

HUMAN RESOURCES DEPARTMENT

Martha S. Roy, Director

During the past year the Human Resources Department conducted many training programs for the County's over 700 employees. Administrative Professional Training days and a Supervisors Academy took place in the spring. The Healthy Lunch lecture series continued to offer employees a calorie conscious lunch with a health topic lecture. In a joint effort with Engineering and Maintenance Services, a series of computer training courses were held in the fall ranging from Microsoft Word to Power Point. The seventh annual Health and Benefits Fair was held in October. This event provides employees a chance to meet with health and benefit providers plus learn ways to lead healthier lifestyles.

The County continued with Group Insurance Service Center as the self-insured health insurance plan third party administrator and Delta Dental as our self-insured dental plan administrator and network in 2004. The Preferred Provider Organization network (Health Care Value Management) remained the same for the health insurance plan, which experienced increases in the premiums for 2004.

All work necessary to comply with the Health Insurance Portability and Accountability Act was completed by the Human Resources Department in 2004. Privacy language was inserted in all Benefit Summary Plan Descriptions and Business Associate Agreements were developed with all involved vendors.

The Human Resources Department continues to provide entrance and exit interviews to all County employees, introducing County benefits as well as policies and procedures. Support is provided for personnel issues and facilitation is supplied to the Employee Advisory Committee, Joint Loss Management Program (Safety Committee), and County Management Team. All employee personnel files for each department are maintained in the Human Resources Department.

HUMAN SERVICES DEPARTMENT

Diane D. Gill, Director

The Department of Human Services was responsible for an appropriated budget of \$15,383,610 for the funding of services to residents of nursing homes, juveniles and their families, the disabled, and the elderly.

The Intermediate Nursing Care (INC) line of the budget represents the most costly portion of this department's budget. INC pays for nursing home care for Medicaid-eligible residents of private nursing homes, as well as the Rockingham County Nursing Home, with costs split – 50% federal share, 25% county, and 25% state share. There were an average of 725 recipients, at an average total monthly cost of \$521,300; a reduction in both the cost and number of recipients from the previous year.

Some elderly persons prefer to remain at home, or in a setting less acute than a nursing facility. Medicaid-eligible elderly and chronically ill adults may receive services in their own homes, or in mid-level care facilities. The two categories of

expenditures for these types of services are Home and Community Based Care (HCBC) and Provider Payments. The costs for these services are funded 50% federal share, 25% state, and 25% county shares. Services are available only to those persons who would be eligible for Medicaid nursing facility services. The average monthly caseload for HCBC clients was 270 persons, at an average cost of \$85,327 per month. The Provider Payment caseload averaged 1,052 persons, at an average cost of \$155,315 per month.

This department is also responsible for the payment of expenses for Old Age Assistance. This program provides cash grants to income-eligible elderly persons. The county pays 50% of the total cost. Rockingham County paid for as many as 200 clients per month, at a total average cost of \$13,975.

The Aid to the Permanently and Totally Disabled is a program that provides cash grants to income-eligible persons who have severe physical or mental disabilities. The county share is 50% of the costs. This program served an average caseload of 883 persons, at a total average monthly cost of \$ 92,692.

The Department of Human Services is responsible for approving payments for court-ordered services for juveniles and their families; including Children in Need of Services, delinquents, and children who have been found to have been abused or neglected. Rockingham County funds 25% of these costs, and the State of New Hampshire, Division of Children, Youth and Families, funds 75%. Rockingham County paid expenses for an average of 408 children on a monthly basis. Average monthly costs totaled \$126,657 for out-of-home placement and in-home services. Reimbursement for juvenile's expenses was collected from parents in the amount of \$427,656 by this department, acting on behalf of the state.

In order to reduce the number of court-involved juveniles, and out of home placements that may result from court involvement, counties receive prevention funds from the State of New Hampshire, Division for Children, Youth and Families, called the 6% Incentive Funds. Rockingham County granted \$665,837 to community programs that provide services to prevent children and families from becoming involved in the juvenile justice system, or to provide judges with alternatives to costly placements or services once a juvenile petition has been filed.

An example of a prevention program is Rockingham County's Juvenile Diversion Program. A single staff member provides intake and referral services to families who are experiencing difficulties with their adolescents. The program received referrals from the courts as a diversion alternative, from schools, from the Division for Children, Youth and Families, and from police departments. Juvenile diversion is provided free of charge to families who reside in Rockingham County.

I would like to express my appreciation to the Board of Commissioners for their guidance and assistance to this department. I would also like to recognize the excellent staff of the department, including the Parent-Child Mediation Program Coordinator, and Juvenile and Adult Diversion Coordinator, for their service on behalf of the families of Rockingham County.