



STATE OF NEW HAMPSHIRE
DEPARTMENT OF MILITARY AFFAIRS AND VETERANS SERVICES

66
CTJG

BUSINESS ADMINISTRATION
STATE MILITARY RESERVATION
4 PEMBROKE ROAD
CONCORD, NEW HAMPSHIRE 03301-5652

David J. Mikolaities, Major General
The Adjutant General

Phone: 603-225-1360
Fax: 603-225-1341
TDD Access: 1-800-735-2964

Warren M. Perry
Deputy Adjutant General

July 10, 2024

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, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 9:16-a, II, the Department of Military Affairs and Veterans Services respectfully requests authorization to transfer appropriated funds in the amount of \$125,000.00 within the Veterans Services Mental Health and Social Isolation to process the payment directly to the vendor in Class 102-Contracts For Program Services. Effective upon approval of Joint Fiscal Committee of the General Court and Governor and Council through June 30, 2025. **100% General Funds.**

02-12-12-120010-32520000 – Veterans Services Mental Health and Social Isolation

<u>Object Class</u>	<u>Description</u>	<u>FY 25 Appropriation</u>	<u>Requested Change</u>	<u>FY 25 Adjusted Budget</u>
067-500559	Training of Providers	\$56,000.00	\$0.00	\$56,000.00
102-500731	Contracts For Program Services	\$1,088,367.53	\$125,000.00	\$1,213,367.53
217-502682	Inter-Agency payments	\$125,000.00	(\$125,000.00)	\$0.00
	Total	\$1,269,367.53	\$0.00	\$1,269,367.53
00010	General Fund	(\$1,269,367.53)	\$0.00	(\$1,269,367.53)
	Total	(\$1,269,367.53)	\$0.00	(\$1,269,367.53)

EXPLANATION

The Governor and Council (G&C) approved the Department of Health and Human Services (DHHS), dated April 10, 2024, Item #7A (Tabled), to enter a contract with Unite USA, Inc. (VC#334953-B001), New York, NY. The G&C authorizes the Department of Military Affairs and Veterans Services (DMAVS) to process payment directly to the vendor. The original process was to reimburse DHHS for the portion of DMAVS services, which DMAVS budgeted in class 217 Inter-Agency Payments instead of class 102 Contracts For Program Services.

July 10, 2024

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

His Excellency Governor Christopher T. Sununu
And the Honorable Council

Page 2

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

- A. Justification: A deficit will occur in Class 102 – Contracts For Program Services - due to the change of method to process the payment to the vendor. Funds are available within AU32520000 Veterans Services Mental Health and Social Isolation Class 217-Inter-Agency Payments - to cover the above as a result of anticipated needs versus funds budgeted in these classes.
- B. Does transfer involve continuing programs or one-time projects?
These transfers involve continuing programs.
- C. Is this transfer required to maintain existing program level or will it increase the program level?
All transfers listed will be used to maintain existing program levels.
- D. Cite any requirements which make this program mandatory.
These programs were appropriated by New Hampshire Laws of 2023, Chapter 106, HB 1-A, "The State Operating Budget".
- E. Identify the source of the funds on all accounts listed on this transfer.
Account Unit 32520000 – 100% General Funds.
- F. Will there be any effect on revenue if this transfer is approved or disapproved?
There will not be any effect on revenue.
- G. Are funds expected to lapse if this transfer is not approved?
Unexpended funds in this account will lapse at the end of the fiscal year.
- H. Are personnel services involved?
Personnel Services are not involved in this transfer action.

Your favorable action on this request is appreciated.

Respectfully submitted,



David J. Mikolaities
Major General, NH National Guard
The Adjutant General



ARC
CSG

7A

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

Lori A. Weaver
Commissioner

Morissa B. Heen
Deputy Commissioner

129 PLEASANT STREET, CONCORD, NH 03301-3857
603-271-9200 1-800-852-3345 Ext. 9200
Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

March 12, 2024

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, Office of the Commissioner, to enter into a contract with Unite USA, Inc. (VC#334953-B001), New York, NY, in the amount of \$7,948,825 for a closed loop referral solution, with the option to renew for up to five (5) additional years effective upon Governor and Council approval, through September 30, 2029. 58% Federal Funds and 42% General Funds.

