

Town of Alexandria Assistance Guidelines

These guidelines shall apply to determinations of General Assistance after their adoption by the Board of Selectmen. Amendments to these guidelines may be made by the Board of Selectmen at any proper meeting and by the Welfare Director as permitted by these guidelines.

Approved & Adopted

Date: 12/16/25

Board of Selectmen, Town of Alexandria



George Tuthill, Chairman



Robert Piehler



Chester Caron

TABLE OF CONTENTS

SEVERABILITY	5
CONFIDENTIALITY OF INFORMATION	5
ROLES OF GOVERNING BODY AND WELFARE OFFICIAL	5
MAINTENANCE OF RECORDS.....	5
CASE RECORDS.....	5
APPLICATION PROCESS	6
RIGHT TO APPLY	6
WELFARE DIRECTOR’S RESPONSIBILITY AT TIME OF APPLICATION.....	6
RESPONSIBILITY OF EACH APPLICANT AND RECIPIENT	6
ACTIONS ON APPLICATIONS	7
DECISION	7
EMERGENCY ASSISTANCE	7
TEMPORARY ASSISTANCE.....	7
WITHDRAWN APPLICATIONS.....	7
HOME VISITS	8
VERIFICATION OF INFORMATION	8
VERIFICATION RECORDS	8
OTHER SOURCES OF VERIFICATION	8
WRITTEN CONSENT OF APPLICANT(S)	8
LEGALLY LIABLE RELATIVES	9
REFUSAL TO VERIFY INFORMATION	9
DISBURSEMENTS.....	9
DETERMINATION OF ELIGIBILITY AND AMOUNT	9
ELIGIBILITY FORMULA	9
LEGAL STANDARD AND INTERPRETATION	9
NON-FINANCIAL ELIGIBILITY FACTORS	10
• AGE.....	10
• SUPPORT ACTIONS	10
• ELIGIBILITY FOR OTHER CATEGORICAL ASSISTANCE.....	10
• EMPLOYMENT	10
• REGISTRATION WITH THE NH DEPT OF EMPLOYMENT SECURITY (NHES) AND WORK SEARCH REQUIREMENTS	10
• STUDENTS	10
• NON-CITIZENS	10
• PROPERTY TRANSFERS.....	11

• EMPLOYMENT OF HOUSEHOLD MEMBERS	11
• DISQUALIFICATION FOR VOLUNTARY TERMINATION OF EMPLOYMENT	11
AVAILABLE ASSETS	12
• AVAILABLE LIQUID ASSETS	12
• AUTOMOBILE OWNERSHIP	12
• INSURANCE.....	12
• REAL ESTATE	12
INCOME.....	12
STANDARD OF NEED	13
SHELTER	13
SHELTER ARREARAGES	13
SECURITY DEPOSITS	14
RELATIVE LANDLORDS.....	14
UTILITIES.....	14
ARREARAGES.....	14
RESTORATION OF SERVICES.....	15
DEPOSITS	15
FOOD.....	15
HOUSEHOLD MAINTENANCE ALLOWANCE	15
TELEPHONE	15
TRANSPORTATION.....	15
MAINTENANCE OF INSURANCE	16
EMERGENCY AND OTHER EXPENSES.....	16
LEGAL EXPENSES.....	16
PAYMENT LEVELS FOR ALLOWABLE EXPENSES	16
BURIALS AND CREMATIONS	16
RIGHT TO NOTICE OF ADVERSE ACTION.....	17
SUSPENSION FOR NON-COMPLIANCE WITH THE GUIDELINES.....	17
• DUE PROCESS	17
• CONDITIONS	17
• FIRST NOTICE	18
• NON-COMPLIANCE.....	18
• SUSPENSION NOTICE	18
• SUSPENSION PERIOD:	18
• FAIR HEARING ON CONTINUING NON-COMPLIANCE.....	18
• COMPLIANCE AFTER SUSPENSION.....	18

FAIR HEARINGS	19
REQUESTS	19
TIME LIMITS FOR HEARINGS	19
THE FAIR HEARING OFFICER(S)	19
FAIR HEARING PROCEDURES	19
DECISIONS.....	20
LIENS	20
REAL ESTATE	20
CIVIL JUDGEMENTS – RSA 165:28-a.....	20
RECOVERY OF ASSISTANCE.....	21
RECOVERY FROM RESPONSIBLE RELATIVES	21
RECOVERY FROM THE MUNICIPALITY OF RESIDENCE.....	21
RECOVERY FROM FORMER RECIPIENT’S INCOME	21
RECOVERY FROM STATE AND FEDERAL SOURCES	21
DELAYED STATE CLAIMS	21
APPLICATION OF RENTS PAID BY THE MUNICIPALITY	22
PAYMENT ARREARS.....	22
PROCEDURE.....	22
APPENDIX A: NOTICE OF DECISION	24
APPENDIX B: FAIR HEARING REQUEST	25
APPENDIX C: JOB SEARCH LOG.....	26
APPENDIX D: LEVELS OF ASSISTANCE	27

SEVERABILITY

If any provision of these guidelines is held at law to be invalid or inapplicable to any person or circumstances, the remaining provisions will continue in full force and effect.

CONFIDENTIALITY OF INFORMATION

Information given by or about an applicant or recipient of local welfare is confidential and privileged, and is not a public record under the provisions of RSA 91-A. Such information will not be released to or discussed with any individual or agency without written permission of the applicant or recipient except when disclosure is required by law, or when necessary to carry out the purposes of RSA 165.

ROLES OF GOVERNING BODY AND WELFARE OFFICIAL

The responsibility of the day-to-day administration of the general assistance program shall be vested in the appointment Welfare Director. The Welfare Director shall administer the general assistance program in accordance with the written guidelines of the municipality. The Select Board is responsible for the adoption of the guidelines relative to general assistance. RSA 165:1(11).

MAINTENANCE OF RECORDS

The Welfare Director is required to keep complete records of general assistance and the cost for such support. Separate case records shall be established for each individual or family applying for general assistance. The purposes for keeping such records are:

- To provide a valid basis of accounting for expenditure of the municipality's funds
- To support decisions concerning the applicant's eligibility
- To assure availability of information if the applicant or recipient seeks administrative or judicial review of the Welfare Director's decisions.
- To provide a complete history of an applicant's needs and assistance that might aid the Welfare Director in ongoing case management and in referring the applicant to appropriate agencies.

CASE RECORDS

The Welfare Director shall maintain case records containing at least the following information:

- The complete application including any authorizations signed by the applicant allowing the Welfare Director to obtain or verify any pertinent information in the course of assisting the recipient
- Written grounds for approval/denial of an application contained in a Notice of Decision.
- A narrative history recording need for assistance, the results of investigations of applicant's circumstances, referrals, changes in status, etc.

APPLICATION PROCESS

RIGHT TO APPLY

Anyone may apply for general assistance by appearing in person or through an authorized representative and by completing a written application. If more than one adult resides in a household, each may be required to appear at the welfare office to apply for assistance, unless one is working or otherwise reasonably unavailable. Unrelated adults in an applicant's residential unit may be required to apply separately if they do not meet the definition of household as defined in these guidelines. Each adult in the household may be requested to sign release of information forms.

