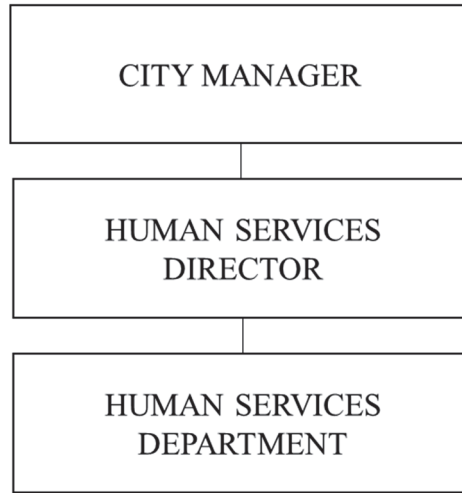


Human Services

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>	2025	2026	2026	2026	2027
	Actual	Adopted	Revised	Projected	Budget
Revenue					
Reimbursements	\$9,032	\$10,000	\$10,000	\$14,000	\$10,000
Total Revenue	\$9,032	\$10,000	\$10,000	\$14,000	\$10,000
Expense					
Full Time	\$390,990	\$409,008	\$409,008	\$393,210	\$423,305
Allowance	\$600	\$600	\$600	\$600	\$600
Retirement	\$52,842	\$52,148	\$52,148	\$50,290	\$53,971
FICA	\$28,056	\$30,145	\$30,145	\$29,120	\$32,382
Beneflex	\$130,842	\$130,159	\$130,159	\$133,070	\$145,771
Worker's Compensation	\$380	\$450	\$450	\$450	\$608
Unemployment Insurance	\$175	\$200	\$200	\$200	\$220
Professional Development	\$824	\$820	\$820	\$700	\$820
Business Expense	\$0	\$100	\$100	\$75	\$100
Professional Services	\$2,265	\$1,400	\$1,400	\$1,450	\$1,400
Software/Hardware Maintenance	\$11,572	\$14,140	\$14,140	\$14,140	\$14,140
Rent	\$59,699	\$67,964	\$67,964	\$67,960	\$69,900
Communications	\$2,498	\$4,683	\$4,683	\$4,260	\$2,010
Postage	\$13	\$150	\$150	\$125	\$150
Office Supplies	\$4,587	\$1,200	\$1,200	\$900	\$1,070
Liability Insurance	\$2,700	\$2,890	\$2,890	\$2,890	\$4,114
Special Programs	\$364,961	\$358,700	\$358,700	\$299,975	\$358,700
Capital Outlay - GL	\$0	\$0	\$4,000	\$4,000	\$0
Total Expense	\$1,053,005	\$1,074,757	\$1,078,757	\$1,003,415	\$1,109,261

Human Services

<u>Service Indicators</u>	<u>2024</u> <u>Actual</u>	<u>2025</u> <u>Actual</u>	<u>2026</u> <u>Estimated</u>	<u>2027</u> <u>Projected</u>
1. Appointments/Emergencies	1,090	1,102	1,040	1,150
2. Homeless & Homeless at Risk Served	310	227	220	250
3. Applications for Assistance Issued	339	349	350	360
4. Walk-ins	866	859	830	850
5. Initial Case Interviews	322	296	300	300
6. Percent of Total Aid Budget in Rental Assistance	94%	97%	96%	95%

2027 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.

2026 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 several workshop sessions hosted by the NH Local Welfare Administrators Association, covering topics such as NH Job Corps Center, Interactive Situational Local Welfare: Case Scenarios, and Practical Application of Municipal Welfare. Additionally, they took part in the Cold Weather Emergency Operations Plan, City of Concord Food Access, and Provider Network meeting. The Department stayed updated on the federal changes affecting the Supplemental Nutrition Assistance Program (SNAP) and the Women, Infants, and Children (WIC) Program. In New Hampshire, SNAP has more than 75,000 recipients of benefits, and WIC has 13,000 recipients of benefits, per the Department of Health & Human Services. The Human Services Director also worked closely with various community agencies to enhance collaboration and deepen understanding of programs.
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 monitored and testified on several legislative bills, including HB 348 (eligibility for local assistance), which enables municipalities to establish residency requirements for local assistance, requires short-term emergency aid while residency is verified, requires special consideration of individuals who have left their town of origin due to domestic or sexual violence, and establishes an administrative process for resolving financial responsibility among municipalities; HB 1336 (regulated conditional deposits), which allows a municipality to require a regulated conditional deposit if an applicant fails to meet the landlord’s approval criteria due to credit score, gross income, or prior eviction proceedings; and SB 441, which requires a municipality that intends to transport a homeless individual to another municipality for shelter and substance use disorder treatment to enter into a memorandum of understanding (MOU) with the receiving municipality prior to transport.

The Family Assistance Advisory Council monitored the following legislative bills: HB 1499, an act limiting times vaccine clinics may operate at schools and requiring parents or legal guardians to be present with their child during the administration of vaccinations at such a clinic; and HB 1598, which amends various landlord/tenant laws to make it easier for landlords to evict tenants for non-payment of rent or for a material breach of a rental agreement.

Human Services

2026 Goals Status (continued)

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: The annual Presidential Determination (PD), which sets the ceiling for the number of refugee admissions to the United States for FY 2026 was signed as of September 30, 2025. This year's PD set a ceiling of 7,500 refugee admissions nationwide, which have been allocated for Afrikaners from South Africa. In federal FY 2025 (October 1, 2024 - September 30, 2025), the cap was 125,000 refugees. In New Hampshire, there have been very few arrivals and low projections are anticipated for the remainder of the fiscal year. Refugees, asylees, and other humanitarian populations are no longer eligible for SNAP benefits upon arrival. However, once they adjust to Legal Permanent Resident status, they are eligible and do not have the five year waiting period that applies to other categories of immigrants.

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: Staff meet regularly to review internal processes, discuss cases, coordinate community resources, and assess the direct and indirect impacts of local, state and federal policy changes. The Department has been using the new software system for nearly a year, resulting in streamlined workflows, increased productivity, and enhanced data collection.

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 Committee for Concord's Plan to End Homelessness has hired a Project Director to oversee, promote, and coordinate initiatives aimed at ending homelessness. A key responsibility of this role is to engage with and build relationships among critical stakeholders, including direct service providers, local and state government agencies, businesses, housing providers, and individuals with lived experience. The Project Director has established four working groups: Housing, Social Determinants of Health, Unsheltered, and Data and Communication. All of the working groups are active.

The Cold Weather Shelter operated from December through the end of March. During January and February, the shelter remained at full capacity due to the extreme cold, consistently accommodating an average of more than 42 individuals each night. In collaboration with The Friendly Kitchen, they extended the hours to provide weekend coverage, meals, and shelter check-ins and check-outs. The Coalition to End Homelessness continues to demonstrate strong outcomes through its Housing First model with a high success rate. The Human Services Department partnered with them and provided the funding to transition unhoused individuals into permanent housing.