

## 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>2018 Actual</b>	<b>2019 Actual</b>	<b>2020 Budgeted</b>	<b>2020 Estimated</b>	<b>2021 Budget</b>
<b>Revenue</b>					
Reimbursements	\$26,300	\$9,162	\$10,000	\$10,500	\$10,000
<b>Total Revenue</b>	<b>\$26,300</b>	<b>\$9,162</b>	<b>\$10,000</b>	<b>\$10,500</b>	<b>\$10,000</b>
<b>Expense</b>					
Compensation	\$250,030	\$262,262	\$271,046	\$263,330	\$290,838
Fringe Benefits	\$120,098	\$127,701	\$128,221	\$126,117	\$129,313
Outside Services	\$74,409	\$58,424	\$64,446	\$54,497	\$66,104
Supplies	\$730	\$624	\$1,200	\$700	\$1,200
Insurance	\$2,490	\$2,530	\$2,530	\$2,530	\$2,000
Miscellaneous	\$174,911	\$207,146	\$228,750	\$207,750	\$228,750
<b>Total Expense</b>	<b>\$622,667</b>	<b>\$658,686</b>	<b>\$696,193</b>	<b>\$654,924</b>	<b>\$718,205</b>

<u>Service Indicators</u>	<u>2018 Actual</u>	<u>2019 Actual</u>	<u>2020 Estimated</u>	<u>2021 Projected</u>
1. Appointments/Emergencies	990	1,019	1,050	1,070
2. Homeless & Homeless at Risk Served	188	190	200	200
3. Applications for Assistance Issued	370	424	430	450
4. Walk-ins	851	965	970	980
5. Initial Case Interviews	347	377	350	380
6. Percent of Total Aid Budget in Rental Assistance	90%	90%	90%	90%

### 2021 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. 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.
6. Continue to serve on the Homeless Steering Committee with a focus on the Housing First Model for our chronically homeless population.

### 2020 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: Merrimack Valley Assistance, The Doorway, Project First and Concord Peer Support were among several speakers that provided direct training to the department. The staff also attended trainings such as Housing Matters, Youth Homelessness, and Adverse Childhood Experience. Staff members actively participated in several community meetings, i.e. the Homeless Services Provider Network and Balance of State Continuum of Care.

## Human Services

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### 2020 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 692, Medicaid Adult Dental Benefit. This bill would allow for adult Medicaid recipients to receive preventive dental care, i.e. cleanings. This would be an additional benefit to their current plan of only covering extractions. NHLWAA did not support HB 1511, Actions Against Tenants. HB1511 would raise the cost of curing an eviction for nonpayment of rent from the \$15.00 fee to an amount equal to one week of rent. The concern being the additional week of rent could create a hardship for some tenants.

The Family Assistance Advisory Council worked closely with the Department of Health and Human Services, and monitored the number of applicants for Food Stamps, Cash and Medicaid. They also analyzed the Public Charge Rule and the potential impact it would have on immigrant families.

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's resettlement projections have been reduced and impacted due to governmental restrictions. Their fiscal year started in October and had projected to resettle 25 individuals in Concord. They have resettled one refugee in five months.
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 changed several forms (burial request, request for assistance, and general assistance application) to an electronic fillable format. The department temporarily changed its policies and procedures due to Covid-19. The availability of this new format allowed for the department to accept these forms via email during the crisis. The department also changed the procedure from face-to-face to phone interviews in order to adhere with CDC recommendations and the Governor's Order of social distancing.
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 Medicaid Waiver initiative has been evaluating its processes and outcomes, as well as exploring funding and payment options for the future. They have been able to collect data with measureable health outcomes. They have screened over 3,300 individuals for mental health disorders, substance use disorders and/or social determinants of health challenges. There were over 1,200 individuals who screened positive in those categories and received intervention. This waiver provided Medication Assistance Treatment to over 500 individuals, and a high percentage remained in services and opioid free. The reentry program focuses on justice involved youth and adults with substance use disorders or significant behavioral health issues. Most post-release attendees received case management services and group therapy. There was over a 90% reduction in re-offenses.
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 Housing First Model continues to have a 80-90% success rate of housing the chronically homeless. The Winter Shelter opened on 12/19/19 and closed on 3/30/20. Their 40 beds were full for the majority of the time and started seeing a decrease when the weather changed.