The Welfare Director shall not be required to accept an application for general assistance from a recipient who is subject to a suspension (RSA 165:1-b, VI) provided that any applicant who contests a determination of continuing noncompliance with the guidelines may request a fair hearing, and provided further that a recipient who has been suspended for at least 6 months due to noncompliance may file a new application.

WELFARE DIRECTOR'S RESPONSIBILITY AT TIME OF APPLICATION

When an application is made for general assistance, the Welfare Director shall inform the applicant of:

- The requirement of submitting a written application.
- Eligibility requirements.
- The applicant's right to a fair hearing, and the manner in which review may be obtained.
- The applicant's responsibility for reporting all facts necessary to determine eligibility.
- The types of verifications needed.
- The fact that an investigation will be conducted in order to verify facts and statements presented by the applicant.
- The applicant's responsibility to notify the Welfare Director of any change in circumstances that may affect eligibility.
- Other forms of assistance for which the applicant may be eligible.
- The availability of the Welfare Director to make home visits by mutually-agreed appointments to take applications and to conduct on-going case management for applicants who cannot leave their house.
- The requirement of placing a lien on any real property owned by the recipient, or any civil judgements or property settlements, for any assistance given, except for good cause.
- The fact that reimbursement from the recipient will be sought if he/she becomes able to repay the amount of assistance given.
- The applicant's right to review the guidelines.
- The applicant's responsibility not to voluntarily terminate employment without good cause, as required by RSA 165:1-d and
- Any other responsibility the applicant has or will have.

RESPONSIBILITY OF EACH APPLICANT AND RECIPIENT

At the time of initial application and at all times thereafter, the applicant/recipient has the following responsibilities:

- To provide accurate, complete and current information concerning his needs and sources and the whereabouts and circumstances of relatives who may be responsible for his/her support under RSA 165:19.
- To notify the Welfare Director within 72 hours when a change in needs or resources which may affect eligibility for continued assistance.
- Within one week of application, to apply for and utilize any benefits or resources, public

or private, that will reduce or eliminate the need for General Assistance from the Town of Alexandria.

- To keep appointments as scheduled.
- To notify the Welfare Director within 72 hours of a change of address and changes in members of the household.
- To diligently search for employment and provide verification of application for employment when requested.
- To accept employment when offered.
- To provide a doctor's statement if the applicant claims inability to work due to medical problems.
- To participate in the welfare work program if physically and mentally able.

An applicant shall be denied assistance or his/her assistance suspended if he/she fails to fulfill any of these responsibilities without reasonable justification.

Any person may be denied or terminated from General Assistance who, by means of intentionally false statements or intentional misrepresentation or by impersonation or other willfully fraudulent act or device obtains or attempts to obtain any assistance to which he/she is not entitled.

ACTIONS ON APPLICATIONS DECISION

Unless an application is withdrawn, the Welfare Director shall make a decision concerning the applicant's eligibility immediately in the case of an emergency, or within 5 working days after submission of the application. A written Notice of Decision shall be given in hand, delivered or mailed on the same day or next working day following the making of the decision. The Notice of Decision shall state that assistance of a specific kind and amount has been given and the time period of aid, or that the application has been denied, in whole or in part, with reasons for denial. A decision may also be made to suspend an application subject to receipt of specified information from the applicant. The Notice of Decision shall contain a first notice of conditions for continued assistance and shall notify the applicant of his/her right to a fair hearing if dissatisfied with the Welfare Director's decision. (RSA 165:1-b, II, III).

EMERGENCY ASSISTANCE

If, at the time of initial contact, the applicant demonstrates and verifies that an immediate need exists, because of which the applicant may suffer a loss of a basic necessity of living or imminent threat to life or health (such as loss of shelter, utilities, heat, or lack of food or prescriptions), then temporary aid to fill such immediate need shall be given immediately, pending a decision on the application. Such emergency assistance shall not obligate the Welfare Director to provide further assistance after the application process is completed.

TEMPORARY ASSISTANCE

In circumstances where required records are not available, the Welfare Director may give temporary approval of an application pending receipt of required documents. Temporary status shall not extend beyond 2 weeks. The Welfare Director shall not insist on documentary verification if such records are totally unavailable.

WITHDRAWN APPLICATIONS

An application shall be considered withdrawn if:

- The applicant has refused to complete an application or has refused to make a good faith effort to provide required verifications and sufficient information for the completion of an application. If an application is deemed withdrawn for these reasons, the Welfare Director shall so notify the applicant in a written Notice of Decision.

- The applicant dies before assistance is rendered.
- The applicant avails him/herself of other resources to meet the need in place of assistance.
- The applicant requests that the application be withdrawn (preferably in writing).
- The applicant does not contact the Welfare Director after the initial interview after being requested to do so.

HOME VISITS

A home visit may be made by appointment at the request of any applicant, only when it is impossible for the applicant or representative to apply in person. The home visit shall be conducted in such a manner as to preserve, to the greatest extent possible, the privacy and dignity of the applicant. To this end, the person conducting the visit shall not be in uniform or travel in a law enforcement vehicle, shall be polite and courteous, and shall not knowingly discuss or mention the application within the listening area of someone who is not a member of the household.

VERIFICATION OF INFORMATION

VERIFICATION RECORDS

Any determination or investigation of need or eligibility shall be conducted in a manner that will not violate the privacy or personal dignity of the individual or harass or violate his/her individual rights.

Verification will normally be required of the following:

- Applicant's address
- Facts relevant to the applicant's residence
- Names of persons in applicant's residential unit
- Applicant's and household income and assets
- Applicant's and household's financial obligations
- The physical and mental condition of household members, only where relevant to their receipt of assistance, such as ability to work, determination of needs, or referral to other forms of assistance
- Any special circumstances claimed by applicant
- Applicant's employment status and availability in the labor market Names, addresses, and Employment status of potentially liable relatives
- Utility costs
- Housing costs
- Prescriptions costs
- Any other costs that the applicant wishes to claim as a necessity

OTHER SOURCES OF VERIFICATION

Verification may also be made through other sources, such as relatives, employers, former employers, banks, school personnel, and social government agencies. The cashier of a national bank or a treasurer of a savings and trust company is authorized by law to furnish information regarding amounts deposited to the credit of an applicant or recipient. (RSA 165:4).

WRITTEN CONSENT OF APPLICANT(S)

When information is sought from other sources, the Welfare Director shall explain to the applicant or recipient what information is desired, how it will be used, and the necessity of obtaining it in order to establish eligibility. Before contact is made with other sources, the Welfare Director shall obtain written consent of the applicant or recipient, unless the Welfare Director has reasonable grounds for fraud. In the case of suspected fraud, the Welfare Director shall carefully record his/her reasons and actions, and before any accusation or confrontation

is made, the applicant shall be given an opportunity to explain or clarify the suspicious circumstances.

LEGALLY LIABLE RELATIVES

The Welfare Director may seek statements from the applicant's legally liable relatives regarding their ability to help support the applicant.

REFUSAL TO VERIFY INFORMATION

Should the applicant or recipient refuse comment and/or indicate an unwillingness to have the Welfare Director seek further information that is necessary, assistance may be denied for lack of eligibility verifications.

DISBURSEMENTS

The Town of Alexandria pays by a voucher system (RSA 165:1(III)). Vouchers are payable directly to the vendors (utilities, landlords, stores, etc.) involved.

