

Office of Health Equity (formerly Minority Health and Refugee Affairs (4220)

**Presented to House Finance Division III
LOB Room 210 March 2017
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Agenda

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- ▶ **Overview of Agency (or Division or activity)**
- ▶ **Key Programs / Services**
- ▶ **Population Served**
- ▶ **Delivery System**
- ▶ **Financial Summary**
- ▶ **Accomplishments**
- ▶ **Key Challenges**



- ▶ *Assures equitable access to effective, quality DHHS programs and services across all populations, with specialized focus on racial, ethnic, language, gender and sexual minorities, and individuals with disabilities.*
 - Facilitates effective, quality communication access across all DHHS programs and services for individuals needing communication assistance.
 - Monitors contractor compliance with federal civil rights laws requirements including training.
 - Assists refugees in achieving self-sufficiency at the earliest date possible after their arrival to the United States.
 - Statutory Basis:
 - ❖ DHHS created the Office of Minority Health in 1999 to help ensure that all residents of New Hampshire have access to DHHS services and to improve the health of minorities.
 - ❖ The federal Refugee Act of 1980, 8 U.S.C. § 1521 et seq., established the federal Refugee Resettlement Program and directed the federal Office of Refugee Resettlement to implement strategies and policies for the placement and resettlement of refugees throughout the United States in consultation with state and local governments.



OHE Programs and Services

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DHHS Communication Access

Serves limited English proficient, deaf, hard of hearing, blind, visually impaired, and speech impaired. Direct responsibility for DHHS policy, systems, and training. Oversight of contracted vendor for interpretation/translation services for DHHS current and potential customers/clients, employees, and the public.

Federal Civil Rights Laws Compliance

Monitors contractor compliance with federal civil rights laws requirements including training and self-attestation checklist.

DHHS Community Relations and Rapid Response

Serves all NH residents. Liaison to communities and service providers. Provides Rapid Response Coordination within DHHS to assist workers dislocated due to a layoff or closing of a business.

Minority Health

Serves racial, ethnic, language, gender and sexual minorities, and individuals with disabilities through program planning and partnership building statewide to address disparities and promote health equity. Improves DHHS capacity to assure equitable access and provide high quality services to all individuals and populations.

Repatriation

Serves US Citizens who experience unexpected and unavoidable problems abroad, through direct coordination of any NH cases (approximately one to two per year), to assist repatriates in resuming lives as quickly as possible.

The State Refugee Program

Serves refugees within their first five years of arrival to the US. Contracted services to assist refugees in achieving self-sufficiency at the earliest date possible after arrival to US including: Cultural orientation; English for Speakers of Other Languages; Employment-related services; Transportation; Interpretation; Case management; Health case management; Preventive health education; Service for Older Refugees; School-related intervention and support.



OHE Caseloads

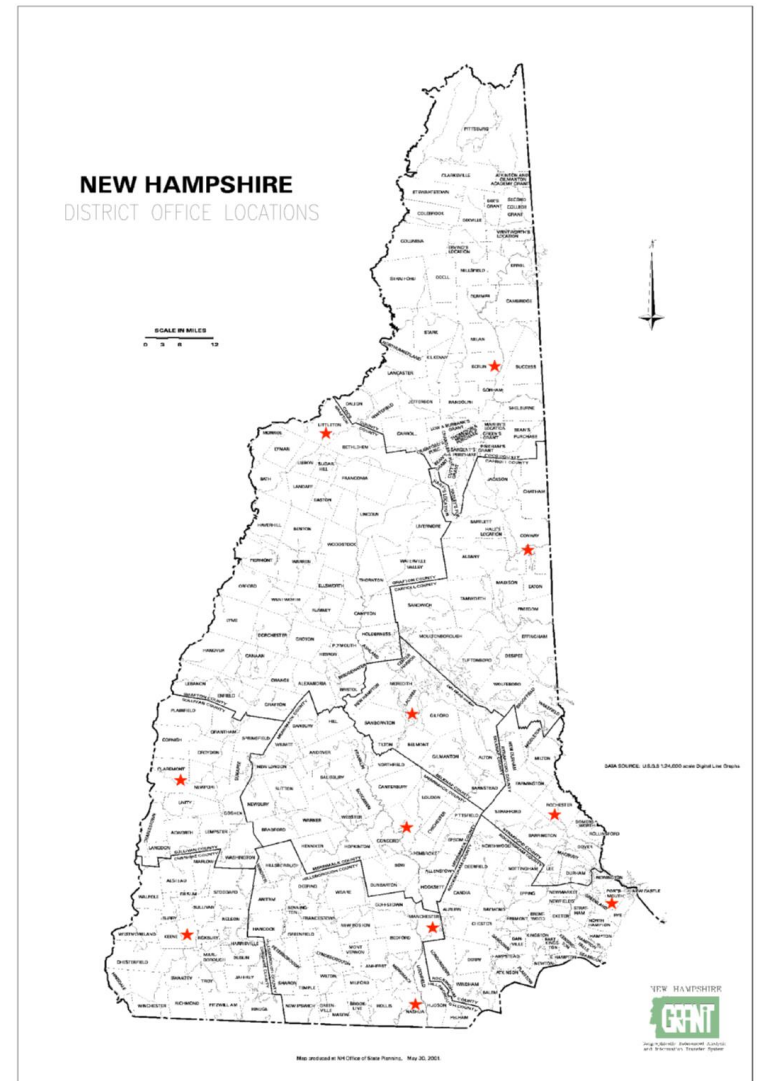
Year	State Refugee Program	Communication Access-Assisted DHHS Encounters
2014	2,500	7,122
2015	2,500	8,115
2016	2,500	7,011
2017	In progress	In progress



