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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF ECONOMIC & HOUSING STABILITY

Lori A. Shibinette
Commissioner

Karen E. Hebert
Director

129 PLEASANT STREET, CONCORD, NH 03301
603-271-9474 1-800-852-3345 Ext. 9474
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November 3, 2022

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Economic and Housing Stability, to pay the American Public Human Services Association (APHSA) (VC#168677 B001), Chantilly, VA in the amount of \$40,000 for annual membership dues effective upon Governor and Council approval for the period from January 1, 2023 through December 31, 2023. Funding source: 34% Federal Funds, 66% General Funds.

05-95-45-450010-61250000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: TRANSITIONAL ASSISTANCE, DIV OF FAMILY ASSISTANCE, DIRECTOR'S OFFICE

State Fiscal Year	Class / Account	Job Number	Class Title	Total Amount
2023	026-500251	45144001	Memberships	\$40,000

EXPLANATION

Approval of this request will enable the State to continue its participation in the Association. APHSA is a bipartisan national membership association representing state and local health and human services agencies, and subject matter experts that help execute missions and strategies to improve outcomes for people nationwide. AHSAs help agencies build resilience and bolster the well-being of people through access to food, health care, housing, employment, child care, community support, and other key building blocks. ASPHA also provides support regarding performance measurement and data analysis, health and human services IT systems, workforce development and training, and the legal dimensions of the field.

Listed below are answers to standard questions required for Governor and Executive Council organization dues and membership approval submissions.

1. How long has this organization been in existence and how long has this agency been a member of this organization?

The American Public Human Services Association (APHSA) was founded in 1930 as the American Public Welfare Association (APWA) and later changed its name to APHSA in 1997. The New Hampshire Department of Health and Human Services has been a

member since 1990 and the New Hampshire Department of Health and Welfare was a member in the years prior to 1990.

2. Is there any other organization that provides the same or similar benefits which your agency belongs to?

No.

3. How many other states belong to this organization and is your agency the sole New Hampshire state agency that is a member?

Agencies from all 50 states are members as well as the District of Columbia and US territories. The Department is the sole New Hampshire agency belonging to the Association. All Divisions and Offices benefit from this membership.

4. How is the dues structure established? (Standard fee for all states, based on population, based on other criteria, etc.)

APHSA's dues are based on population from the most recent US Census and the standard Cost of Living Adjustments.

5. What benefit does the state receive from participating in this membership?

The work of the Association supports the entire range of programs administered by the Department. Additionally, the Association represents the State before Congress and federal agencies on matters of concern to New Hampshire. With the many changes to federal programs being passed by Congress each year, it is increasingly important to have current information about changes, consequences of the changes, and the potential impact on each state, including the State of New Hampshire.

6. Are training or educational/ research materials included in the membership? If so, is the cost included? Explain in detail.

Yes. Educational and research materials are included in the membership costs and are provided to the Department. Materials include, but are not limited to; *This Week in Washington*, legislative summaries, policy papers, testimonies, e-mail alerts, and technical assistance.

7. Is the membership required in order to receive any federal grants or required in order to receive or participate in licensing or certification exams? Explain.

No.

8. Is there any travel included with this membership fee? Explain in detail any travel to include the number of employees involved, the number of trips, destination if known and purposes of membership supported trips.

No.

9. Which state agency employees are directly involved with this organization? (Indicate if they are members, voting members, committee members, and/or officers of the

organization.)

Ten DHHS employees are members: Lori Shibinette, Commissioner; Lori Weaver, Deputy Commissioner; Ann Landry, Associate Commissioner; Christine Santaniello, Associate Commissioner; Morissa Henn, Associate Commissioner; Karen Hebert, Division of Economic and Housing Stability Director; Joseph Ribsam, Division of Children, Youth and Families Director; Henry Lipman, Medicaid Director; Melissa St. Cyr, Chief Legal Officer, and Nathan White, Chief Financial Officer.

10. Explain in detail any negative impact to the State if the Agency did not belong to this organization.

Should the Governor and Council not approve this request, the Department may not have the most timely and accurate information available on federal programs, federal funding, future directions, and interpretation of proposed laws and rules, which is necessary for the efficient administration of Department programs.

Source of Funds: 34% Federal Funds, 66% General Funds.

Respectfully submitted,



Lori A. Shibinette
Commissioner



1300 NORTH 17TH STREET, SUITE 340, ARLINGTON, VA 22209 TEL (202) 682-0100 WWW.APHSA.ORG

August 25, 2022

Lori Shibinette
Commissioner
NH Department of Health and Human Services
State Office Park South
129 Pleasant Street
Concord, NH 03301-3852

Dear Commissioner Shibinette,

We are writing to provide important updates to our member services and supports, including changes to our membership dues structure.

We know that 2022 continues to be a very busy time for health and human services leaders, on the heels of the many new challenges the field has faced over the course of the pandemic. Our team remains committed to supporting your agency in carrying out your mission and driving improved outcomes for the people you serve. We encourage you to check out our latest [policy and practice resources](#), and to continue to engage with us through our various Fall events, Affinity Groups and peer learning opportunities. And, it was great to see so many of you earlier this summer at the National Health and Human Services Summit, held for the first time since 2019. We had **43 states represented and over 500 people in attendance**, and deeply appreciate how our members and partners came together to make this such a successful event.

As we continue to focus on advancing well-being for all by influencing modern approaches to sound policy, building the capacity of public agencies to enable healthy families and communities, and connecting leaders to accelerate learning and generate practical solutions together, we also recognize the importance of improving our internal operations to create more efficiencies for our members who are hard at work in the field.

During the 2022 membership renewal period APHSA instituted a new invoicing structure, consolidating membership on a single renewal notice to reduce the complexity of a "legacy" invoicing process, which was cumbersome and at times confusing. As we move into 2023, we have taken steps to further simplify this process by conducting a review of the current membership structure.