The amount shown on the voucher is the maximum amount to be used for payment. An applicant may be required to sign the voucher to insure proper usage. The vendor shall be requested to return the voucher with an itemized bill or register tape for payment, to the Town of Alexandria and the attention of the Welfare Director. Vouchers altered by the applicant or vendor will not be honored.

DETERMINATION OF ELIGIBILITY AND AMOUNT

ELIGIBILITY FORMULA

An applicant is eligible to receive assistance when:

- He/she meets the non-financial eligibility factors and
- The applicant's basic maintenance need exceeds his/her available income plus available liquid assets. If available income and available liquid assets exceed the basic maintenance need (as determined by the guideline amounts), the applicant is not eligible for general assistance. If the need exceeds the available income/assets, the amount of assistance shall be the difference between the two amounts, in the absence of circumstances deemed by the Welfare Director to justify an exception.

LEGAL STANDARD AND INTERPRETATION

"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." RSA 165:1

- An applicant cannot be denied assistance because he/she is not a resident.
- "Whenever" means at any or whatever time that person is poor and unable to support him or herself.
 - The Welfare Director, or a person authorized to act on his/her behalf, shall be available during normal business hours.
 - The eligibility of any applicant for general assistance shall be determined no later than 5 working days after the application is submitted. If the applicant has an emergency need, then assistance for such an emergency need shall be immediately.
 - Assistance shall begin as soon as the applicant is determined to be eligible.
- "Poor and unable to support" means that an individual lacks income and available liquid assets to adequately provide for the basic maintenance needs of him/herself as determined by the guidelines.
- "Relieved" means an applicant shall be assisted to meet those basic needs.
- "Maintained" means that assistance could be continued as long as the applicant is eligible as determined by the municipality's welfare guidelines.

NON-FINANCIAL ELIGIBILITY FACTORS

- **AGE** – General assistance cannot be denied any applicant because of the applicant's age; age is not a factor in determining whether or not an applicant may receive general assistance. Minor children are assumed to be the responsibility of the parent(s) or legal guardian(s) unless circumstances warrant otherwise.
- **SUPPORT ACTIONS** – No applicant or recipient shall be compelled, as a condition of eligibility or continued receipt of assistance, to take any legal action against any other person. The municipality may pursue recovery against legally liable persons or governmental units.
- **ELIGIBILITY FOR OTHER CATEGORICAL ASSISTANCE** - Recipients who are, or may be, eligible for any other form of public assistance must apply for such assistance immediately, but no later than 7 days after being advised to do so by the Welfare Director. Failure to do so may render the recipient ineligible for assistance. No person receiving payments from Old Age Assistance (OAA) or Aid to the Permanently and Totally Disabled (APTD), under RSA 167 or 161, shall at the same time be eligible for general assistance, except for emergency medical assistance. RSA 167:27. Receipt of medical assistance under Medicaid-APTD does not preclude eligibility for general assistance.
- **EMPLOYMENT** – An applicant who is gainfully employed, but whose income and assets are not sufficient to meet necessary household expenses, may be eligible to receive general assistance. However, recipients who without good cause refuse a job offer or referral to suitable employment, participation in the Workfare program, or who voluntarily leave a job without good cause may be ineligible for continuing general assistance in accordance with the procedures for suspension outlined in the guidelines. The Welfare Director shall first determine whether there is good cause for such refusal, taking into account the ability and physical and mental capacity of the applicant, transportation problems, working conditions that might involve risks to health and safety, lack of adequate child care, or any other factors that might make refusing a job reasonable. These employment requirements shall extend to all adult members of the household.
- **REGISTRATION WITH THE NH DEPT OF EMPLOYMENT SECURITY (NHES) AND WORK SEARCH REQUIREMENTS** – All unemployed recipients and adult members of their households shall, within 7 days after having been granted assistance, register with NHES to find work and must conduct a reasonable, verified job search as determined by the Welfare Director. Each recipient must apply for employment to each employer to whom he/she is referred by the Welfare Director. These work search requirements apply unless the recipient and each other adult member of the household is:
 - Gainfully employed full-time
 - A dependent 18 or under who is regularly attending secondary school
 - Unable to work due to illness or mental or physical disability of him/herself or another member of the household, as verified by the Welfare Director or
 - Is solely responsible for the care of a child under the age of 5 (RSA 165:31, III). A recipient responsible for the care of a child aged 5 to 12 years of age shall not be excused from work search requirements, but shall be deemed to have good cause to refuse a job requiring work during the hours the child is not usually in school, if there is not responsible person available to provide care, and it is verified by the Welfare Director that no other care is available. The Welfare Director shall give all necessary and reasonable assistance to ensure compliance with registration and work requirements, including the granting of allowances for transportation and work clothes. Failure of a recipient to comply with these requirements without good cause will be reason for denial of assistance.
- **STUDENTS** – Applicants who are college students not available for or refusing to seek full-time employment are not eligible for general assistance.
- **NON-CITIZENS** – The Welfare Director may, in his/her sole discretion, provide limited assistance to non-citizen not otherwise eligible for general assistance.

- A non-citizen who is not: A qualified alien under 8 USCA 1641
- A non-immigrant under the federal Immigration and Nationality Act or
- An alien paroled into the United States for less than one year under 8 USCA 1182(d)(5) is not eligible for general assistance from the municipality. 8 USCA 1621(a).

Qualified aliens include aliens who are lawfully admitted for permanent residence under the Immigration and Nationality Act (8USCA 1101 et seq.), aliens who are granted asylum under that act, certain refugees, and certain battered aliens. 8 USCA1641.

A non-citizen who is not eligible for general assistance may be eligible for state assistance with health care items and services that are necessary for the treatment of an emergency medical condition, which is defined as a medical condition (including emergency labor and delivery) manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in:

- Placing the patient's health in serious jeopardy
- Serious impairment to bodily functions or
- Serious dysfunction of any bodily organ or part. 8 USCA 1621(b) and 42 USCA 1396 (v)(3).

A non-citizen may also be eligible for general assistance for treatment of an emergency medical condition. Non-citizen applicants for general assistance may be required to provide proof of eligibility. (8 USCA 1625).

- **PROPERTY TRANSFERS** – No applicant who is otherwise eligible shall receive such assistance if he/she has made an assignment, transfer, or conveyance of property for the purpose of rendering him/herself eligible for assistance within 3 years immediately preceding his/her application (RSA 165:2-b).
- **EMPLOYMENT OF HOUSEHOLD MEMBERS** – The employment requirements of these guidelines, or participation in the Workfare Program, shall be required for all adults aged 18 to 65 years of age residing in the same household, except those regularly attending secondary school or employed on a full-time basis, who are:
 - Members of the recipient's household
 - Legally liable to contribute to the support of the recipient and/or children of the household and
 - Not prevented from maintaining employment and contributing to the support of the household by reason of physical or mental disability or other justifiable cause as verified by the Welfare Director.

The Welfare Director may waive this requirement where failure of the other household members to comply is not the fault of the recipient and the Welfare Director decides it would be unreasonable for the recipient to establish a separate household. (RSA 165:32).