Delivery System

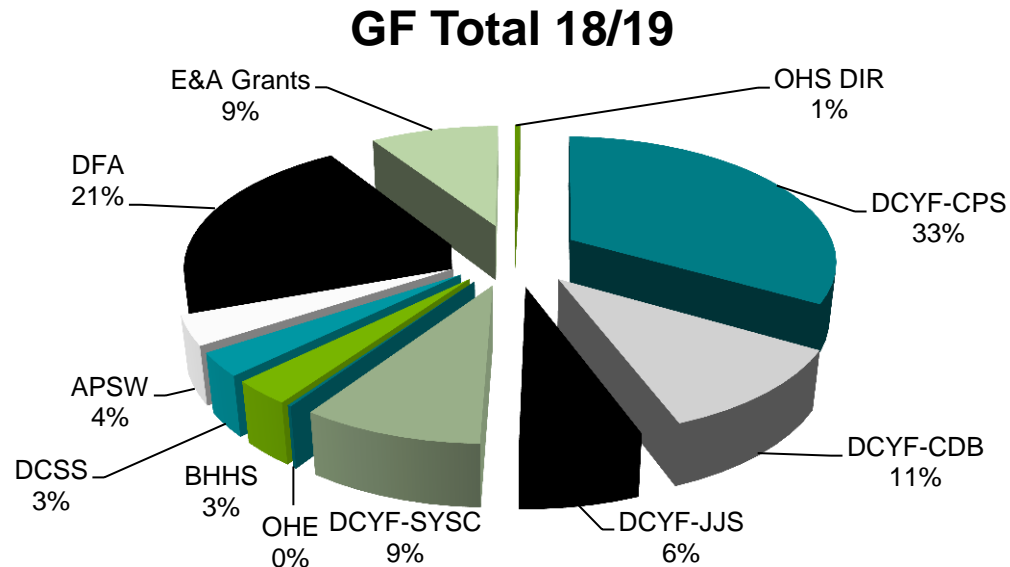
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Location	# of Communication Access-Assisted DHHS Encounters
Berlin	25
Littleton	8
Conway	9
Laconia	24
Claremont	2
Concord	1,082
Rochester	19
Keene	0
Manchester	3,630
Southern	2,192
Seacoast	20



Major Spend – General Funds – Office of Human Services

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Total	SFY 16 Actual	SFY 17 Adjusted Authorized	SFY 18 Agency Request	SFY 18 Governor's Budget	SFY 19 Agency Request	SFY 19 Governor's Budget
Total Funds	\$240.1	\$260.9	\$281.6	\$287.1	\$283.7	\$289.3
General Funds	\$123.2	\$127.2	\$130.8	\$131.7	\$132.2	\$133.3
OHE GF	\$0.2	\$0.2	\$0.3	\$0.3	\$0.3	\$0.3
<i>Amounts in millions</i>						



Staffing – Office of Human Services

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# FTE 16-17	# FTE 18-19 Funded	# FTE 18-19 Unfunded	# FTE 18-19 Totals	%		Activity
	11	1	12	1.3%	4200	OHS Director
322	380	12	392	41.8%	4210	DCYF - Child Protection
10	10	0	10	1.1%	4211	DCYF - Child Development
111	108	1	109	11.6%	4214	DCYF - Juvenile Justice Services
143	123	18	141	15.0%	4215	DCYF - Sununu Youth Service Center
8	10	0	10	1.1%	4220	Office of Health Equity
6	5	0	5	0.5%	4230	Bureau of Homeless and Housing
155	133	7	140	14.9%	4270	Division of Child Support Services
66	62	0	62	6.6%	4280	Adult Protective Services
52	46	0	46	4.9%	4500	Division of Family Assistance
9	9	1	10	1.1%	4810	Elderly and Adult Grants



OHE Key Accomplishments

Conducting DHHS staff Communication Access training across DHHS

Partnership with the Contracting Unit to improve processes for federal civil rights laws compliance in all contracts

Worked with the Division of Public Health Services' Bureau of Health Statistics and Informatics team to produce a Health Equity module in WISDOM, which creates an online, interactive dashboard of indexed indicators

Selected by SAMHSA to create a national resource video which highlights OHE's collaboration with NH DOE for the SAMHSA Safe Schools/Healthy Students and Project AWARE national network on *Understanding and Practical Implementation of Culturally and Linguistically Appropriate Services Standards*



OHE Major Challenges

Data constraints:

Lack of capacity to disaggregate data across DHHS programs and services which limits Quality Improvement activities related to identifying and addressing disparities; and inability to flag client communication access needs client data systems.

Uncertainty regarding changes at the federal level that may impact OHE target populations.

