

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> | 2023 | 2024 | 2024 | 2024 | 2025 |
|-------------------------------|------------------|------------------|------------------|------------------|--------------------|
| | Actual | Adopted | Revised | Projected | Budget |
| Revenue | | | | | |
| Reimbursements | \$14,317 | \$10,000 | \$10,000 | \$12,000 | \$10,000 |
| Total Revenue | \$14,317 | \$10,000 | \$10,000 | \$12,000 | \$10,000 |
| Expense | | | | | |
| Full Time | \$278,708 | \$309,961 | \$309,961 | \$310,540 | \$340,914 |
| Part Time | \$35,058 | \$37,674 | \$37,674 | \$44,130 | \$41,229 |
| Overtime | \$0 | \$730 | \$730 | \$75 | \$0 |
| Allowance | \$600 | \$600 | \$600 | \$600 | \$600 |
| Retirement | \$38,940 | \$42,037 | \$42,037 | \$42,030 | \$46,126 |
| FICA | \$22,848 | \$25,910 | \$25,910 | \$26,430 | \$28,188 |
| Beneflex | \$83,878 | \$98,678 | \$98,678 | \$104,120 | \$145,246 |
| Worker's Compensation | \$360 | \$470 | \$470 | \$470 | \$380 |
| Unemployment Insurance | \$136 | \$140 | \$140 | \$140 | \$178 |
| Professional Development | \$525 | \$820 | \$820 | \$350 | \$820 |
| Business Expense | \$0 | \$200 | \$200 | \$0 | \$200 |
| Professional Services | \$1,914 | \$1,400 | \$1,400 | \$1,200 | \$1,400 |
| Software/Hardware Maintenance | \$0 | \$1,780 | \$1,780 | \$0 | \$28,140 |
| Advertising | \$838 | \$0 | \$0 | \$0 | \$0 |
| Rent | \$54,039 | \$64,430 | \$64,430 | \$64,430 | \$66,181 |
| Communications | \$904 | \$960 | \$960 | \$1,370 | \$3,877 |
| Postage | \$93 | \$150 | \$150 | \$60 | \$150 |
| Office Supplies | \$705 | \$1,200 | \$1,200 | \$1,000 | \$1,200 |
| Liability Insurance | \$2,400 | \$2,660 | \$2,660 | \$2,660 | \$2,700 |
| Special Programs | \$206,213 | \$228,700 | \$228,700 | \$351,000 | \$358,700 |
| Total Expense | \$728,157 | \$818,501 | \$818,501 | \$950,605 | \$1,066,228 |

Human Services

| <u>Service Indicators</u> | <u>2022 Actual</u> | <u>2023 Actual</u> | <u>2024 Estimated</u> | <u>2025 Projected</u> |
|---|------------------------|------------------------|---------------------------|---------------------------|
| 1. Appointments/Emergencies | 478 | 708 | 1,150 | 1,200 |
| 2. Homeless & Homeless at Risk Served | 250 | 302 | 320 | 350 |
| 3. Applications for Assistance Issued | 199 | 314 | 350 | 400 |
| 4. Walk-ins | 519 | 735 | 900 | 1,000 |
| 5. Initial Case Interviews | 198 | 268 | 320 | 350 |
| 6. Percent of Total Aid Budget in Rental Assistance | 89% | 91% | 95% | 95% |

2025 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 levels 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, services available for the new arrivals, and 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.

2024 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: The staff took part in various training opportunities, including Homeless Sheltering Services in NH; Housing Stabilization & Homeless Outreach; Active Shooter Training; and Substance Abuse: Overview of Effects and Risks of Common Drugs. On Health & Human Services Day, the Human Services Director provided an overview of local welfare to Waypoint, Concord Connection Coalition, Ascentria Care Alliance, and Leadership Greater Concord. Additionally, the Director participated in several committees: Impact of Criminal Records on Housing, Concord School District Interagency Team, Homeless Steering Committee, Concord Area Provider, Provider Homeless Network, Capital Area Leadership Team (Continuum of Care Substance Abuse Disorder), Electric Assistance Program, and Balance of State Continuum of Care.
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 residency status), which became law in September. This bill, in part, allows a city or town to seek reimbursement from a person’s town or city of origin. Local Welfare is mandated under NH RSA 165:1 to: “Whenever a person in any town is poor and unable to support himself, he shall be relieved and maintained by the overseers of public welfare of such town, whether or not he has residence there”. NHLWAA wrote a letter of opposition to HB 1115: relative to the termination of tenancy at the expiration of tenancy or lease term. One of the concerns is it would create a significant fiscal impact on municipalities by increasing the amount of households needing assistance due to homelessness, as tenants would be evicted without good cause. According to the latest NH Housing: Rental Cost Trends for Concord report, the vacancy rate for all units is 0.6%.

The Family Assistance Advisory Council stayed up to date on State program changes and legislative bills affecting vulnerable populations. DHHS court-appointed guardians are now eligible for cash assistance, regardless of familial relation. Previously, only close blood relatives were eligible. Medicaid for Pregnant Women is now covering 12 months of continuous postpartum coverage instead of two months. Legislative bills: HB 120: relative to the closure of the Sununu Youth Center and operation of a replacement center. SB1: relative to postponing the closure of the Sununu Center. The postponement would be until the new trauma-informed home-like facility center opens.

Human Services

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’s fiscal year started in October. They projected to receive 100 refugees and Special Immigrant Visas (SIV). SIV is a immigration program that grants permanent residence to people who aide the U.S. government abroad. In the first quarter, Ascentria resettled 14 households: two Haitians, two SIV and 10 Ukrainians. In the second quarter, they anticipated four arrivals. The challenges continue to be finding affordable housing, transportation to work, employers hesitant to hire English Language Learners, and lack of funds for Adult Education to hire more teachers.
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 acquired new software to replace the outdated system, which had been negatively impacting productivity due to its slow and unreliable performance. Forms and applications have been reviewed and revised to better serve our clients.
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 Cold Weather Shelter was open from December 10, 2023 to March 31, 2024. It accommodated an average of 29 people per night and reached full capacity on extremely cold nights.

The Homeless Steering Committee reviewed the Plan to End Homelessness and focused on the following five goals:

- Increase access to healthy, safe environments for all homeless and precariously housed members of the Concord community;
- Increase the number of quality, permanent, affordable rental units for very low income individuals and families;
- Increase knowledge about homelessness in Concord, costs to the community, services available, and future needs;
- Increase public and private funding available for plan strategies; and
- Ensure broad representation and engagement of stakeholders in the implementation of the Plan to End Homelessness.

The Housing First Model is a rental subsidy program, and it’s success heavily relies on the availability of affordable units.