- **DISQUALIFICATION FOR VOLUNTARY TERMINATION OF EMPLOYMENT** – Any applicant eligible for assistance who voluntarily terminated employment shall be ineligible to receive assistance for 90 days from the date of employment termination provided the applicant:
 - Has received local welfare within the past 365 days and
 - Has been given notice that voluntary termination of employment without good cause could result in disqualification and
 - Has terminated employment of at least 20 hours per week without good cause within 60 days of an application for local welfare and
 - Is not responsible for supporting minor children in his/her household and
 - Did not have a mental or physical impairment which caused him/her to be unable to work.
 Good cause for terminating employment shall include any of the following:
 - Discrimination
 - Unreasonable work demands
 - Unsuitable employment

- Retirement
- Leaving a job to accept a bona-fide job offer
- Migrant farm labor
- Seasonal construction
- Lack of transportation
- Lack of child care

An applicant shall be considered to have voluntarily terminated employment if the applicant fails to report to work without good cause. An applicant who is fired or resigns from a job at the request of the employer due to applicant's inability to maintain the employer's normal work productivity standard shall not be considered to have voluntarily terminated employment. (RSA 165:1-d).

AVAILABLE ASSETS

- **AVAILABLE LIQUID ASSETS:** Cash on hand, bank deposits, credit union accounts, securities and retirement plans (i.e., IRAs, deferred compensation, Keogh's, etc.) are available liquid assets. Insurance policies with a loan value, and non-essential personal property, may be considered as available liquid assets when they have been converted into cash. The Welfare Director shall allow a reasonable time for such conversion. However, tools of a trade, livestock and farm equipment, and necessary and ordinary household goods are essential items of personal property which shall not be considered as available assets.
- **AUTOMOBILE OWNERSHIP** – The ownership of an automobile by an applicant/recipient or his/her dependent does not affect eligibility if it is essential for transportation to seek or maintain employment, to procure medical services or rehabilitation services, or if its use is essential to the maintenance of the individual or the family.
- **INSURANCE** – The ownership of insurance policies does not affect eligibility. However, when a policy has cash or loan value, the recipient will be required to obtain and/or borrow all available funds, which shall then be considered available liquid assets.
- **REAL ESTATE** – The type and amount of real estate owned by an applicant does not affect eligibility, although rent or other such income from property shall be considered as available to meet need. Applicants owning real estate property, other than that occupied as their primary residence, shall be expected to make reasonable efforts to dispose of it at fair market value. Applicants shall be informed that a lien covering the amount of any general assistance they receive shall be placed against any real estate they own. RSA 165:28.

INCOME

In determining eligibility and the amount of assistance, the standard of need shall be compared to the available income/assets. Computation of income and expenses will be the week or month. The following items will be included in the computation:

- **Earned income** – Income in cash or in-kind earned by the applicant or any member of the household through wages, salary, commissions, or profit, whether self-employed or as an employee, is to be included as income. With respect to self-employment, total profit is arrived at by subtracting business expenses from gross income in accordance with standard accounting principles. When income consists of wages, the amount computed should be that available after income taxes, social security and other payroll deductions required by state, federal, or local law, court-ordered support payments and child care costs, and work-related clothing costs have been deducted from income. Wages that are trusted, or income similarly unavailable to the applicant or applicant's dependents should not be included.
- **Income or Support from Other Persons** – Contributions from relatives or other household members shall be considered as income only if actually available and received by the applicant or recipient. The

income of non-household members of the applicant's residential unit shall not be counted as income.

- Income from Other Assistance or Social Insurance Programs
 - State categorical assistance benefits (OASDI) payments, Social Security Payments, VA benefits, unemployment insurance benefits and payment from other government sources shall be considered income.
 - Food Stamps cannot be counted as income pursuant to federal law. 7 USC 2017(b)
 - Fuel Assistance cannot be counted as income pursuant to federal law. 42 USC 8624(f)(1).
- Court Ordered Support Payments – Alimony and child support payments shall be considered income only if actually received by the applicant or recipient.
- Income from Other Sources – Payment from pension, trust funds, and similar programs shall be considered income.
- Earning of a Child – No inquiry shall be made into the earnings of a child 14 years of age or less unless that child makes a regular and substantial contribution to the family.
- Option to Treat a Qualified State Assistance Reduction as Deemed Income – The Welfare Director may deem as income all or any portion of any qualified state assistance reduction pursuant to RSA 167:82, VIII. The following criteria shall apply to any action to deem income under this section. RSA 165:1-e.
 - The authority to deem income under this section shall terminate when the Qualified State Assistance Reduction no longer is in effect.
 - Applicants for general assistance may be required to cooperate in obtaining from the Department of Health and Human Services as to the existence and amount of any Qualified State Assistance Reduction. No applicant for general assistance may be considered to be subject to a Qualified State Assistance Reduction unless the existence and amount has been confirmed by the Department of Health and Human Services.
 - The Welfare Director shall provide the applicant with a written decision which sets forth the amount of any deemed income used to determine eligibility for general assistance.
 - Whenever necessary to prevent an immediate threat to the health and safety of children in the household, the Welfare Director shall waive that portion, if any, of the Qualified State Assistance Reduction as necessary.

STANDARD OF NEED

The basic financial requirement for general assistance is that an applicant be poor and unable to support him/herself. An applicant shall be considered poor when he/she has insufficient available income/assets to purchase either for him/herself or dependents any of the following:

SHELTER

The amount to be included as “need” for shelter is the actual cost of rent or mortgage necessary to provide shelter in that municipality. That cost shall be determined by the governing body and the welfare director.

SHELTER ARREARAGES – Shelter arrearages will be included in the “need” formula, if, and only if, such payment is necessary to prevent eviction or foreclosure or to protect the health and safety of the household. However, if the amount of such mortgage or rental arrearage substantially exceeds the cost of alternative, available housing which complies with local health and housing code standards, or if the payment of arrears will not prevent eviction or foreclosure, the Welfare Director may instead authorize payment of security deposit, rent, and/or reasonable relocation expenses for such alternative housing, if, under the circumstances of the case, it is reasonable to do so and would not cause undue hardship to the applicant household. Alternative housing may include transitional housing as an option. Should alternative housing be the only and immediate means of solving a homeless or near homeless situation and is offered and ultimately refused by the applicant, the Welfare Director shall note said offer and the applicant shall be considered ineligible for further assistance.

An applicant seeking assistance with moving to another dwelling must document that the reason for the move is:

- Substandard housing – documented by the appropriate public official
- Homelessness as defined as on the street and nowhere to go
- Imminent eviction which was unavoidable by the applicant
- The unavailability of any alternative housing (anywhere in the state).

As the Town of Alexandria is a member of the Local Welfare Administrators Association, an affiliate organization of the Municipal Association of the Local Government Center, the Town of Alexandria shall not relocate any applicant/s in another community unless the following conditions exist:

- The applicant/s is gainfully employed or starting a full-time job in that community
- The applicant/s have other services in place and will not be a burden to the new community
- The applicant/s have exhausted all reasonable efforts and have not been able to find a landlord in the area who will rent to them
- The move will place the applicant/s nearer to their place of employment, medical, or psychological service providers
- There is not available alternative housing open to the applicant/s.

The Town of Alexandria shall not relocate an applicant into any dwelling situation that they cannot afford to maintain after the initial relocation assistance, nor continue to keep an applicant in a dwelling unit that is unaffordable to an applicant under normal financial circumstances.