Funds are available in the following accounts for State Fiscal Years 2024 and 2025 and are anticipated to be available in State Fiscal Years 2026, 2027, 2028, 2029, and 2030 upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

02-12-12-120010-3262 ADMIN OF JUSTICE AND PUBLIC PRTN, MILITARY AFFRS & VET SVCS DEPT, MILITARY AFFRS & VET SVCS DEPT, MILITARY AFFRS & VET SVCS, VET SVS MNTHL HLTH SOCIAL ISOL

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2025	102-500731	Contracts for Progr. Svs.	NA	\$125,000
2026	102-500731	Contracts for Progr. Svs.	NA	\$125,000
2027	102-500731	Contracts for Progr. Svs.	NA	\$125,000
2028	102-500731	Contracts for Progr. Svs.	NA	\$125,000
2029	102-500731	Contracts for Progr. Svs.	NA	\$125,000
2030	102-500731	Contracts for Progr. Svs.	NA	\$31,250
			Subtotal	\$656,250

**05-95-95-954010-5952 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
 DEPT, HHS: COMMISSIONER'S OFFICE, OFFICE OF INFORMATION SERVICES, OFFICE
 OF INFORMATION SERVICES**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2024	102-500731	Contracts for Progr. Svs.	95440003	\$500,000
2025	102-500731	Contracts for Progr. Svs.	95440003	\$545,000
2026	102-500731	Contracts for Progr. Svs.	95440003	\$550,000
2027	102-500731	Contracts for Progr. Svs.	95440003	\$862,208
2028	102-500731	Contracts for Progr. Svs.	95440003	\$891,276
2029	102-500731	Contracts for Progr. Svs.	95440003	\$891,276
2030	102-500731	Contracts for Progr. Svs.	95440003	\$222,817
			Subtotal	\$4,482,575

**05-95-47-470030-8315 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS
 DEPT, HHS: DIVISION OF MEDICAID SERVICES, OFC MEDICAID SERVICES, BENEFICIARY
 SERV IMPRV**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2024	034-500099	Capital Projects	47007034	\$2,830,000
			Subtotal	\$2,830,000
			Total	\$7,948,825

EXPLANATION

The purpose of this request is for the Contractor to provide a closed loop referral solution, in accordance with RSA 126-A:4 VI a closed loop referral solution is a shared technology platform among health and human services agencies that, with full informed consent of participants, is used to refer individuals and families to the health and human service they need. The shared network will connect community-based health and human service partners who provide a broad range of services such as Medicaid managed care organizations, housing, employment, food assistance, behavioral health, education, physical health, dental care, public health, and more. The closed loop referral solution will enable all participating health care and community service providers to seamlessly improve and manage the referral processes within and between health care and human service providers, while ensuring full protection of privacy and security of the data.

Better coordination among providers and the Department is essential for providing high quality health and human services. Closed loop referral solutions help health care and human service providers understand whether referrals to services are effective. More importantly, timely and supported referrals ensure that individuals get the services they need. Evidence from other states suggests that closing the loop on referrals will improve patient safety and overall care coordination.

The Department and community-based health and human service providers, statewide, have historically implemented standalone systems that include electronic medical records, case management, treatment locators, and information and referral systems. Few of the systems are capable of communicating directly with each other. A more standardized, streamlined, enterprise approach will eliminate duplicative efforts and manual coordination. With the consent of the individual, the closed loop referral solution will align community engagement, referral submission, management and follow-up within and among State-sponsored Medicaid recipients and others that need medical care, elderly and adult care, acute psychiatric care, housing supports, substance use services, mental health, public health, dental care, economic supports, child care, education, Military Affairs and Veterans Services, and other community-based and state services. The Contractor, the Department and the providers utilizing the closed loop solution will be able to identify gaps, barriers, and services available. Individuals will be able to see the full record of services to which they are referred, including for service referral that was made by the Department. In order to maintain privacy, other than referral specific information initiated by a Department staff overseeing an individual's case, only aggregate information will be provided to the Department.

The Contractor will engage a network of healthcare and community providers to encourage use of the closed loop solution to optimize its utilization and maximize its ability to meet whole-person care coordination needs. The Contractor will support onboarding providers, training their staff on its use, including establishing the providers presence and profile on the solution, obtaining and managing consent, use of supported screening and assessments tools, referral initiation, response, and management and provider response analytics applicable to connecting individuals and families with service providers.

