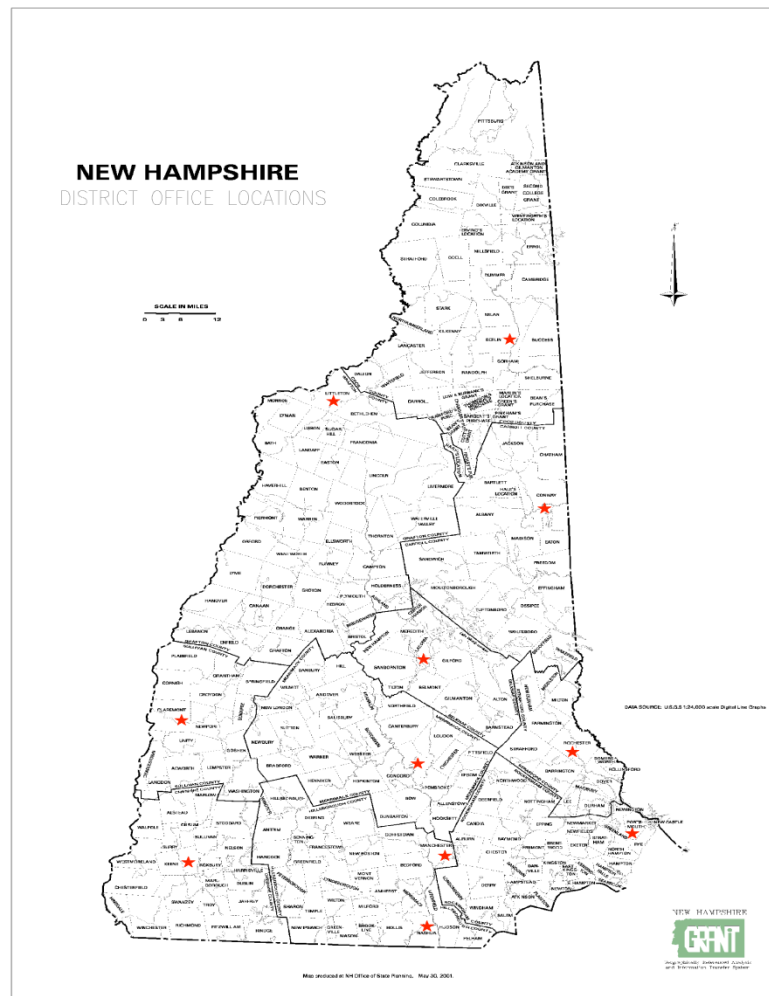
- Interact directly with the client or their representative in person or by phone to monitor, coordinate and provide assistance to eligibility support activities and client requests.
- Scan and index electronic records.
- Activate Electronic Benefit Transfer cards with in-person clients.



# Client Services Staffing & District Office Locations

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Location	Total Number FTEs		
	Fulltime	Temporary	Part-time
Berlin District Office (DO)	28	3	0
Claremont DO	14	2	0
Concord DO	23	1	0
Conway DO	10	4	0
Keene DO	15	0	0
Laconia DO	15	1	0
Littleton DO	15	6	0
Main DO	18	0	0
Manchester DO	30	1	1
Rochester DO	19	0	0
Seacoast DO	17	2	0
Southern DO	31	0	1
Disability Determination Unit	16	0	1
Field Office Administration	6	0	0
Training Unit	10	2	0
Customer Service Center	51	1	4
Scanning Unit	15	3	0
Long Term Care Unit	35	0	2
Director's Office	2	0	0
Totals	370	26	9



# Division of Client Services Staffing by Category and Location/Unit

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Permanent Positions by Location or Unit			Permanent	Temporary for NHHPP	Temporary	Part-Time
Location/Unit	Town	Position Count	Vacancies	Position Count	Vacancies	Position Count
Berlin District Office (DO)	Berlin	28	3	3	1	0
Claremont DO	Claremont	14	1	2	0	0
Concord DO	Concord	23	2	1	1	0
Conway DO	Conway	10	1	4	0	0
Keene DO	Keene	15	0	0	0	0
Laconia DO	Laconia	15	1	1	0	0
Littleton DO	Littleton	15	2	6	1	0
Main DO	Concord	18	1	0	0	0
Manchester DO	Manchester	30	1	1	0	1
Rochester DO	Rochester	19	2	0	0	0
Seacoast DO	Portsmouth	17	2	2	1	0
Southern DO	Nashua	31	4	0	0	1
Disability Determination Unit	Concord	16	0	0	0	1
Field Office Administration	Concord	6	0	0	0	0
Training Unit	Concord	10	2	2	1	0
Customer Service Center	Concord	51	5	1	0	4
Scanning Unit	Concord	15	0	3	0	0
Long Term Care Unit	Concord & DOs	35	6	0	0	2
Director's Office	Concord	2	1	0	1	0
<b>TOTALS</b>		<b>*370</b>	<b>34</b>	<b>*26</b>	<b>6</b>	<b>*9</b>