SECURITY DEPOSITS – Security deposits may be included in the “need” formula if, and on if, the applicant is unable to secure alternative shelter for which no security deposit is required or is unable to secure funds, either him/herself or from alternative sources, for payment of the deposit. Any security deposit provided by the general assistance program which is returned under RSA 540-A:7 shall be returned to the municipality, not the recipient.

RELATIVE LANDLORDS– Whenever a relative of an applicant is also the landlord for the applicant, a financial analysis shall be made in accordance with RSA 165:19.

UTILITIES

When utility costs are not included in the shelter expense, the most recent monthly utility bill will be included as part of “need” by the Welfare Director. Arrearages will not normally be included in “need” except as set for below.

NOTE: The New Hampshire Public Utilities Commission (PUC) has established comprehensive rules governing the provisions of some utility services. Generally speaking, the PUC governs electric, telephone, water, and sewer; it does not govern any municipal utilities, propane, tanks, or fuel oil. With the exception of telephone, the rules are consistent across utilities. These rules and regulations cover the initiation of service, payment arrangements, termination of service, the terms or restoration of service, the requirement of deposits, municipal guarantees and guarantees from other third parties. There are special rules as to winter termination. The Welfare Director should be familiar with these rules in order to ensure that needs are properly met at the lowest available cost. The PUC has a toll-free consumer assistance number: 1-800-852-3793.

ARREARAGES – Arrearages will not be included except when necessary to ensure the health and safety of the applicant household to prevent termination of utility service where no other resources or referrals can be utilized. In accordance with the rules of the PUC relating to electric utilities, arrearages for electric service need not be paid if the Welfare Director notifies the electric company that the municipality guarantees payment of

current electric bills as long as the recipient remains eligible for general assistance.

RESTORATION OF SERVICES – When utility service has been terminated and the Welfare Director has determined that alternative utility service is not available and alternative shelter is not feasible; arrearages will be included in “need” when restoration of service is necessary to ensure the health and safety of the applicant household. The Welfare Director may negotiate with the utility for payment of less than the full amount of the arrears and/or may attempt to arrange a repayment plan to obtain restoration of service.

When electric service has been terminated and restoration is required, arrearages may either be included as set forth in the above paragraph, or may be paid in accordance with a reasonable payment plan entered into by the applicant and the electric company. The Welfare Director may hold the recipient accountable for the payment arrangement for as long as the recipient continues to request general assistance on a regular basis. Payment of a payment plan may be a required element of a Notice of Decision or case plan.

DEPOSITS – Utility security deposits will be considered as “need” if, and only if, the applicant is unable to secure utility service without a deposit. Such deposits shall, however, be the property of the municipality.

- Any utility bill in the name of someone other than the adult applicant/s will not be considered for payment.
- The Welfare Director shall require the applicant/s to within 7 days of contact with the office make an appointment with the local CAP office for the electric discount program and/or fuel assistance. If the applicant/s fail to attend the original scheduled appointment and/or complete the application process for the electric discount and/or fuel assistance, they will be considered non-compliant and shall be sanctioned for 7 days or until such time they complete application process.

FOOD

The amount included as “need” for food purchases will be in accordance with the most recent standard food stamp allotment, as determined under the food stamp program administered by the New Hampshire Department of Health and Human Services. An amount in excess in the standard food allotment may be granted if one or more members of the household needs a special diet, as verified by the Welfare Director, the documented cost of which is greater than can be purchased with the family’s allotment of food stamps. Food vouchers may not be used for alcohol, tobacco, or pet food.

HOUSEHOLD MAINTENANCE ALLOWANCE

Applicants may include, in calculating “need”, the cost of providing personal and household necessities in an amount not to exceed these guidelines. Need allowance for diapers shall be calculated based on usage.

TELEPHONE

If the absence of a telephone would create an unreasonable risk to the applicant’s health or safety (as verified by the Welfare Director), or for other good cause as determined by the Welfare Director, the lowest available basic monthly rate will be budgeted as “need”. While payments will not be made for telephone bills, under exceptional circumstances where no other source of assistance is available, payments may be made to maintain basic telephone service.

TRANSPORTATION

If the Welfare Director determines that transportation is necessary (e.g. for health or medical reasons, to maintain employment, or to comply with conditions of assistance) “need” should include the costs of public transportation, where available. If, and only if, the transportation need cannot be reasonably provided by alternative means, such as public transportation or volunteer drivers, a reasonable amount for car payments and gasoline should be included as part of “need” when determining eligibility or amount of aid.

MAINTENANCE OF INSURANCE

In the event that the Welfare Director determines that the maintenance of medical insurance is essential, an applicant may include as “need” the reasonable cost of such premiums.

EMERGENCY AND OTHER EXPENSES

In the event that the applicant has the following expenses, the actual cost shall be included as emergency and other expenses to determine eligibility and amount of assistance.

- Medical Expenses – The Welfare Director shall not consider including amounts for medical, dental, or eye services unless the applicant can verify that all other potential sources have been investigated and that there is no source of assistance other than local welfare. Other sources to be considered shall include state and federal programs, local and area clinics, area service organizations, and area hospital indigent programs designed for such needs. When an applicant requests medical services, prescriptions, dental service or eye service, the Welfare Director may require verification from a doctor, dentist, or person licensed to practice optometry in the area, indicating that these services are absolutely necessary and cannot be postponed without creating a significant risk that the applicant’s well-being will be placed in serious jeopardy. To be eligible for assistance for prescriptions, a client must have the Town of Alexandria Controlled Substance Statement completed by the physician before the Welfare Director can authorize payment for said prescription. The Town of Alexandria shall not replace any “lost or stolen” prescriptions and shall only authorize payment for other than the generic version of a prescription, if one is available.
- Emergencies not otherwise provided for in these Guidelines. If the Welfare Director determines that the applicant’s needs have substantially changed, or that strict application of the standard of need criteria will result in unnecessary or undue hardship (e.g., needed services are inaccessible to the person), such Officer may make minor adjustments in the criteria, or may make allowance using the emergency need standards slated in Section V (D) (Page 9) of these Guidelines. Any such determination, and the reasons therefore, shall be stated in writing in the applicant’s case record.

LEGAL EXPENSES

Except for those specifically required by statute, no legal expenses will be included.

PAYMENT LEVELS FOR ALLOWABLE EXPENSES

When adopting these guidelines, the municipal governing body shall establish payment levels for various allowable expenses which shall be based on actual local market conditions and costs. The payment levels shall be reviewed by the Welfare Director annually and modifications presented by the municipal governing body when market conditions have changed. RSA 165:1 II.

BURIALS AND CREMATIONS

The Welfare Director shall provide for proper burial or cremation at municipal expense, of persons found in the municipality at the time of death, regardless of whether the deceased person ever applied for or received general assistance from any municipality. In such cases, assistance may be applied for on behalf of the deceased person, however, the application should be made before any burial or cremation expenses are incurred. The expense may be recovered from the deceased person’s municipality of residence, or from a liable relative pursuant to RSA 165:3, II. If relative, other private persons, the state or other sources are unable to cover the entire burial/cremation expense, the municipality will pay up to \$750 for burial cremation. (RSA 165:3 and RSA 165:1-b. See also RSA 165:27 and 165:27-a).

