

Application Process

Administering welfare comes with enormous responsibility for distributing and recovering town funds while being held accountable for decisions, the budget and overall program. Despite circumstances that can be life altering, not everyone qualifies so it is vital that you give ample time for a decision to be made and for referrals to be pursued.

Phone Intake

- Call 603-447-3811 X214 to complete an intake over the phone.
- Receive information and referral
- Program education

Schedule an appointment

- Pick up the application and verification forms needed
- Review rights and responsibilities
- Review application and verification forms
- Sign releases and provide photo ID
- Receive more information and referral about other programs
- Reimbursement education
- Case plan developed

Complete application and collect documentation as requested in the 3rd column of the application.

- Every question can be answered with a yes or no answer.
- Blank questions are considered an omission of information.
- Omission of information is considered grounds for a denial.
- 2 Forms of ID for each member of the household
- Income, assets and resources
- Expenses
- Proof of Special Circumstances
- Proof of public benefits you have applied for and /or receive
- Other verification based on individual circumstances

Submit application with supporting documentation

- The welfare director does not need to be present to submit the application.
- We will make copies of all originals and retain in the office for pick up.
- Decisions are made within 3-5 business days.

Follow up appointment

- Discuss decision
- Right to Fair Hearing
- Discuss next steps
- Receive more referrals
- Issue Voucher and Notice of Decision
- Issue Notice of Conditions

Compliance appointment

- Notice of Conditions is reviewed for compliance.
- Continuing assistance is issued or a suspension is issued

Keep in mind:

The nature of the program is to resolve unmet needs so there are strict deadlines and high-pressure scenarios that may need to be triaged and prioritized vs processed in the order that they were submitted.

We do not search for housing. We are the financial means to the solution you propose.

We do not assist with car repairs, however, if that is a barrier to self-sufficiency, please let us know so we can refer you if and when there is a program that could meet that need.

Cremation and burial assistance is meant for people who have no next of kin. We usually get referrals from the medical examiner's office, hospitals or nursing homes. We do not offer a burial /cremation subsidy program.

We are by appointment only. Appointments help us to be attentive and better prepared to assist with your specific need(s).

Please avoid interruptions when you do not have an appointment. Appointments are critical to time management and safety.

Occasionally we have to be out of the office for fieldwork. If assistance is needed when the welfare director is not in the office, please ask to speak to the town manager. No other staff will be able to assist you with welfare related needs.

While you have the right to a fair hearing, we encourage you to talk to us about your concerns so we can review the decision for errors.

Reimbursement is a priority and it is expected. We have payment plans available.

It is worth noting that we also advocate for legislative changes and watch trends, stay abreast of new initiatives and constantly monitor regional circumstances so we can serve you with the latest updates in mind.