Vacancy data as of February 28, 2017

Total of All Positions (Perm., PT and Temp) = \*405



## Customer Service Center Call Volumes and Performance Metrics

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2014	TOTAL CALLS	CALLS HANDLED	CALLS ABANDONED	2015	TOTAL CALLS	CALLS HANDLED	CALLS ABANDONED	2016	TOTAL CALLS	CALLS HANDLED	CALLS ABANDONED	2017	TOTAL CALLS	CALLS HANDLED	CALLS ABANDONED
	12 calendar months	Standard = 95%	Standard = 5%		12 calendar months	Standard = 95%	Standard = 5%		12 calendar months	Standard = 95%	Standard = 5%		1 month (January)	Standard = 95%	Standard = 5%
Total	170,139	84%	16%	Total	316,884	86%	14%	Total	484,921	79%	21%	Total	49,324	71%	29%



# Caseloads Versus Prior Years (Persons)

Year	NHHPP ^	Medicaid *	LTC Seniors	FANF Persons	APTD Persons	SNAP Persons
12/2014	30,711	169,294	7,181	6,660	7,532	107,900
12/2015	46,996	185,957	7,191	6,660	7,532	107,900
12/2016	52,474	187,110	7,000	4,999	6,732	94,191
01/2017	53,169	187,222	6,941	5,109	6,690	93,856

\* Includes NH Health Protection Program Persons  
 Source: NH-DHHS March 2017 Dashboard – Table K & J^



# Caseloads - Applications Received

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Year	Caseload Applications Unduplicated	Medicaid Unduplicated	Food Stamps	FANF	APTD	ANB
2013	149,229	43,563	77,417	11,082	10,107	96
2014	164,831	71,138	74,332	9,811	9,472	78
2015	169,226	83,083	68,480	9,060	8,519	84
2016	158,127	75,265	66,403	7,843	8,537	79

FANF – Financial Aid to Needy Families

APTD Aid to Permanently and Totally Disabled

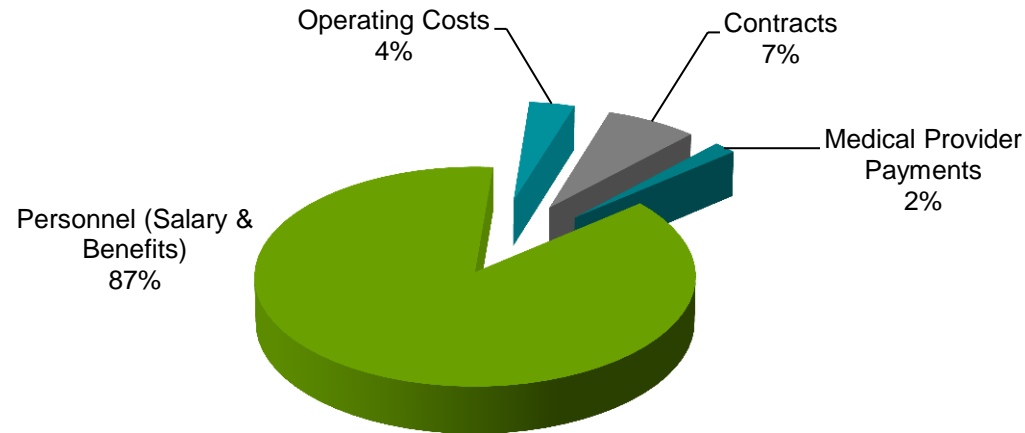
ANB – Aid to the Needy Blind

Source: February 2017 NH DHHS Applications from Caseload Statistics Report



# Major Spending – Categories

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Total	SFY 16 Actual	SFY 17 Adjusted Authorized	SFY 18 Governor's Budget	SFY 19 Governor's Budget	
Total Funds	\$33.9m	\$32.2m	\$32.8m	\$32.7m	
General Funds	\$11.8m	\$14.2m	\$13.8m	\$13.8	
Amounts in millions					



# Key Accomplishments

Streamlined Check-In at District Offices (kiosks)

Forms automation & Client rescheduling online (NH Easy Gateway to Services)

Master Client Index

Expanded use of electronic records & statewide caseloads

Expanded use of recorded voice signature for application processing





# Major Challenges

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Maintain operational capability with staff turnover (retirements)

Manage Call Volume to performance standards

Recruitment in a competitive market

Gain efficiencies with development and delivery of training resources