The Welfare Director does require the following prior to payment:

- Proof of residence in the Town of Alexandria of the deceased (length of time and location).
- Copy of the bill from the funeral home.
- Copy of all bank accounts/statements.
- Verification of income and assets for the deceased and the applicant.
- Copy of the death certificate.
- Copy of Probate Court orders – appointment of an executor of estate.
- Family members must provide a sworn, notarized statement they cannot assist financially with expenses. The sworn statement MUST be notarized by a Notary Public or Justice of the Peace. (Family members include: spouses, parents, siblings, and/or significant others).

RIGHT TO NOTICE OF ADVERSE ACTION

All persons have a constitutional right to be free of unfair, arbitrary or unreasonable action taken by government. This includes applicants for and recipients of general assistance, whose aid has been denied, terminated or reduced. Every applicant and recipient shall be given a notice of every decision regarding assistance. The Welfare Director will make every effort to ensure that the applicant understands the decision.

In any case where the Welfare Director decides to terminate or reduce assistance for reasons other than non-compliance with the guidelines, the Director shall send notice at least 7 days in advance of the effective date of the decision to the recipient stating the intended action.

The notice required by paragraphs 1 and 2 above shall contain:

- A clear statement of the reasons for the denial or proposed termination or reduction.
- A statement advising the recipient of his/her right to a fair hearing and that any request for a fair hearing must be made in writing within 5 working days.
- A form on which the recipient may request a fair hearing.
- A statement advising the recipient of the time limits which must be met in order to receive a fair hearing.
- A statement that assistance may continue, if there was initial eligibility, until the date of hearing, if requested by the claimant. Aid must be repaid if the claimant fails to prevail at the hearing.

SUSPENSION FOR NON-COMPLIANCE WITH THE GUIDELINES

NOTE: This procedure has been developed by the NH Municipal Association (NHMA) in an effort to set forth a clear process for suspension of assistance for willful non-compliance with guidelines, under RSA 165:1-b. There are differing opinions as to the specific procedures required by the statute. The procedures outlined in this section are not specifically mandated by RSA 165:1-b, but are the NHMA's attempt to create a legally sound compromise.

- **DUE PROCESS:** Recipients must comply with these guidelines and the reasonable requests of the Welfare Director. The Welfare Director must enforce the guidelines while ensuring that all recipients and applicants receive due process. Recipients should be given reasonable notice of the conditions and requirements of eligibility and continuing eligibility and notice that non-compliance may result in termination or suspension
- **CONDITIONS:** Any applicant/recipient otherwise eligible for assistance shall become ineligible under RSA 165:1-b if he/she willfully and without good cause fails to comply with the requirements of these guidelines relating to the obligation to:

- Disclose and provide verification of income, resources, or other material financial data, including any changes in this information.
- Participate in the Workfare Program to the extent assigned by the Welfare Director.
- Comply with the work search requirements imposed by the Welfare Director and
- Apply for other public assistance, as required by the Welfare Director.
- **FIRST NOTICE:** No recipient otherwise eligible shall be suspended for noncompliance with conditions unless he/she has been given a written notice of the actions required in order to remain eligible and a seven-day period within which to comply. The first notice should be given at the time of the Notice of Decision and thereafter as conditions change. Additional notice of actions required should also be given, as eligibility is redetermined, but without an additional seven-day period unless new actions are required. (RSA 165:1-b, II).
- **NON-COMPLIANCE:** If a recipient willfully and without good cause fails to come into compliance during the seven-day period, or willfully falls into non-compliance within 30 days from receipt of a first notice, the Welfare Director shall give the recipient a suspension notice.

If a recipient falls into non-compliance for the first time more than 30 days after receipt of a first notice, the Welfare Director shall give the recipient a new first notice with a new seven-day period to comply before giving the recipient the suspension notice. (RSA 165:1-b, III).

- **SUSPENSION NOTICE:** Written notice to a recipient that he/she is suspended from assistance due to failure to comply with the conditions required in a first notice shall include:
 - A list of the guidelines with which the recipient is not in compliance and a description of those actions necessary for compliance.
 - The period of suspension
 - Notice of the right to a fair hearing on the issue of willful non-compliance and that such request must be made in writing within 5 days of receipt of the suspension notice.
 - A statement that assistance may continue in accordance with the prior eligibility determination until the fair hearing decision is made if the recipient so requests on the request form for the fair hearing; however, if the recipient fails to prevail at the hearing – a. the suspension will start after the decision and b. such aid must be repaid by the recipient and
 - A form on which the individual may request a fair hearing and the continuance of assistance pending the outcome.
- **SUSPENSION PERIOD:** The suspension period for failure to comply with these guidelines shall last:
 - Either 7 days or 14 days if the recipient has had a prior suspension which ended within the past 6 months, and
 - Until the recipient complies with the guidelines if the recipient, upon the expiration of the 7 or 14-day suspension, continues to fail to carry out the specific actions set forth in the notice.
 - Notwithstanding the above, a recipient who has been suspended for non-compliance for at least 6 months may file a new application for assistance without coming back into compliance.
- **FAIR HEARING ON CONTINUING NON-COMPLIANCE:** A recipient who has been suspended until he/she complies with the guidelines may request a fair hearing to resolve a dispute over whether or not he/she has satisfactorily complied with the required guidelines; however, no assistance shall be available.
- **COMPLIANCE AFTER SUSPENSION:** A recipient who has been subject to a suspension and who has come back into compliance shall have his/her assistance resumed, provided he/she is still otherwise eligible. The Notice of Decision stating that assistance has been resumed should again set forth the actions required to remain eligible for assistance, but need not provide a 7-day period for compliance unless new conditions have been imposed.

FAIR HEARINGS

REQUESTS: A request for a fair hearing is a written expression, by the applicant or recipient, or any person acting for him/her, to the effect that he/she wants an opportunity to present his/her case to a higher authority. When a request for assistance is denied or when an applicant desires to challenge a decision made by the Welfare Director relative to the receipt of assistance, the applicant must present a request for a fair hearing to the Welfare Director within 5 working days of receipt of the Notice of Decision at issue. RSA 165:1-b, III

TIME LIMITS FOR HEARINGS: Hearings requested by claimants must be held within 7 working days of the receipt of the request. The Welfare Director shall give notice to the claimant setting the time and location of the hearing. This notice must be given to the claimant at 48 hours in advance of the hearing, or mailed to the claimant at least 72 hours in advance of the hearing.

THE FAIR HEARING OFFICER(S): The Fair Hearing officer or officers may be chosen by the Town Administrator, the Administrative/Executive Assistant of the Board of Selectmen or the Chairman of the Board of Selectmen. The person(s) serving as the Fair Hearing authority must:

- Not have participated in the decision causing dissatisfaction.
- Be impartial.
- Be sufficiently skilled in interviewing to be able to obtain evidence and facts necessary for a fair determination.
- Be capable of evaluating all evidence fairly and realistically, to explain to the claimant the laws and regulations under which the Welfare Director operated, and to interpret to the Welfare Director any evidence of unsound, unclear, or inequitable policies, practices, or action.

