



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

1870.1 DIRECT RESOURCE ASSISTANCE PROCEDURES

Policy Directive: **23-38**

Approved:

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Implements Policy: **1870**

Marie Noonan, Interim DCYF Director

This SOP defines the process for securing direct resource assistance for families.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. CPSWs/JPPOs work with families known to DCYF to build a network of natural and community supports in an effort to assist the family in achieving self-sufficiency.
- II. Once a need related to the safety, permanency, or well-being of a child known to DCYF has been identified, CPSWs/JPPOs work with the family to identify possible natural and community resources to meet the need. This may include:
 - A. Insurance (private or Medicaid);
 - B. Personal savings;
 - C. Assistance from family or friends;
 - D. Community service programs; or
 - E. State, Federal, or privately funded assistance programs.
- III. If the CPSW/JPPO determines the family's current available resources cannot meet the need, they consult with their Supervisor to determine the best course of action. This may include:
 - A. The use of a DCYF provider, when applicable; or
 - B. The use of direct resource assistance, when appropriate.
- IV. CPSWs/JPPOs may advise families that they will explore what additional resources may be available, but they must never tell a family a resource will be provided until they have written approval from the Office of Finance.
- V. Once the CPSW/JPPO and Supervisor determine the best way to meet the need, the CPSW/JPPO emails their Supervisor a summary email that includes:

- A. The name and DOB of the identified child(ren);
 - B. The specific need to be met and how that need is related to the child(ren)'s safety, permanency, or well-being;
 - C. All other resources that have been explored;
 - D. The type and amount of direct resource assistance being requested;
 - E. How the requested resource will meet the need;
 - F. As much information as possible on the item or service, including the cost, a link to where the item can be purchased (ensure the item is available from a US supplier), and address where it is to be delivered to (as applicable and available); and
 - G. The plan for how the direct resource will be delivered to the family.
- VI. If the Supervisor approves the assistance, the Supervisor forwards the email, with their approval:
- A. To the Office of Finance (using the [DCYF DRA email address](#)) for requests under \$250; or
 - B. To the Field Administrator for requests over \$250 or subsequent requests for the child(ren) or family.
 - 1. The Field Administrator follows up with the Supervisor as necessary and emails their approval directly to the DCYF DRA email address or emails the Supervisor and instructs them to forward their written approval to the DRA in box.
- VII. The Office of Finance will work with the CPSW/JPPPO to identify the most appropriate, fiscally responsible plan. This may include (in order of most to least preferred):
- A. Direct purchase of an item or service;
 - B. Reimbursement of an item or service; or
 - C. Provision of a pre-paid card (considered the last option).
- VIII. If the Office of Finance determines a pre-paid card is appropriate, the card is forwarded to the approving Supervisor via inter-office mail.
- A. The Office of Finance documents who the card was provided to and when.
- IX. The CPSW/JPPPO secures the card until it is utilized, provided to the family, or returned to the Office of Finance.

- A. The CPSW/JPPO uses the card to purchase the identified items whenever possible and provides the receipt(s) to the Office of Finance as soon as possible.
 - 1. When it is not possible for the CPSW/JPPO to complete the identified purchase, they provide the card to the family and clearly explain that the card is only to be used for its identified purpose, it is to be returned if not used, and all receipts are required to be provided to the CPSW/JPPO (who will then forward the receipts to the Office of Finance as soon as possible).
 - B. The CPSW/JPPO documents the day and time the card was provided, who it was provided to, and the amount provided in the DCYF electronic information system.
 - C. Any unused card is immediately returned to the Office of Finance.
- X. If the Division of Finance determines a reimbursement of an item or service (e.g. car repairs) is appropriate, the CPSW/JPPO will need to obtain receipts/invoices of the expense and a completed W-9 (if not already on file).
- A. All necessary paperwork is submitted to the Division of Finance before the reimbursement can be processed.
- XI. CPSWs/JPPOs are expected to work with the family to help them achieve independence and to create a viable plan for how the family will meet the need in the future.
- XII. CPSWs/JPPOs document efforts to identify and meet needs, as well as any approved direct resource assistance provided in the DCYF electronic information system. Documentation includes:
- A. Identified needs as they relate to safety, permanency, or well-being of the child;
 - B. Efforts to assist the family in meeting the need through the family's natural and community resources, including insurance and other State, Federal, and privately funded programs;
 - C. Any direct resource provided to the family, including what was provided, to whom, and when;
 - D. Documentation around pre-paid cards also includes the amount given and specific item(s) or service(s) to be purchased; and
 - E. The plan developed with the family to meet the need ongoing.

Frequently Asked Questions

Q1. Where can I find information about resources available to NH families?

- A You can find information about available resources for NH families by calling 211 or accessing the 211 web site at www.211nh.org
- A The 211 system provides access information on a variety of resources, including housing and rent assistance, parenting classes, fuel and electric service assistance, tax

preparation assistance, food pantries, baby items, clothing, cleaning products, and federated giving programs such as the United Way, etc.

Glossary and Document Specific Definitions

[A - B](#) [C - D](#) [E - F](#) [G - I](#) [J - L](#) [M - N](#) [O - Q](#) [R - S](#) [T - V](#) [W - Z](#)

For the Purpose of this Document:

“Direct Resource Assistance” means the direct one-time purchase of an item or service for the purpose of supporting safety, permanency, and well-being for children known to DCYF.

Document Change Log

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