

## **Town of Conway local welfare program's FREQUENTLY ASKED QUESTIONS**

### **What catchment area does the Town of Conway welfare office cover?**

We cover all parts of Conway including Conway, North Conway, Center Conway, East Conway, South Conway and Redstone.

### **What kind of assistance is available at the Town of Conway welfare office?**

Under NH RSA 165, towns are required to help with basic needs of survival when the individual or family qualifies. We also provide information and referral services.

### **Can you tell me over the phone or through email if I am eligible for help?**

No, all eligibility is determined by appointment only and after verification is submitted.

### **How do I know if I qualify?**

You must complete and submit a written application with verification in order for the welfare official to have enough information to make a decision. When a decision is made, a written Notice of Decision is issued.

### **How long does it take for a decision to be made?**

72 hours or longer depending on how complete the application and verification is when it is submitted.

### **I was last seen by a caseworker in your office three months ago, do I have to complete a new application?**

No, cases are now considered active for a period of six (6) months from the date of last contact. Call the office for an appointment.

### **I am thinking of moving to Conway, can I apply with your office?**

You must first contact the Welfare Official in the city or town where you last lived for thirty days or more. By State law every city and town in New Hampshire must have a Welfare Official.

**If I became homeless in another town and still have not found stable housing anywhere else, where should I apply for local welfare?**

Apply for housing in the town where you became homeless. In the age of technology, it should be easy enough to do without traveling unreasonable distances.

**If I work in town A but became homeless in town B, which town should I apply in?**

You apply in the town where you last lived for 30 days or more. Where you work is irrelevant. If you are traveling through town and need help while here, the Town of Conway may help transport you to where you came from or refer you to a shelter.

**Where is the nearest homeless shelter?**

Carroll County does not have a homeless shelter. We will start with those closest to us and work our way out until we find shelter.

**Where is the nearest housing authority?**

Carroll County does not have a housing authority so we refer clients to NH Housing Finance Authority. [www.nhhfa.org](http://www.nhhfa.org). 1- 800-439-7247

Many towns have housing authorities. Waitlists vary by town from a few months to several years long.

Section 8 voucher programs are different than living in HUD subsidized housing. You can access the application for Section 8 on [www.nhhfa.org](http://www.nhhfa.org) or via different housing authorities.

Subsidized housing applications are based on individual properties.

**What is Fuel Assistance (FAP) and how do I apply for it?**

Tri County Community Action Program administers the Fuel Assistance Program. This program helps pay for heat or they will pay a landlord when heat is included in the rent. When you apply for fuel assistance, you can also apply for

Weatherization of your home whether rented or owned. Be sure to check the weatherization box on the Fuel Assistance application.

### **What is the Energy Assistance Program (EAP) and how do I apply for it?**

The EAP program provides eligible applicants with a percentage off of their light bill that can be substantial. It also eliminates late fees. Eligibility is redetermined once every year or two depending on your situation. The EAP program can be applied for all year long but it is often aligned with fuel assistance and weatherization, all three of which are addressed in the same Fuel Assistance application. You should, however, receive separate notices of decisions that the welfare official will need you to provide so be sure to save them!

### **Are there other Fuel Assistance Programs?**

#### **Citizens Energy Program**

In partnership with CITGO, Citizens Energy works to provide deliveries of home heating oil to those in need during the winter months.

(617) 338-6300

<http://www.citizensenergy.com/main/Home.html>

### **Who do I contact to get help with a security deposit?**

Security Deposit information can be obtained by contacting homeless outreach or 211. Homeless outreach administers a Security Deposit Guarantee Program. This is a Tri-County Cap program, not a function of town welfare.

### **Are there food pantries for Conway residents?**

This welfare office refers people in need of food to Vaughan's food pantry. By agreement, they provide food to our clients. For more information, contact 603-356-2324.

### **Where can I apply for State Welfare?**

NH Department of Health and Human Services (sometimes called "State Welfare" or DHHS) is a program that includes Food Stamps, TANF (Temporary Assistance for Needy Families), Medicaid, APTD (Aid for the Permanent and Totally Disabled), Title XX (Childcare), OAA (Old Age Assistance) and more. It is

located at 73 Hobbs Street in Conway and can be reached by calling 603-447-3841. [www.dhhs.nh.gov](http://www.dhhs.nh.gov)

**Who do I call if I have a concern about a child's well-being?**

NH Bureau of Child Protection  
Phone number: 1-800-894-5533

**Who do I call if I have a concern about an adult or disabled person that is homebound?**

Call Bureau of Elderly and Adult Services (BEAS) at 1-800-949-0470 or 603-271-7014. (A worksheet to prepare for the call is available at the town welfare office.)

**Are you ADA accessible?**

Yes, the welfare office is handicap accessible.

**Do I have to pay the town back?**

State law provides mechanisms for welfare officials to seek reimbursement for assistance received. For example, if you own a home and received local welfare financial assistance, a lien may be placed on your home. We may contact legally liable relatives. We also make affordable payment arrangements with all recipients based on what their budget shows is affordable.

**Why do you ask me questions about my immediate family?**

Pursuant to NH RSA 165:19, anyone in the line of father, mother, step-father, step-mother, husband or wife, son or daughter SHALL assist before the town is expected to do so. We will likely contact them to see how they can help us help you. Please refer to the law for more information on this topic.

**Do you help with burial or cremation costs?**

Yes, when the individual is indigent and without legally liable relatives who can afford to pay.