- APHSA membership is based on your state's population determined by the U.S. Census Bureau; as a result, the rates are adjusted when decennial adjustments are made to the census.
- Given the pandemic and the strain it put on your agency and budget, we delayed implementing this adjustment.
 - Additionally, over the past two years we discounted membership to help alleviate some of the budgetary challenges you may have faced.
- For 2023, using the 2020 Census data, we have created an adjusted membership structure. Your membership is now a single line item reflecting your state's new population.
 - We have eliminated charges for the individual "programmatic supports," which were specific to the major programmatic areas of health and human services (i.e., SNAP, TANF, Child Care, Child and Family Services, QA/QC).

- And new to your benefits, we have included complimentary Organizational Effectiveness (OE)/Technical Assistance. Our team of expert facilitators can help you and your team implement strategic initiatives through gathering information from staff and communities while co-creating roadmaps on agency priorities. We can support your agency in key areas such as:
 - Workforce Well-Being
 - Continuous Improvement
 - Training Development and Training System Redesign
- Since 2005, our OE consultants have completed more than 150 projects for state, city, and county agencies as well as many community-based organizations.
 - Here are some testimonials about the value our members and partners have garnered from their OE work.
 - **Your office may contact Jennifer Kerr, Director, Organizational Effectiveness at jkerr@aphsa.org to schedule your complimentary consultation.**

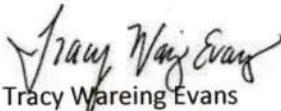
2023 Revised Membership Dues Structure:

- NH Department of Health and Human Services 2023 membership rate is \$40,000. You also receive **one half-day of complimentary OE consultation** and special, member-only OE consultation rates.

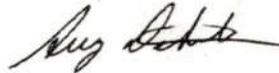
Your 2023 renewal notice is included and if you or your team have questions regarding the new membership structure, please contact Guy DeSilva, Director of Engagement Operations, gdesilva@aphsa.org.

We sincerely appreciate your leadership, continued financial support, and commitment to the well-being of the people and communities you support. As *your* national association, we are here to assist in any way we can. Thank you!

Best regards,



Tracy Wareing Evans
President and CEO



Guy DeSilva
Director, Engagement Operations and Marketing



Effective organizations are foundational to building healthier and stronger communities.

APHSA's OE consulting practice helps your organization identify and develop practical, impactful outcomes and actions to accelerate organizational and community well-being through technical assistance, training, and coaching. Our approach to technical assistance, rooted in the overarching framework of the Human Services Value Curve and the DAPIM™ framework for continuous improvement; is solution-focused and customized for your organization's specific needs and goals. Anchored by our commitment to continuous learning, we leverage the resources, strengths, and skills that leaders and their teams bring to solve problems, so they remain solved.

APHSA's OE practice helps your organization and partners establish:

- A sound assessment of your organization's readiness for change, ensuring that leadership, cultural and other aspects of change readiness are included in subsequent improvement planning.
- A structure for change management, consisting of well-formed sponsor groups and clear charges to improvement teams and implementation teams.
- A well-tested continuous improvement and critical thinking process that helps identify an array of immediate, mid-term and longer-term improvement strategies.
 - This improvement method ensures that a "wrap around" array of services is formulated when needed, and that core training initiatives are supported by related improvement efforts that ensure the continued focus on building skills.
- Effective planning tools for the effort as a whole and for communication and capacity management planning strengthen buy-in and sustainability.
- A variety of improvement tools, addressing topics such as change management, team building, facilitation, project management, partnerships, empowerment, community engagement, training development and building trust.
- Ongoing monitoring tools and methods focused on strengthening follow through, accountability and the learning-by-doing principles that undergird our entire approach.

[Meet the OE Team](#)

Please reach out to Jennifer Kerr, Director, Organizational Effectiveness with any questions about how our OE team can help your agency improve outcomes throughout the communities you serve.

Email: jkerr@aphsa.org

Phone: (717) 609-3675



August 25, 2022

Lori A. Shibinette
Commissioner
NH Department of Health and Human Services
State Office Park South
129 Pleasant Street
Concord, NH 03301-3852

First Notice
Federal I.D: 36-2166948 /D.U.N.S: 07-480-9344

APHSA Annual Membership Renewal Notice

Due on Receipt

Renewal Period January 1, 2023 – December 31, 2023

PLEASE INCLUDE A COPY OF THIS INVOICE WITH ALL PAYMENTS

Please pay the amount below to renew your annual membership with APHSA.
If you have questions about your membership services or benefits, contact Donna Jarvis-Miller at memberservice@aphsa.org.

Please notify us of any changes in your agency contact information by e-mailing memberservice@aphsa.org.
Payments made in the last 30 days may not be reflected at the time of this mailing.

APHSA Member ID: 26565

Invoice #: 40734

State Agency Dues

\$40,000.00

Balance Due

\$40,000.00

**Make checks payable to American Public Human Services Association
and reference APHSA member ID on all payments.**

Mail checks to Lockbox: PO Box 221542, Chantilly, VA 20153-1542

or send wire transfer to: United Bank ABA: 056004445 Account: 1010214235

Credit Card Payment: MC AMEX VISA Credit Card No. _____

Expiration Date: _____ Name as it appears on credit card: _____

Telephone No: _____ Fax: _____ Email: _____

THANK YOU FOR YOUR PAYMENT!

American Public Human Services Association

Lockbox: PO Box 221542, Chantilly, VA 20153-1542

Physical Address: 1300 N 17th Street • Suite 340 • Arlington, VA 22209

Tel: (202) 682-0100 • www.aphsa.org



twitter.com/APHSA1
linkedin.com/company/aphsa