The Contractor will ensure the closed loop referral solution includes treatment location services, real-time service availability, technical assistance, training, a State supported online access point, and integrations with various areas of care coordination. Employing a pay for performance structure the Department will monitor, measure, and pay for Contracted services based on pre-defined timelines and metrics to support a continuous engagement and growth of the network including training, resource directory creation, marketing, and network enrollment.

The Contractor will customize the closed loop referral solution to support several key Department priority initiatives. This includes Mission Zero components, such as the Care Traffic Control Center's management of emergency department boarding associated with individuals in psychiatric crisis needing inpatient psychiatric treatment; the Department's Rapid Response Statewide Mobile Crisis and Crisis Stabilization services; as well as access to services provided through the Doorways. The customized functionality will enable rapid and effective access the Department and providers need to achieve real-time information on bed or service availability and case specific information. This will increase the potential for improved health outcomes for the individuals to be served at the appropriate level of care.

Additionally, the Contractor will provide:

- An intuitive user interface that minimizes data entry, verifies entered data values against specified data type and format and avoids duplicate entry of same information.
- Monthly data reports associated with overall network performance, network participating provider performance, efficiency gains, and identified gaps or opportunities for improved services and outcomes.
- Assurance that robust consent protections are embedded in network provider enrollment and client referral processing. Every participant must sign an informed consent agreement to share the information with the service provider and actively confirm the referral sources with whom their information is shared, unless otherwise legally authorized or not prohibited under law, such as the Care Traffic Control Center's locating a designated receiving facility bed for an involuntary emergency admission, or the Rapid Response Access Point's locating an available mobile crisis response team for deploying to an individual experiencing a behavioral health crisis. Additionally, the solution must provide clients and providers easy access to remove or modify consent to share information at any time.
- Data on the number of referrals sent, received, completed, services provided, number of referrals not completed and rejected to improve quality of care, reduce service gaps, and reduce overall costs of services.

The Department selected the Contractor through a competitive bid process using a Request for Proposals (RFP) that was posted on the Department's website from September 19, 2023, through October 30, 2023. The Department received two (2) responses that were reviewed and scored by a team of qualified individuals. The awarded vendor scored higher on both the technical and the cost sections of the RFP. The Scoring Sheet is attached.

As referenced in Exhibit A of the attached agreement, the parties have the option to extend the agreement for up to five (5) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and Governor and Council approval.

Should the Governor and Council not authorize this request, the Department, healthcare and community service providers, and individuals and families will have to rely on outdated systems and technology. This could result in adverse outcomes to individuals and families due to healthcare and community services misalignment and delays in delivery of essential service to clients in immediate need, and care providers may lack information regarding the availability of services to support the individuals and families unmet needs. Additionally, the Department will lack technology for the statewide mobile crisis system's effective operation. The current technology for the deployment of mobile crisis teams is expiring under a contract that ends June 30, 2024. The inclusion of this functionality was transferred into the Closed Loop Referral RFP to maximize effectiveness of care coordination and access to other level of care services the individual in crisis may need. Under the Closed Loop Referral RFP and this Agreement, implementation for the crisis services is to go live by July 1, 2024. Additionally, the Department is under a Federal court order to achieve identification of an involuntary emergency admission for inpatient psychiatric within six hours; this solution will support that obligation.

Area served: Statewide.

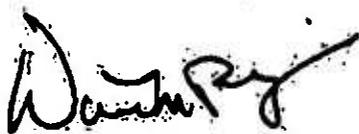
Source of Federal Funds: Assistance Listing Number #83.778, FAIN #2405NH5ADM;
Assistance Listing Number # 83.391, FAIN #NH76OT000031.

In the event that the Federal Funds become no longer available, additional General Funds
will not be requested to support this program.

Respectfully submitted,



Lori A. Weaver
Commissioner



WARREN M. PERRY
Deputy Adjutant General



DIRECTOR
COMMUNITY BASED MILITARY PROGRAMS
NH DEPARTMENT MILITARY AFFAIRS
AND VETERAN SERVICES