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Frank Edelblut  
Commissioner

Christine Brennan  
Deputy Commissioner

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EDUCATION  
101 Pleasant Street  
Concord, N.H. 03301  
TEL (603) 271-3495  
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Citizens Services Line 1-800-339-9900

March 22, 2021

The Honorable Ken Weyler, Chairman  
Fiscal Committee of the General Court  
State House  
Concord, New Hampshire 03301

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, NH 03301

**REQUESTED ACTION**

1. Pursuant to RSA 14:30-a, VI, authorize the Department of Education, Bureau of Student Wellness to accept and expend New Hampshire System of Care Project Narrative SAMHSA Expansion and Sustainability Cooperative Agreements grant funds in the amount of \$1,202,700 from the United States Department of Health and Human Services, effective upon Fiscal Committee and Governor and Council approval through June 30, 2021. The budget for Fiscal Year 2021 is listed below. The balance of the grant, which is in the amount of \$3,096,076 will be incorporated into the next two biennial budgets. 100% Federal Funds.

2. Pursuant to RSA 124:15, authorize the Department of Education, Bureau of Student Wellness to establish the following temporary full time positions effective upon Fiscal Committee and Governor and Council approval through June 30, 2021. 100% Federal Funds.

<u>No.</u>	<u>Title</u>	<u>Labor Grade</u>	<u>Salary Range</u>
9T3063	Program Specialist IV (1.0 FTE)	25	\$50,193.00-\$67,918.50
9T3064	Program Specialist IV (1.0 FTE)	25	\$50,193.00-\$67,918.50
9T3065	Program Specialist IV (1.0 FTE)	25	\$50,193.00-\$67,918.50

Funds to be budgeted as follows:

Account: 06-56-56-562010-50600000 System of Care  
Revenue Source Code:400374

Class	Description	Adjusted Authorized FY21 Budget	Request Action	Adjusted FY21 Budget
<b>Income</b>				
000-400374	Federal Funds	\$3,096,076	\$1,202,700	\$4,298,777
Class	Description	Adjusted Authorized FY21 Budget	Request Action	Adjusted FY21 Budget
<b>Expenditures</b>				
010-500100	Personal Services Perm Class	\$245,643		\$245,643
020-500200	Current Expenses	\$3,824		\$3,824
027-582703	Transfer to DOIT	\$44,992		\$44,992
028-582814	Transfer to General Services	\$ 21,666		\$21,666
029-500290	Intra-Agency Transfers	\$ 8,215	\$200	\$8,415
037-500173	Technology-Hardware		\$5,000	\$5,000
038-500176	Technology-Software	\$1,900		\$1,900
039-500190	Telecommunications	\$7,800		\$7,800
040-500800	Indirect Costs	\$ 57,915		\$57,915
041-500801	Audit Fund Set Aside	\$2,839	\$300	\$3,139
042-500620	Post Retirement	\$50,357		\$50,357
050-500109	Part Time Salaries	\$16,640		\$16,640
059-500117	Temp Full Time	\$237,159	\$13,955	\$251,114
060-500601	Benefits	\$268,493	\$6,793	\$275,286
066-500543	Employee Training		\$100	\$100
067-500557	Training to Providers	\$25,000		\$25,000
070-500704	In-State Travel	\$6,850		\$6,850
072-502626	Grants Federal	\$1,870,083		\$1,870,083
080-500710	Out-of-State Travel	\$16,700		\$16,700
085-588592	Interagency Xfr Out of Fed FN		\$1,092,118	\$1,092,118
102-500731	Contracts for Program Services	\$210,000	\$84,234	\$294,234
	Actual Total	\$3,096,076	\$1,202,700	\$4,298,777

### EXPLANATION

The Substance Abuse and Mental Health Services Administration, Center for Mental Health Services (CMHS), provides competitive grants to public entities under the Expansion and Sustainability of the Comprehensive Community Mental Health Services for Children with Serious Emotional Disturbances Program (Short title: System of Care (SOC) Expansion and Sustainability Grants). The purpose of this program is to improve the mental health outcomes for children and youth, birth through age 21, with serious emotional disturbance (SED), and their families. This program supports the implementation, expansion, and integration of the SOC approach by creating sustainable infrastructure and services that are required as part of the Comprehensive Community Mental Health Services for Children and their Families Program (also known as the Children's Mental Health Initiative or CMHI).