FAIR HEARING PROCEDURES

1. All Fair Hearings shall be conducted in such a manner as to ensure due process of law. Fair Hearings shall not be conducted according to strict rules of evidence. The burden of proof shall be on the claimant, who shall be required to establish his/her case by a preponderance of the evidence.
2. The Welfare Director responsible for the disputed decision shall attend the hearing and testify about his/her actions and the reasons therefore.
3. Both parties shall be given the opportunity to offer evidence and explain their positions as fully and completely as they wish. The claimant shall have the opportunity to present his/her case or, at the claimant's option, with the aid of others, and to bring witnesses, to establish all pertinent facts, to advance any arguments without undue interference, to question or refute testimony or evidence, including the opportunity to confront and cross-examine adverse witnesses.
4. A claimant or his/her duly authorized representative has the right to examine, prior to a fair hearing, papers and documents from the claimant's case file which either party may wish to introduce at the fair hearing, as well as any available documents not contained in the case file but relevant to the Welfare Director's action of which the claimant complains. The claimant may introduce any such documents, papers, or records into evidence. No record, paper or document, which the claimant has requested to review but has not been allowed to examine prior to the hearing, shall be introduced at the hearing or become part of the record.
5. The Welfare Director (or a duly authorized representative) shall have the right to examine at the Fair Hearing all documents on which the claimant plans to rely at the Fair Hearing and may request a 24-hour continuance if such documents contain evidence not previously provided or disclosed by the claimant. Should the applicant have a new documentation relevant to the disputed decision, he/she may re-apply for assistance and file a written withdrawal of the Fair Hearing request.
6. The decision of the Fair Hearing officer(s) must be based solely on the record, in light of these

guidelines. Evidence, both written and oral, which is admitted at the hearing, shall be the sole contents of the record. The Fair Hearing officer shall not review the case record or other materials prior to introduction at the hearing.

7. The parties may stipulate to any facts.
8. All Fair Hearings may be tape-recorded and retained for 6 months.

DECISIONS

1. Fair Hearing decisions shall be rendered within 7 working days of the hearing. Decisions shall be writing setting forth the reasons for the decision and the facts on which the Fair Hearing officer(s) relied in reaching the decision. A copy of the decision shall be mailed or delivered to the claimant and to the Welfare Director.
2. Fair Hearing decisions will be rendered on the basis of the officer(s) finding of fact, these guidelines, and state and federal law. The Fair Hearing decision shall set forth appropriate relief.
3. The decision shall be dated. In the case of a hearing to review denial of aid, the decision is retroactive to the date of the action being appealed. If a claimant fails to prevail at the hearing, the assistance given pending the hearing shall be a debt owed by the individual to the municipality.
4. The Welfare Director shall keep all Fair Hearing decisions on file in chronological order.
5. None of the procedures specified herein shall limit any right of the applicant or recipient to subsequent court action to review or challenge the adverse decision.

LIENS

REAL ESTATE

The law requires the municipality to place a lien for welfare aid received on any real estate owned by an assisted person in all cases except for just cause. (This section does not authorize the placement of a lien on the real estate of legally liable relatives as defined by RSA 165:19).

The Board of Selectmen shall file a Notice of Lien with the County Registry of Deeds, complete with the owner's name and a description of the property sufficient to identify it. Interest at the rate of 6% per year shall be charged on the amount of money constituting the lien commencing one year after the date the lien is filed, unless waived by the municipality. The lien remains in effect until enforced or released or until the amount of the lien is repaid to the municipality.

The lien shall not be enforced so long as the real estate is occupied as the sole residence of the assisted person, his/her surviving spouse, or his/her surviving children under the age of 18, or blind, or permanently and totally disabled. At such time as the lien may become enforceable, the Welfare Director shall attempt to contact the attorney handling the real estate or estate before enforcing the lien. Upon repayment of a lien, the municipality must file a written notice of the discharge of the lien with the County Registry of Deeds. RSA 165:28

CIVIL JUDGEMENTS – RSA 165:28-a

1. A municipality shall be entitled to a lien upon property passing under the terms of a will or by intestate succession, a property settlement, or a civil judgment for personal injuries (except for Workers Compensation) awarded any person granted assistance by the municipality for the amount of assistance granted by the municipality.
2. The municipality shall be entitled to the lien only if the assistance was granted no more than 6 years before the receipt of the inheritance or the award of the property settlement or civil judgment. When the Welfare Director becomes aware of such a claim against a civil judgment, he/she shall contact the attorney representing the recipient.
3. The lien shall take precedence over all other claims.

RECOVERY OF ASSISTANCE

The Welfare Director shall seek to recover money expended to assist eligible applicants. There shall be no delay, refusal to assist, reduction or termination of assistance while the Welfare Director is pursuing procedural or statutory avenues to secure reimbursement. Any legal action to recover must be filed in a court within 6 years after the expenditure. RSA 165:25

RECOVERY FROM RESPONSIBLE RELATIVES

The amount of money spent by a municipality to assist a recipient who has a father, mother, step-father, step-mother, wife or child (who is no longer a minor) of sufficient ability to also support the recipient, may be recovered from the liable relative. Sufficient ability shall be deemed to exist when the relative's weekly income is more than sufficient to provide a reasonable subsistence compatible with decency and health. The Welfare Director may determine that "in kind" assistance or the provision of products/services to the client is acceptable as a relative's response to liability for support. Written notice of money spent in support of a recipient must be given to the liable relative. The Welfare Director shall make reasonable efforts to give such written notice prior to the giving of aid, but aid to which an applicant is entitled under these guidelines, shall not be delayed due to inability to contact possible liable relatives. RSA 165:19

RECOVERY FROM THE MUNICIPALITY OF RESIDENCE

The Welfare Director shall seek to recover from the municipality of residence the amount of money spent by the municipality to assist a recipient who has a residence in another municipality. Written notice of money spent in support of a recipient must be given to the Welfare Director of the municipality of residence. In any civil action for recovery under RSA 165:20, the court shall award costs to the prevailing party. RSA 165:19 and 20. (See RSA 165:20-a providing for arbitration of such disputes between communities.) RSA 165:20

RECOVERY FROM FORMER RECIPIENT'S INCOME

A former recipient who is returned to income status after receiving assistance may be required to reimburse the municipality for the assistance provided, if such reimbursement can be made without financial hardship. RSA 165:20-b

RECOVERY FROM STATE AND FEDERAL SOURCES

The amount of money spent by a municipality to support a recipient who has made initial application of SSI and has signed HHS FORM 151 "AUTHORIZATION FOR REIMBURSEMENT OF INTERIM ASSISTANCE" shall be recovered through the SSA and the New Hampshire Department of Health and Human Services. Prescription expenses paid by the municipality for applicants who have applied for Medicaid shall be recovered through the New Hampshire Department of Health and Human Services if and when the applicant is approved for medical coverage.

DELAYED STATE CLAIMS

For those recipients of general assistance deemed eligible for state assistance, New Hampshire Department of Health and Human Services shall reimburse a municipality the amount of general assistance as a result of delays in processing within the federally mandated time periods. Any claims for reimbursement shall be held until the end of the fiscal year and may be reimbursed on a pro-rated basis dependent upon the total claims filed per year. RSA 165:20-c. Form 340 "REQUEST FOR STATE REIMBURSEMENT" may be obtained from the New Hampshire Department of Health and Human Services for the purpose.

