

# Human Services

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## Mission

To provide interim assistance to individuals in desperate need and to encourage community involvement to help break the cycle of poverty.

## HUMAN SERVICES DEPARTMENT ORGANIZATIONAL CHART



## Core Responsibilities

1. Per NH RSA 165:1, provide assistance to those who are unable to meet their most basic needs. Basic needs include food, rent, shelter, utilities, prescriptions and indigent funeral expenses.
2. Make referrals to other community resources in order to further assist applicants/recipients.
3. Pursue all avenues for reimbursement as allowed under RSA 165:1.
4. Maintain a donation supported pantry that is stocked with food, hygiene products, paper and cleaning supplies, diapers, and other items to help meet some basic human needs.

## Human Services

<u>Budget Detail</u>	<b>2021</b>	<b>2022</b>	<b>2022</b>	<b>2022</b>	<b>2023</b>
	<b>Actual</b>	<b>Adopted</b>	<b>Revised</b>	<b>Projected</b>	<b>Budget</b>
<b>Revenue</b>					
Reimbursements	\$4,394	\$10,000	\$10,000	\$7,000	\$10,000
Other Gov Agencies - State	\$11,774	\$0	\$0	\$0	\$0
<b>Total Revenue</b>	<b>\$16,168</b>	<b>\$10,000</b>	<b>\$10,000</b>	<b>\$7,000</b>	<b>\$10,000</b>
<b>Expense</b>					
Compensation	\$286,915	\$304,512	\$304,512	\$305,470	\$317,191
Fringe Benefits	\$125,735	\$164,458	\$164,458	\$153,260	\$159,535
Outside Services	\$58,573	\$68,099	\$68,099	\$67,021	\$68,520
Supplies	\$1,187	\$1,200	\$1,200	\$900	\$1,200
Insurance	\$2,000	\$2,095	\$2,095	\$2,095	\$2,399
Miscellaneous	\$109,175	\$228,700	\$228,700	\$75,100	\$228,700
<b>Total Expense</b>	<b>\$583,586</b>	<b>\$769,064</b>	<b>\$769,064</b>	<b>\$603,846</b>	<b>\$777,545</b>

<u>Service Indicators</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
	<u>Actual</u>	<u>Actual</u>	<u>Estimated</u>	<u>Projected</u>
1. Appointments/Emergencies	1,019	987	600	800
2. Homeless & Homeless at Risk Served	190	192	150	180
3. Applications for Assistance Issued	424	311	230	250
4. Walk-ins	965	823	500	700
5. Initial Case Interviews	377	306	200	300
6. Percent of Total Aid Budget in Rental Assistance	90%	90%	90%	90%

### 2023 Goals

1. Ensure that staff continues to participate in all training relevant to effectively working with low income families and individuals, and continually updates and expands knowledge of local resources.
2. Continue to actively monitor ongoing legislation at both the state and federal level through participation in the NH Local Welfare Administrators Association and the Family Assistance Advisory Council.
3. Participate in the Refugee Advisory Council in order to be updated on the latest information on new arrivals to the City of Concord, and services available for the new arrivals, as well as important cultural services.
4. Review the Standard Operating Procedures for the Department, ensuring that any necessary changes are made to reflect the most current policies and procedures in place.
5. Continue to serve on the Homeless Steering Committee with a focus on the Housing First Model for our chronically homeless population.

### 2022 Goals Status

1. Ensure that staff continues to participate in all training relevant to effectively working with low income families and individuals, and continually updates and expands knowledge of local resources.  
9-Month Status: Staff attended virtual meetings, such as the Balance of State Continuum of Care; Homeless Provider Network; Social Services Utility Hardship; Substance Use Disorder; Capital Area Wellness Obesity workgroup; and Women, Infants, and Children (WIC) training.

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### 2022 Goals Status (continued)

2. Continue to actively monitor ongoing legislation at both the state and federal level through participation in the NH Local Welfare Administrators Association and the Family Assistance Advisory Council.  
9-Month Status: The NH Local Welfare Administrators Association (NHLWAA) supported HB 160, requiring a landlord to provide a tenant at least a 60 day notice prior of a proposed rent increase which exceeds 5%, or notice of at least 90 days of an increase which exceeds 8%. They also supported HB 126, allowing a tenant to cure an eviction right up until their day in court. NHLWAA opposed HB 601, prohibiting the sharing of information between health and social service agencies.  
  
The Family Assistance Advisory Council (FAAC) closely monitored the COVID-19 emergency relief funds and the impact it had on evictions, childcare, food insecurity, business, and unemployment benefits. They also received information from the Division of Health and Human Services on the number of applicants for TANF and Food Stamps, which were lower than expected. The offset may be contributed to the additional unemployment and stimulus payments.
3. Participate in the Refugee Advisory Council in order to be updated on the latest information on new arrivals to the City of Concord, and services available for the new arrivals, as well as important cultural services.  
9-Month Status: Resettlement arrivals and projections have decreased nationwide due to Executive Orders. These orders have also had an impact at the local level. Ascentria did not resettle any refugees from October through December. They had assurances of potentially resettling 13 Congolese households. The lack of available housing has also made this process difficult.
4. Review the Standard Operating Procedures for the Department, ensuring that any necessary changes are made to reflect the most current policies and procedures in place.  
9-Month Status: The Standard Operating Procedures have undergone a comprehensive review. The procedure manual has been updated with COVID-19 protocols, i.e. screening questions for the public and staff. The manual also reflects the alternative ways, i.e. mail, email or telephone interview, by which a person can apply for assistance when they are COVID-19 positive. Office forms were updated to request an applicant's personal email and it also has the department's general email.
5. Participate in the Medicaid Waiver 1115 initiative in the Capital area, as it evolves, in order to support the goal of transforming the delivery of behavioral health care through integration of services.  
9-Month Status: The COVID-19 pandemic impacted the ability for Medicaid Waiver providers to continue operating. As of October 2020, the Capital Area Integrated Delivery Network (IDN2) suspended all of their activities due to reduced funding from the Department of Health and Human Services. These funds were dependent upon the counties matching these funds. The county funds made up approximately two thirds of the funding. This initiative still has not reconvened and it is unclear if it will in the future.
6. Continue to serve on the Homeless Steering Committee with a focus on the Housing First Model for our chronically homeless population.  
9-Month Status: The Winter Shelter opened on December 1, 2020, and closed on March 29, 2021. The shelter opened two weeks earlier than in previous years, which was beneficial to the community. The first two weeks in December only allowed them to be at a 20 bed capacity, as the State mandated for shelters to decompress due to the pandemic. The Concord Coalition to End Homelessness (CCEH) was able to purchase First Church and this allowed them to increase their capacity to 40 beds. They were also able to temporarily move their Homeless Resources services into this new space. The plan for next year is to use this space as a winter shelter and then convert the property to permanent housing. CCEH also purchased a building on Green Street and this created permanent housing for four tenants. Housing First Model: the majority, if not all, of the vouchers are being utilized.