The Office of Social & Emotional Wellness within the Bureau of Student Wellness at the NH Department of Education has applied to support 7 local jurisdictions in implementing NH's System of Care Expansion and Sustainability initiative: 1) Governor Wentworth School District in the Northern Region; 2) Hillsboro-Deering in the South West Region; 3) Hudson in the South Central Region; 4) SAU 35 in the Northern Region; 5) Merrimack Valley in the Lakes Region; 6) Raymond in the South East Region; and 7) Sanborn Regional in the South East Region. These Local Education Agencies (LEAs) represent the entire state and the project's population of focus: NH school-aged youth and their families experiencing or at risk for mental health challenges. The seven local jurisdictions identified for this project include an estimated student population of 12,443.

The purpose of NH's system of care expansion and sustainability efforts is to improve the clinical outcomes and functioning in home, school, and community for NH's children and youth with Serious Emotional Disturbance (SED) and their families by strengthening local communities ability to respond. These efforts center largely on building strong collaboration between schools, families and children/youth, behavioral health providers, and their communities', and using evidence-based frameworks to deliver high-quality supports and services.

There are five primary goals of this effort: 1) Develop, enhance, and expand a statewide system to support the use of NH's Multi-Tiered Systems of Support for Behavioral Health and Wellness (MTSS-B) model by Local Education Agencies (LEAs) and local communities to expand and sustain NH's System of Care (SOC); 2) Enhance and expand the ability of the Department of Health and Human Services in partnership with the Community Mental Health System of NH and its providers to collaborate with and respond to the needs of LEAs and NH students; 3) Ensure that NH's statewide system of care is culturally and linguistically appropriate for all of NH's residents; 4) Develop, enhance and sustain Multi-Tiered Systems of Support for Behavioral Health and Wellness (MTSS-B) within participating Local Education Agencies (LEAs); and 5) Strengthen partnerships between participating Community Mental Health Centers and LEAs in order to leverage resources, create a common understanding, and increase access to high-quality mental health services and supports for NH students and their families.

As a result of this award, the Office of Social & Emotional Wellness within the Bureau of Student Wellness at the NH Department of Education in partnership with the Children's Bureau for Behavioral Health at the NH Department of Health and Human Services will implement the Required Activities outlined in the Funding Opportunity Announcement as follows:

1. **Key Personnel:** The NH Department of Education will hire both a Project Director (1 FTE) and 2 Family Coordinator (1 FTE). The Project Director will oversee all project efforts to develop, implement, and sustain NH's System of Care. Accountabilities will include convening NH's Statewide System of Care Advisory Committee and supporting and convening the State Implementation Team to include local school-based project staff and those housed within the Community Mental Health Centers. The Lead Family Coordinator will be filled by a parent or family member of a child or adolescent with mental health challenges. This position will be responsible for working with NH-based family-run organizations including the NH PTA, the NH Parent Information Center, and regionally-based Family Resource Centers to support participating state agencies, local education agencies, and community mental health centers to become more youth- and family-driven. The NH Department of Education will also hire regional consultants to support the implementation of Multi-Tiered System of Supports for Behavioral Health and Wellness (MTSS-B) within the Lakes Region and the North Country as defined by the DOE regional map.
2. **Delivery of Services:** Service delivery of Tier 2 and Tier 3 services both within local education agencies and community mental health centers will begin as soon as possible after Fiscal Committee and Governor and Council approval.
3. **Statewide Implementation:** The NH Departments of Education and Health and Human Services will work in collaboration with the NH System of Care Advisory Committee, as outlined in RSA 135-f, to identify and implement statewide strategies to advance the system of care values and principles. The primary structure for supporting this work is NH's Multi-Tiered Systems of Support for Behavioral Health and Wellness (MTSS-B) model. MTSS-B is based on the public health pyramid approach of providing supports universally, to a targeted group, and intensively to those with the highest need. It blends research-based school mental health practices and social-emotional learning with Positive Behavioral Interventions and Supports (PBIS; see <http://www.pbis.org>). NH's MTSS-B is a "way of doing business" that puts into place proven school- and community-based behavioral health practices so that every student can achieve health and wellness and be successful in school. MTSS-B employs a systemic, continuous-improvement framework integrating school behavioral health practices across all levels of the educational system for supporting every student. At the local level, implementation of NH's Multi-Tiered Systems of Support for Behavioral Health and Wellness (MTSS-B) model by participating LEAs will be driven by a comprehensive planning process led by a locally identified SOC Manager and locally identified Student Wellness Teams, including representatives from participating Community Mental Health Centers. Through this process, participants use implementation science to explore the need, readiness, fitness, and capacity necessary to install the structural components necessary to effectively use the MTSS-B model. They work with MTSS-B Consultants to guide initial implementation of the framework, strengthen fidelity to the model, and select interventions and practices to reach full implementation. Central to the planning process will be the identification of the needs of the student population, current efforts to address those needs, and any gaps in the ability of services and supports to address the need. Areas of focus for the planning process will include: prevention, comprehensive school mental health, family and youth engagement, and school culture and climate. In addition to the work being done in local communities, a simultaneous effort will be taking place at the state level. The Office of Social & Emotional Wellness and collaborative partners will convene a workgroup to identify opportunities to enhance and expand the state-wide systems of support for, and technical assistance to, LEAs and schools