APPLICATION OF RENTS PAID BY THE MUNICIPALITY

Whenever the owner of a property rented to a person receiving general assistance from the municipality is in arrears in tax payments to the municipality, the municipality may apply the assistance which the property owner would have received in payment of rent on behalf of such assisted person to the property owner's delinquent balances, regardless of whether such delinquent balances are in respect of property occupied by the assisted person. RSA 165:4-a

PAYMENT ARREARS

A payment shall be considered in arrears if more than 30 days have elapsed since the mailing of the bill, or in the case of real estate taxes, if interest has begun to accrue pursuant to RSA 76:13. RSA 165:4-a

PROCEDURE

1. When an applicant seeks assistance for rental payments, the Selectmen (Welfare Director) shall determine if there are any delinquent property taxes on the residential property occupied by the applicant which are "in arrears" as defined by RSA 165:4-a. Upon determining that taxes are in arrears, the Selectmen (Welfare Director with prior approval of the Selectmen) shall notify the property owner that the Town intends to apply all or a portion of any assistance granted to the applicant as rental assistance to the outstanding taxes.
2. At least 10 days prior to making payment to the Tax Collector, the Selectmen (Welfare Director) shall notify the property owner of the intent to apply the assistance payment to taxes, including the amount proposed to be paid and whether the payment to offset taxes will be continuing or temporary. The notice shall advise the property owner of the deadline for submission of a request for alternation of the amount proposed to be paid to offset delinquent taxes under paragraph.
3. By written application submitted no later than 120 days after the date of notice under paragraph (B), the property owner may contest the payment or seek alteration of the amount proposed to be allocated to payment of delinquent taxes and may submit evidence in support of such a claim. The property owner may also request a hearing on the matter but shall submit evidence substantiating the request in advance with the request for hearing.
4. In determining whether to reduce or eliminate the amount proposed for allocation to offset overdue taxes, the Selectmen shall consider the following:
 - a. Representations that the property taxes will be paid in another manner, together with the basis for such representations.
 - b. The effect that allocation of rental payments to delinquent taxes would have on the ability of the property owner to meet other reasonable obligations for the property.
 - c. Such other factors as the Selectmen deem relevant.
5. If a request for elimination or reduction of the amount proposed to pay delinquent taxes is not received within 10 days after the date of the notice under paragraph (B), or after consideration of such a request, the amount finally determined to be allocated to offset delinquent taxes shall be paid to the Tax Collector. The Selectmen shall issue to the applicant a document stating that rental payments have been applied to taxes in accordance with this section, with a copy to the property owner. The Tax Collector shall issue a receipt for the amount of taxes, interest and fees covered by the payment, applying it to the longest outstanding taxes on the property.
6. The document issued to the applicant shall constitute evidence that rent due for the applicant has been paid or reduced by the amount and for the rental period indicated.
7. Both the applicant and the property owner shall not disclose to any other person the identity of the other party nor any information which may tend to disclose the identity of the other party, except as directed by any court or as allowed by the other party. The property owner may disclose that rental payments are being applied to delinquent taxes under this regulation, without identifying the applicant, to financial advisors, mortgagees or similar individuals when necessary for bona fide reasons.

8. If the property owner is in arrears on payment of taxes on other income property located in the Town, the Selectmen may, after notice and opportunity for hearing in accordance with this regulation, apply rental payments to said delinquencies even though the assisted person does not reside on such other property.

Town of Alexandria
NOTICE OF DECISION

Date:			
Name:			
	Your application for assistance is pending		
	Your application for assistance is GRANTED . You will receive:		
	Type	Amount	
	You must comply with the following conditions in order to be eligible receive any future assistance. Willful failure to comply with these conditions may result in suspension of assistance.		
	You must register with your local employment security office.		
	You must complete job search verification sheets unless you are exempt from the job search requirements. This means you must apply for 3 full-time jobs per day. Individuals, who without good cause, refuse a job offer or referral to suitable employment are ineligible for assistance.		
	Within one (1) week of application, you must apply for the following programs and provide proof:		
	SNAP (Food stamps) at nheasy.gov	Fuel Assistance	
	All other applicable services at nheasy.gov	Unemployment compensation	
	Subsidized housing (List attached)	WIC	
	Social Security/SSDI	Other:	
	Doctor's statement IF unable to work due to disability; must state the disability, expected duration, and whether or not you can perform any kind of work and if so, what type of work.		
	Your application for assistance has been DENIED and/or WITHDRAWN in whole or in part for the following reason(s).		
	Do not meet standard of need.		
	Incomplete application.		
	Failure to provide documentation of income, resources or other financial data		
	Failure to complete required work search and/or provide proof of work search		
	Failure to apply for other forms of assistance and/or provide proof of application (see notes)		
	Misrepresentation of material facts (see notes)		
	You must notify the Welfare Director within 72 hours of any change of address or household members or any change in needs or resources which may affect your eligibility.		
	Notice of Appeal Rights: You have the right to appeal and request a fair hearing decision, but only if you so request. To request a fair hearing, you must complete the form on the back.		

Welfare Official

Date

APPENDIX B: FAIR HEARING REQUEST

Town of Alexandria
FAIR HEARING REQUEST

I, _____ hereby request a fair hearing to review the decision dated _____ regarding my application for general assistance.

I ☐ want / ☐ do not want my current assistance to continue until my appeal has been decided.

I understand that if I lose my appeal, I will be obligated to repay the assistance provided to me during the time the appeal is being decided.

(Applicant Signature)

(Date)

In order to be eligible for a fair hearing, this form must be completed and returned to the Welfare Office within five (5) working days of your receiving your notice of decision. Within seven (7) working days of receipt of this notice by the Welfare Official a hearing will be scheduled. You will be notified in writing of the place, date and time of the hearing.

Work job search requirements to receive benefits:

- ✓ Look for work at least 3 times per day
- ✓ You must keep a record of your work searches
- ✓ Use this work search log to: Records your job search activities, provide to Town if applying for assistance, and verify you are looking for work.

Name: _____

Job Search Log

Week Starting Sunday (date): _____ Through Saturday (date): _____

Date	Position	Employer Name	Person contacted	Contact phone number or email	Result

Date	Position	Employer Name	Person contacted	Contact phone number or email	Result

Date	Position	Employer Name	Person contacted	Contact phone number or email	Result

Date	Position	Employer Name	Person contacted	Contact phone number or email	Result

Date	Position	Employer Name	Person contacted	Contact phone number or email	Result

Failure to submit a completed form may result in disqualification from receiving assistance.

Include any documentation related to job search activity, such as a confirmation email or copy of job posting.

APPENDIX D: LEVELS OF ASSISTANCE

Rent:	One bedroom:	\$1,200 (no utilities included)	\$1,400 (utilities included)
	Two bedroom:	\$1,500 (no utilities included)	\$1,750 (utilities included)
	Three bedroom:	\$1,700 (no utilities included)	\$2,000 (utilities included)

Mortgage: same levels as rent

Electric, lights with no heat: \$250/month

Electric, lights with heat: \$500/month

Oil/Propane: Minimum delivery required by supplier

Phone: Not unless written confirmation of necessity is received by a doctor due to medical conditions.
\$70.00/month

Food: One person: \$75.00
Two person: \$125.00
Three person: \$150.00
Three+: \$175.00

Prescriptions: Talk with doctor to determine if medication is necessary to sustain life and if generic is available. Talk with pharmacist to determine lowest number of doses allowable, pay for those.