

Human Services

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>	2022	2023	2023	2023	2024
	Actual	Adopted	Revised	Projected	Budget
Revenue					
Reimbursements	\$7,121	\$10,000	\$10,000	\$12,100	\$10,000
Total Revenue	\$7,121	\$10,000	\$10,000	\$12,100	\$10,000
Expense					
Full Time	\$276,799	\$285,839	\$285,839	\$285,800	\$309,961
Part Time	\$29,513	\$30,052	\$30,052	\$34,440	\$37,674
Overtime	\$0	\$700	\$700	\$0	\$730
Allowance	\$600	\$600	\$600	\$600	\$600
Retirement	\$38,918	\$40,287	\$40,287	\$40,070	\$42,037
FICA	\$22,110	\$22,917	\$22,917	\$23,970	\$25,910
Beneflex	\$91,292	\$95,779	\$95,779	\$76,460	\$98,678
Worker's Compensation	\$358	\$360	\$360	\$360	\$470
Unemployment Insurance	\$175	\$192	\$192	\$190	\$140
Professional Development	\$424	\$820	\$820	\$200	\$820
Business Expense	\$0	\$200	\$200	\$0	\$200
Professional Services	\$717	\$1,400	\$1,400	\$300	\$1,400
Software/Hardware Maintenance	\$0	\$1,780	\$1,780	\$0	\$1,780
Advertising	\$0	\$0	\$0	\$400	\$0
Rent	\$56,589	\$63,250	\$63,250	\$58,950	\$64,430
Communications	\$889	\$920	\$920	\$920	\$960
Postage	\$60	\$150	\$150	\$60	\$150
Office Supplies	\$834	\$1,200	\$956	\$400	\$1,200
Liability Insurance	\$2,070	\$2,399	\$2,399	\$2,400	\$2,660
Special Programs	\$67,300	\$228,700	\$228,700	\$177,130	\$228,700
Total Expense	\$588,649	\$777,545	\$777,301	\$702,650	\$818,501

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<u>Service Indicators</u>	2021 <u>Actual</u>	2022 <u>Actual</u>	2023 <u>Estimated</u>	2024 <u>Projected</u>
1. Appointments/Emergencies	987	478	700	800
2. Homeless & Homeless at Risk Served	192	250	300	350
3. Applications for Assistance Issued	311	199	300	400
4. Walk-ins	823	519	700	800
5. Initial Case Interviews	306	198	250	300
6. Percent of Total Aid Budget in Rental Assistance	90%	89%	91%	90%

2024 Goals

1. Ensure that staff continue to participate in all training relevant to effectively working with low income families and individuals, and continually update and expand their 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.

2023 Goals Status

1. Ensure that staff continue to participate in all training relevant to effectively working with low income families and individuals, and continually update and expand their knowledge of local resources.
9-Month Status: Staff participated in Ryan Dowd trainings, which is an empathy-driven approach to working with unsheltered individuals. Staff also attended community meetings, workshops and trainings from the Homeless Provider Network; Balance of State Continuum of Care; Fuel Assistance; 211; and Waypoint. The Director served as a steering committee member on the Bridges Out of Poverty Initiative: Getting Ahead; United Way Community Impact Committee; COVID Equity Task Force; Merrimack County Town Welfare Committee; Capital Area Continuum of Care Substance Use Disorder; Capital Area Early Childhood Strategic Plan; Plan to End Homelessness; Electric Assistance Program; and Mayors Homelessness Workgroup.
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 SB 110 - relative to which town or city is responsible for expenses related to emergency shelters. They also monitored: HB 379 - requiring attorneys be appointed to represent indigent tenants during residential eviction proceedings; HB 401 - evictions based on the owner’s intent to renovate the property; and HB 261 - authorizing residential tenants to terminate their lease in instances of domestic violence, following a disabling illness or accident. NHLWAA opposed HB 117 - relative to the termination of tenancy at the expiration of the lease. This bill would eliminate the protection of a tenant when not in a lease period - potentially allowing a landlord to evict without due cause.

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The Family Assistance Advisory Council (FAAC) monitored the statewide Emergency Rental Assistance Program (ERAP), which ended in October 2022. ERAP provided rental, electric, heating, internet, hotel and other assistance to thousands of households in NH. The program was able to assist over 30,000 households with an average amount of \$11,000. In Merrimack County, they issued over \$27 million with the majority spent on rental assistance. FAAC also kept abreast of the Emergency Allotment of Food Stamps, which ended February 2023, due to the ending of the COVID-19 public health emergency. During the pandemic, households were provided with additional Food Stamp benefits in conjunction with their regular allotment. The ending of the additional benefit caused widespread concern of increasing food insecurity to vulnerable populations. Another state program impacted by the ending of the public health emergency was the Medicaid health insurance program. This directly affected thousands of individuals receiving continuous Medicaid during the COVID-19 public health emergency without needing to provide any eligibility documentation. Although the public health emergency ended in March, the Division of Health & Human Services (DHHS) did not close all the cases at once. DHHS proactively sent numerous notices, calls, texts and emails prior to the end of the coverage.

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: Ascentria Care Alliance resettled refugees in Concord, Manchester, and other communities in the state. Their fiscal year started in October 2022 and had projected to resettle 130 arrivals. As of March, they had resettled 46 cases: 18 Congolese, 19 Ukrainians and 9 Haitians.
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 Department has reviewed and revised its procedural manual. The office continues to utilize COVID-19 protocols (telephone interviews) when an applicant is unable to apply in person due to health concerns.
5. 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, 2022 and closed on April 9, 2023. On average, they had 35 individuals staying per night. On intensely cold days they were at capacity and used emergency cots. The shelter usually closes at the end of March but extended it as a direct response to many single individuals losing their hotel coverage at the beginning of April. The NH Emergency Rental Assistance Program was paying for unsheltered individuals and families to stay at hotels across the state. The funding for the program abruptly ended in October. In order to avoid the immediate displacement of many households, the Governor's Office of Emergency Relief allocated additional funding and established the Emergency Temporary Housing program. The development of this new program allowed for singles to stay at a hotel until April and families until June 2023. The continued success of the Housing First Model is dependent on affordable and available housing.