implementing the MTSS-B framework for improving behavioral outcomes and learning conditions for all students. Partners will include, but are not limited to, representatives from the educational, behavioral health, criminal/juvenile justice systems, and the broader community.

4. **Local Jurisdictions:** As proposed, this award will support the following local jurisdictions: Governor Wentworth School District, Hillsboro-Deering School District, Hudson School District, White Mountains SAU 35 Cooperative, Merrimack Valley Regional School District, Raymond School District, and Sanborn Regional School District.
5. **Provide Evidence-Based and Culturally Competent Mental Health Services:** Participating Community Mental Health Centers will provide high-quality mental health services to NH students through the creation of a facilitated referral process. This process will increase awareness and understanding of available services and increase access by addressing barriers such as workforce and service location. Supported evidence-based services will include: Diagnostic and Evaluation Services, Outpatient Services, Emergency Services, Home-Based Services, Transition Services, School Staff Training and Consultation Services and other recovery support services. As proposed, this award will support the following community mental health centers: Northern Human Services, Riverbend Community Mental Health, Seacoast Mental Health, and Greater Nashua Mental Health.
6. **Promote and Sustain Family Participation:** This application will support the implementation of The New Hampshire Family, School, and Community Engagement (NHFSCE) State Plan in consultation with local education agencies, other state agencies, and family organizations. The plan addresses high-impact family and community engagement that is youth- and family-driven and culturally competent.
7. **Develop or Enhance a Governance Structure:** The Departments of Education and Health and Human Services have created a System of Care Advisory Committee per NH RSA 135-F. This application will support that governance board as it works to improve the well-being of children and families; promote coordination across state agencies; identify cost-savings, opportunities to increase efficiency, and improvements to the service array and service delivery system and effectiveness; and assist and advise the commissioners of the Departments on the system of care principles and values. The committee include youth and families with relevant experience and members of the child-serving public and private agencies, including experts in education, community-based and facility-based behavioral health services, and effective administration of private and public educational and health services.

**APPROPRIATION EXPLANATION**

Class	Class Description	Explanation
29	Intra-Agency Transfers	Appropriation to fund copier expenses
37	Technology-Hardware	Appropriation to fund new computer hardware to staff under the grant
41	Audit Fund Set Aside	Appropriation based on .01 percent of grant
59	Full Time Temp Salaries	Appropriation to fund requested position in support of grant activities
60	Benefits	Appropriation to cover Health, Dental, Life, Medicare, FICA and retirement contributions for full time and cost allocated positions
66	Employee Training	Appropriation to cover cost of training new employees
85	Interagency Xfr Out of Fed FN	Appropriation to grant funds to the NH Department of Health and Human Services
102	Contract for Program Services	Appropriation to contract with providers of evaluation services and technical assistance

The following information is provided in accordance with the Comptroller's instructional memorandum dated September 21, 1981:

1. List All Personnel Involved:

New Positions:

- Program Specialist IV (1): Project Director/System of Care Coordinator
- Program Specialist IV (2): MTSS-B Coordinators for the Lakes and North Country regions.

