

NHLWAA
Executive Board Committee
Minutes
January 17, 2017

Present: Pat Murphy, Suzanne Carr, Todd Marsh, Ellen Tully, Liz Sayre, Charleen Michaud, Jill Jamro, Marilyn Ceriello Bresaw, Robert Mack, Lena Nichols, Sue Benoit, Karen Emis-Williams, Dana Brien

Guests: Mark Jewell - DCS Chief of Program Operations, Deb Sorli – Chief of Service Operations, Terry Smith – Director of Family Assistance

Pat called the meeting to order at 9:31 am.

Introduction of guests and Board.

Terry provided state updates and reported that DHHS is facing a \$70 million short fall this fiscal year. The Governor has put a freeze on all hiring, purchasing and travel.

1. Child protection has major issue and DCYF needs major legislative support.
2. Medicaid issues – no decline in enrollment and the budget was submitted a year in advance anticipated decline – now funding problem
3. Mental Health issues – Waiting list to get into NH Hospital, People are being held in local Emergency Rooms while waiting. There is not infrastructure in place to accommodate this need.
4. If the Affordable Care Act is repealed, there will be a significant impact on policies and NH now only has one policy writer, should have 3 plus a supervisor. Timing is a real issue to revise policies.
5. Pat asked if NHLWAA can do any advocacy and Terry responded it is already a done deal at the federal level.
6. If ACA is repealed it could financially impact expanded Medicaid since the bulk of the money comes from the feds.

DHHS and NHLWAA have had an MOU that was signed in 2000 by persons no longer affiliated with NHLWAA. The department has always been concerned about confidentiality and the recent breach has resulted in the need to revisit the MOU. Deb stated that client services wants to work together with local welfare and the discussion of the MOU is presently with legal. The goal is to have a strong working relationship.

Client Services – Deb runs the Customer Service team and reported that caseloads are high and with the use of technology there is a statewide process to help manage the volume of work. With the help of the technology, work is distributed throughout the state and any worker can assist even if the case is in another area of the state. The “Call Center” manages calls for the entire state, approximately 3,000 per day. Deb asked that DHHS releases be completed and faxed to the Customer Service Center so that they can respond should a town call. The intent is to stream- line the calls, limit the number that go to the local DO’s and be the “first resolution” for callers. Scanned documents are indexed and forwarded to appropriate case workers. Be mindful

that it may take 24 hours to be entered since the fax/scan machine runs 24 hours a day. DHHS wants to respond as quickly as possible. Discussion was around the issue of paperwork not being filed on time and reports from different communities that documents are brought to local DO by clients and even faxed by local welfare and yet clients are denied for failure to provide documentation. Timing of process was clarified.

All forms are now available on the DHHS.gov website. Contact list for local DO's was distributed as well as new DHHS release forms. Every local welfare office is encouraged to use these releases and fax to Customer Service Center (271-4230) and they will attach them to the client file.

Mark Jewell is Chief of Program Operations and encourages local welfare to contact him if there are problems with district offices but give him specifics so he can follow up, help resolve this issue and prevent it from happening again.

Minutes:

Correction to 10/20 minutes – Eversource meeting started at 1:00 not 1:30. Motion by Bob, second by Ellen to approve with correction. Approved.

Annual meeting minutes of 11/17/17 – motion by Dana, second by Lena to approve. Approved.

NHLWAA

Executive Committee

- i. Nomination by Liz, second by Suzanne to elect Karen Emis-Williams to fill the vacant position on the Board. Approved. Karen will attend State meetings in Concord and provide updates to the Board.
- ii. Treasurer's Report – current balance is \$28,768.06. Cornerstone was paid \$5,552.18 for administrative support.
- iii. Email survey sent by Pat to membership re: DHHS release. 56 out of 154 municipalities responded. Pat will send out info re: new DHHS release form, contact info and fax number to send releases to. Release should state DHHS/DCS case detailed information and DHHS all programs.
- iv. New Futures – Judy Silva is setting up a meeting to address concerns re ACA repeal. Pat will attend. There is a lot of anecdotal information about the general well-being of clients improved.
- v. Utility meeting rescheduled to 3/22 at 1:00pm. Some discussion about the need to continue these meetings. NHLWAA is in a wait and see mode pending outcome of lawsuit from NHLA – Eversource implementation of policy re: payments by municipalities is now a legal issue. Refer calls to NHLA.
- vi. Next meeting 2/16 at LGC at 9:30 am.

Committees

- i. Technology – no news, cc pat and Dana any emails that go to George, Steve or Jim. They will follow up. Still trying to get spell check for the notes.
- ii. Legislative affairs – no new legislation, suspension for omission or fraud go back to 6 mos. Not 10 days or a week. Need to find balance.
- iii. By-Laws – no activity yet

Conferences and training

- a. Meetings – Bob and Todd will present and afternoon session talking about burials and cremations. Suggestion for Emergency Management – role of local welfare – clarify role outside of normal business hours – “recovery” – research and table for April meeting. Joe Frappia was suggested to present on 211 with Service Link.
- b. April meeting changed from 4/20/17 to WEDNESDAY 4/19/17.

Other Business

Coordinated Entry meeting at state offices on 1/27 at 9:00am.

Motion by Bob, second by Sue to adjourn at 12:04 pm. Approved.

Elizabeth C. Sayre
NHLWAA Board Secretary