

Office of Human Services (4200)

**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**



Overview – Office of Human Services (OHS)

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The mission of the Office of Human Services (OHS) is to coordinate a collaborative array of human service programs to meet the needs of vulnerable children, families and individuals, enhancing the health and wellbeing of NH citizens.

Program areas include:

- Division for Children Youth and Families;
- Division of Family Assistance;
- Bureau of Elderly and Adult Services;
- Division of Child Support Services;
- Bureau of Homeless and Housing Services;
- Office of Health Equity (formerly Minority Health and Refugee Affairs); and
- Military Programs



Interagency Collaborations

VETERANS

- Created “Ask the Question” (ATQ) Campaign
- Initiated 1st in the nation Community Mental Health Center Military Liaison Initiative – embedding a military liaison in each CMHC.
- Established development of 6 new Veterans Behavioral Health Tracks - serving justice involved veterans.
- Care Coordination-Designate a skilled military-veteran care coordinator to work with Veterans who are high-risk/intense Medicaid cases to coordinate entry into the VA care system
- NH State Office of Veterans Services (OVS) Officers have office hours at ServiceLink locations across the State.

Division of Family Assistance

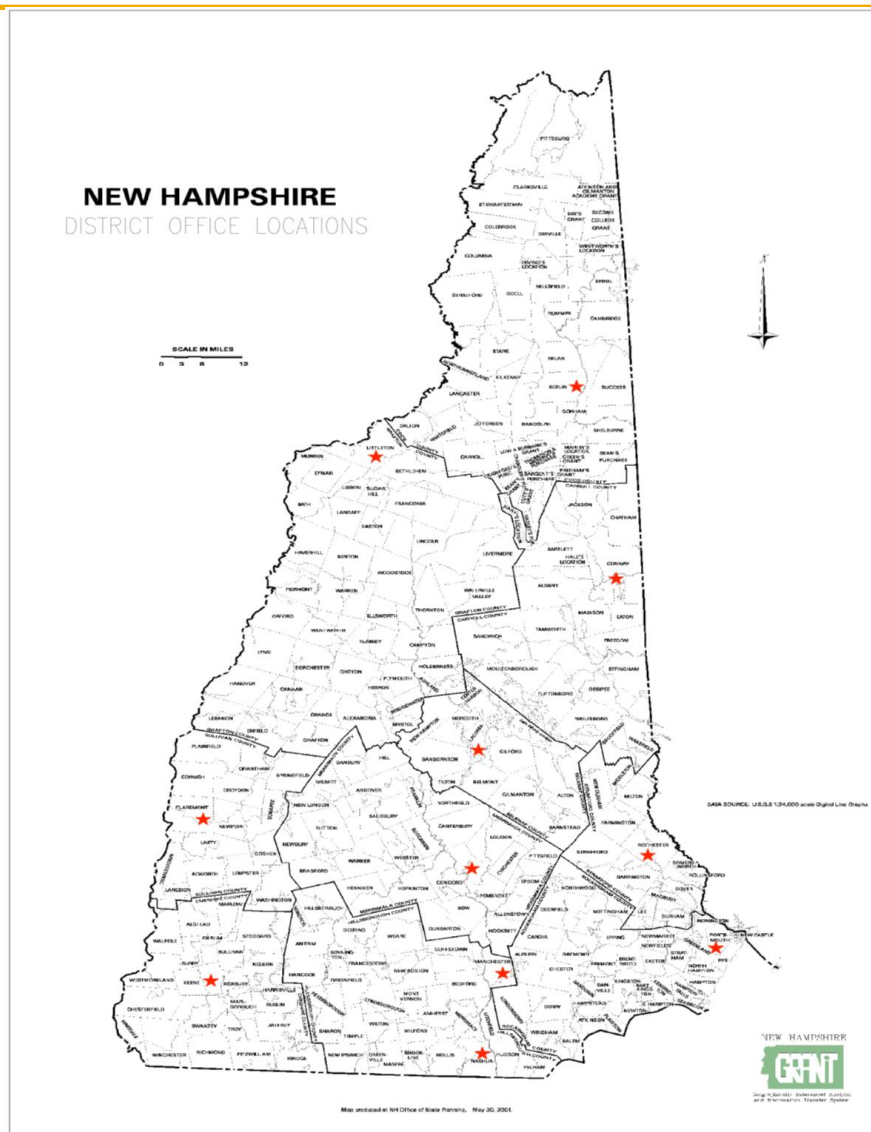
DFA collaborated in provision of TANF supported contracts related to: Case management and housing supports for women with children in treatment for SUD; Case management related to housing stability for veteran's with families; and short term housing assistance and homeless interventions.



Delivery System

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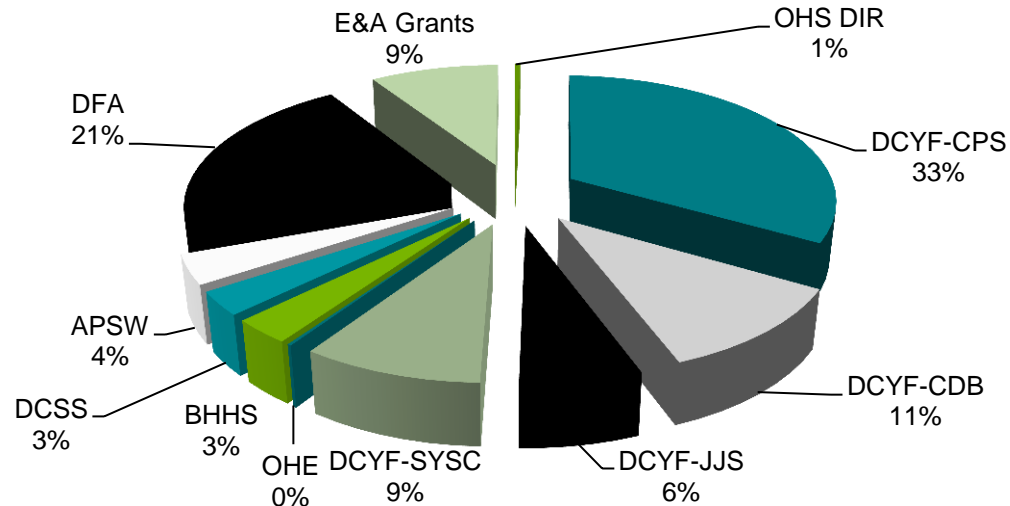
All OHS programs deliver services statewide, the delivery system includes District Offices, Servicelink, and contracted service providers including, but not limited to: Community Action Programs; nutrition and transportation providers; home care; communication access; various family support services; case management; support for veterans and their families; and homeless shelter and housing stabilization services.



Major Spend – General Funds – Office of Human Services

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Total SFY18 & SFY 19



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
Director's Office	\$0	\$0	\$0.5	\$0.5	\$0.5	\$0.5
<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



Key Accomplishments

The primary accomplishment of OHS has been the numerous collaboration across DHHS program areas strengthening service delivery and minimizing duplication of service.

NH is the 1st state in the country to establish a Health and Human Services' Bureau focused on building and facilitating military-civilian partnerships and implementing high quality programing serving veterans and their families.



Major Challenges

DHHS workforce and staffing

Provider capacity and workforce

DCYF- Implementation of quality improvements activities