The Department is requesting authorization to use a portion of additional grant funds to support existing temporary positions. These existing positions provide leadership and support for the grant:

- Administrator IV
- Administrator II
- Program Specialist III: Grants Coordinator
- Education Consultant I/II: Lead Family Coordinator
- Program Assistant II: Project Assistant
- Business Administrator II

2. Nature, Need, and Duration:

As stated above, purpose of NH's system of care expansion and sustainability efforts is to improve the clinical outcomes and functioning in home, school, and community for NH's children and youth with Serious Emotional Disturbance (SED) and their families by strengthening local communities ability to respond. These efforts center largely on building strong collaboration between schools, families and children/youth, behavioral health providers, and their communities', and using evidence-based frameworks to deliver high-quality supports and services. The positions in this request will provide leadership and support for the grant. The positions will be funded through FY 2021, when the program will be continued with the biennium budget process. The grant of federal funds will end on September 29, 2023, when the positions will also end.

3. Relationship to Existing Agency Programs:

This grant will propel the existing work of the Bureau of Student Wellness—Office of Social and Emotional Wellness, which relies on partnerships with other State agencies (e.g. DHHS) and the community (e.g. community mental health centers). The work afforded by this grant will be conducted in conjunction with current initiatives within the Office of Social and Emotional Wellness with input from partners on the System of Care Advisory Committee.

4. Has a Similar Program been Requested of the Legislature and Denied?

No.

5. Why wasn't this Funding Included in the Agency's Budget Request?

At the time that the State's Biennial Budget was being prepared, the Request for Proposals for the grant has not been made public.

The Honorable Ken Weyler, Chairman  
Fiscal Committee of the General Court

His Excellency, Governor Christopher T. Sununu  
and the Honorable Executive Council  
Page 7 of 7

6. Can any Portion of the Grant Funds Be Utilized?

No. The positions requested are necessary to fulfill the intent of the grant that was accepted by the Granting Authority.

7. Estimate the Funds Required to Continue the Position:

Salary and benefits for the three full-time temporary positions are estimated to be \$240,000 for FY22.

In the event Federal Funds become no longer available, General Funds will not be requested to support this program. Attached are copies of the grant awards.

Respectfully submitted,



Frank Edelblut  
Commissioner of Education

**FISCAL SITUATION**

Account: 06-56-56-562010-50600000 System of Care

	<u>Available Balance</u>
FFY20 System of Care Grant Award as of 7/1/20 Sub-account J6SM63393A	\$2,952,312
FFY 2021 System of Care 2.0 Grant Award as of 9/1/20	<u>\$2,995,900</u>
	\$5,948,212
Grant Award Available	\$5,948,212
Less FY 2021 Adjusted Authorized Appropriation as of 7/1/20	<u>(\$3,096,076)</u>
Grant Funds Available to Appropriate	\$2,852,136
Request to Appropriate	\$1,202,700



*State Of New Hampshire*  
DIVISION OF PERSONNEL  
Department of Administrative Services  
54 Regional Drive; Suite 5  
Concord, New Hampshire 03301

CHARLES M. ARLINGHAUS  
Commissioner  
(603) 271-3201

LORRIE A. RUDIS  
Director of Personnel  
(603) 271-3261

September 2, 2020

Susan Blake, Human Resources Administrator  
NH Department of Education  
101 Pleasant Street  
Concord, NH 03301-3860

**Regarding:** Request to establish a full-time temporary Program Specialist IV, labor grade 25.

Dear Ms. Blake:

The Division of Personnel approves of your request dated July 21, 2020 to establish a full-time temporary Program Specialist IV, labor grade 25 in the New Hampshire Department of Education, Division of Learner Support, Bureau of Student Wellness, and have assigned the position number of 9T3063 pending approval of funding.

This position number will be inactive until you receive funding approval from the Fiscal Committee per RSA 124:15, and the Position Profile Form (PPF) is subsequently approved by the Department of Administrative Services Budget Office for funding.

It will be your responsibility to bring the request for funding before the Fiscal Committee. You may use this letter as confirmation of our decision. Once you have obtained Fiscal Committee approval, please notify the Classification Section with documentation. Thank you.

Very truly yours,

Marianne R. Rechy  
Classification & Compensation Administrator

Cc: Lorrie A. Rudis, Director of Personnel



*State Of New Hampshire*  
**DIVISION OF PERSONNEL**  
Department of Administrative Services  
54 Regional Drive; Suite 5  
Concord, New Hampshire 03301

**CHARLES M. ARLINGHAUS**  
Commissioner  
(603) 271-3201

**LORRIE A. RUDIS**  
Director of Personnel  
(603) 271-3261

September 2, 2020

Susan Blake, Human Resources Administrator  
NH Department of Education  
101 Pleasant Street  
Concord, NH 03301-3860

**Regarding:** Request to establish a full-time temporary Program Specialist IV, labor grade 25.

Dear Ms. Blake:

The Division of Personnel approves of your request dated July 21, 2020 to establish a full-time temporary Program Specialist IV, labor grade 25 in the New Hampshire Department of Education, Division of Learner Support, Bureau of Student Wellness, and have assigned the position number of 9T3064 pending approval of funding.

This position number will be inactive until you receive funding approval from the Fiscal Committee per RSA 124:15, and the Position Profile Form (PPF) is subsequently approved by the Department of Administrative Services Budget Office for funding.

It will be your responsibility to bring the request for funding before the Fiscal Committee. You may use this letter as confirmation of our decision. Once you have obtained Fiscal Committee approval, please notify the Classification Section with documentation. Thank you.

Very truly yours,

Marianne R. Rechy  
Classification & Compensation Administrator

Cc: Lorrie A. Rudis, Director of Personnel



*State Of New Hampshire*  
DIVISION OF PERSONNEL  
Department of Administrative Services  
54 Regional Drive; Suite 5  
Concord, New Hampshire 03301

CHARLES M. ARLINGHAUS  
Commissioner  
(603) 271-3201

LORRIE A. RUDIS  
Director of Personnel  
(603) 271-3261

September 10, 2020

Susan Blake, Human Resources Administrator  
NH Department of Education  
101 Pleasant Street  
Concord, NH 03301-3860

**Regarding:** Request to establish a full-time temporary Program Specialist IV, labor grade 25.

Dear Ms. Blake:

The Division of Personnel approves of your request dated July 21, 2020 to establish a full-time temporary Program Specialist IV, labor grade 25 in the New Hampshire Department of Education, Division of Learner Support, Bureau of Student Wellness, and have assigned the position number of 9T3065 pending approval of funding.

This position number will be inactive until you receive funding approval from the Fiscal Committee per RSA 124:15, and the Position Profile Form (PPF) is subsequently approved by the Department of Administrative Services Budget Office for funding.

It will be your responsibility to bring the request for funding before the Fiscal Committee. You may use this letter as confirmation of our decision. Once you have obtained Fiscal Committee approval, please notify the Classification Section with documentation. Thank you.

Very truly yours,

Marianne R. Rechy  
Classification & Compensation Administrator

Cc: Lorrie A. Rudis, Director of Personnel

## Request for Payment

- - - - - Account Review - - - - -

Account Number: 5751P

DUNS: 808590277 -

Name: Dawn M Laflam

Phone No: (603)271-3832 Ext:

E-Mail Address: [dawn\\_laflam@doe.nh.gov](mailto:dawn_laflam@doe.nh.gov)

Payment Due Date: 07/01/2020

Payment Request

Amount\$: \$100.00

Subaccount	Bank Account	Unexpired Funds(A)	Expired Funds (B)	In-Transit Payments (C)	Total Funds (A+B-C)	SubacctAmt Requested\$
13SM61512A	#####21202	\$0.00	\$599,803.45	\$0.00	\$599,803.45	
14SM61875A	#####21202	\$0.00	\$2,838,984.14	\$0.00	\$2,838,984.14	
16SM63393A	#####21202	\$2,952,312.82	\$0.00	\$0.00	\$2,952,312.82	
17GINHILSG	#####21202	\$0.00	\$56.90	\$0.00	\$56.90	1
18NU87PS004341	#####21202	\$98,058.74	\$0.00	\$0.00	\$98,058.74	1
1901NHILSG	#####21202	\$21,463.35	\$0.00	\$0.00	\$21,463.35	
19SM82054A	#####21202	\$1,542,675.19	\$0.00	\$0.00	\$1,542,675.19	
2001NHILSG	#####21202	\$226,985.12	\$0.00	\$0.00	\$226,985.12	
20SM82999A	#####21202	\$0.00	\$0.00	\$0.00	\$0.00	
ILSG18	#####21202	\$0.00	\$2.62	\$0.00	\$2.62	

Notice of Award



System of Care Expansion and Sustainability Grants      **Issue Date:** 06/22/2020  
Department of Health and Human Services  
Substance Abuse and Mental Health Services Administration

Center for Mental Health Services

**Grant Number:** 1H79SM082999-01  
**FAIN:** H79SM082999  
**Program Director:** Michelle Myler

**Project Title:** New Hampshire System of Care Project Narrative SAMHSA Expansion and Sustainability Cooperative Agreements SM-20-007

**Organization Name:** NEW HAMPSHIRE STATE DEPT OF EDUCATION

**Business Official:** Chris Roy

**Business Official e-mail address:** christopher.roy@doe.nh.gov

**Budget Period:** 08/31/2020 – 08/30/2021  
**Project Period:** 08/31/2020 – 08/30/2024

Dear Grantee:

The Substance Abuse and Mental Health Services Administration hereby awards a grant in the amount of \$2,995,900 (see "Award Calculation" in Section I and "Terms and Conditions" in Section III) to NEW HAMPSHIRE STATE DEPT OF EDUCATION in support of the above referenced project. This award is pursuant to the authority of Sections 561-565 of the PHS Act, as amended and is subject to the requirements of this statute and regulation and of other referenced, incorporated or attached terms and conditions.

Award recipients may access the SAMHSA website at [www.samhsa.gov](http://www.samhsa.gov) (click on "Grants" then SAMHSA Grants Management), which provides information relating to the Division of Payment Management System, HHS Division of Cost Allocation and Postaward Administration Requirements. Please use your grant number for reference.

Acceptance of this award including the "Terms and Conditions" is acknowledged by the grantee when funds are drawn down or otherwise obtained from the grant payment system.

If you have any questions about this award, please contact your Grants Management Specialist and your Government Project Officer listed in your terms and conditions.

Sincerely yours,  
Eileen Bermudez  
Grants Management Officer  
Division of Grants Management

See additional information below

**SECTION I – AWARD DATA – 1H79SM082999-01**

**Award Calculation (U.S. Dollars)**

Personnel(non-research)	\$365,241
Fringe Benefits	\$273,930
Equipment	\$12,000
Travel	\$16,015
Supplies	\$5,530
Contractual	\$1,300,220
Other	\$842,760
<b>Direct Cost</b>	<b>\$2,815,696</b>
<b>Indirect Cost</b>	<b>\$180,204</b>
<b>Approved Budget</b>	<b>\$4,179,552</b>
<b>Federal Share</b>	<b>\$2,995,900</b>
<b>Non-Federal Share</b>	<b>\$1,183,652</b>
<b>Cumulative Prior Awards for this Budget Period</b>	<b>\$0</b>
<b>AMOUNT OF THIS ACTION (FEDERAL SHARE)</b>	<b>\$2,995,900</b>

SUMMARY TOTALS FOR ALL YEARS	
YR	AMOUNT
1	\$2,995,900
2	\$2,995,900
3	\$2,995,900
4	\$2,995,900

\*Recommended future year total cost support, subject to the availability of funds and satisfactory progress of the project.

**Fiscal Information:**

CFDA Number: 93.104  
 EIN: 1026000618B2  
 Document Number: 20SM82999A  
 Fiscal Year: 2020

IC                      CAN                                      Amount  
 SM                      C96J558                                      \$2,995,900

IC	CAN	2020	2021	2022	2023
SM	C96J558	\$2,995,900	\$2,995,900	\$2,995,900	\$2,995,900

**SM Administrative Data:**  
 PCC: CMH120 / OC: 4145

**SECTION II – PAYMENT/HOTLINE INFORMATION – 1H79SM082999-01**

Payments under this award will be made available through the HHS Payment Management System (PMS). PMS is a centralized grants payment and cash management system, operated by the HHS Program Support Center (PSC), Division of Payment Management (DPM). Inquiries regarding payment should be directed to: The Division of Payment Management System, PO Box 6021, Rockville, MD 20852, Help Desk Support – Telephone Number: 1-877-614-5533.

The HHS Inspector General maintains a toll-free hotline for receiving information concerning