

CITY OF LEBANON, HUMAN SERVICES DEPARTMENT

Frequently Asked Questions:

What Do We Do: Human Services provides assistance to those in need in accordance with State law and the City's Human Services Guidelines. The financial assistance typically addresses Emergency and/or Temporary needs of those deemed eligible under the Guidelines. When determining eligibility, the applicant must demonstrate that their necessary basic needs (shelter, electricity, heat, food, medical prescriptions, etc.) exceed their available income & liquid assets. Assistance provided by Human Services is not restricted to financial help. The philosophy and goal of the Department is to work closely with clients to determine current & future needs, identify tools & resources to accommodate those needs, & coordinate with other agencies regarding services, funding & programs available. Using this broad-stroke approach provides the opportunities needed for clients to achieve self-sufficiency.

How to Apply: Call the office to discuss your needs. You will be provided with referrals to other agencies that may be able to provide assistance. Should you find you still require assistance, pick up an application at the office during walk-in hours. Complete the application & collect all documentation required. Call the office & schedule an appointment—allow 2 hours for the appointment. If you have an eviction notice or utility shut off notice, be sure to let us know the situation is time sensitive. Due to the volume of applications for Lebanon & Enfield, an appointment may not be available for one to two weeks.

Prior to Your Appointment: Seek assistance from any other agencies that may be able to assist. Apply for other programs (State/Federal/local agency programs); use local food pantries; continue to look for ways to improve your income; pursue payment plans with utility companies/landlords; review the Human Services Department web page at www.lebcity.com for helpful information regarding searching for a job, ways to decrease your grocery costs, how to save using energy conservation products and weatherizing your apartment/home, and other details that will help cut costs in order to spend your money on necessary living expenses (shelter, heat, electricity, prescription medications, food, etc.)

What to Bring to Your Appointment: *In order to apply for General Assistance, the following Information MUST be provided at the time of your interview. Failure to provide the required verifications will delay processing of the application.*

1. Fully completed Human Services Application for Assistance including all signatures required.
2. Identification for applicants and co-applicants: Picture ID, License, Birth Certificate, Social Security Card, DD214.
3. Proof of Children: Birth Certificates and Social Security Cards.
4. Proof of Residence and Shelter Expenses: Lease, Rental Request Form to be completed by landlord (last page of this packet), recent heating, electric and any other utility bills.
5. Proof of Income: most recent 4 pay checks; Income from the last 4 weeks for Court-Ordered Support payments, Worker's Compensation, Social Security benefits, Food Stamps, Unemployment, Temporary Assistance to Needy Families, and any other income from an employer or any other state/federal/local agency (including Churches or other social service agencies that provided assistance).
6. Proof you have applied for the following if eligible: Veteran's benefits, Temporary Assistance to Needy Families; Social Security (retirement, disability or supplemental income), Old Age Assistance (for those over 62 years of age), Worker's Compensation, Unemployment (use the Verification Request, Department of Employment Security form and the NH Employment Security Confidentiality Release form included in this package), Aid to the Permanently and

Totally Disabled, TANF-IP-Disabled Parent, Fuel Assistance (through local agencies/churches or Tri-County Cap), Electrical Discount Program (through Tri-County Cap), Electric Assistance (through local agencies/Churches).

7. Proof of personal property (registration or title for vehicles, motorcycle, trailer, home, ATV, etc.).
8. Proof of cash resources/assets: most recent statements for savings, credit union, trusts, checking accounts, retirement/investment plans.
9. Proof laid off from employment (use the Employment Verification Form included in this package to be completed by current/former employer and faxed or mailed directly to Human Services).
10. Proof registered with New Hampshire Employment Office Job Match Program and any other programs available (completed Department of Employment Security Forms outlined in item #5 are acceptable proof).
11. Proof actively seeking work – see the “Looking for a Job” sheet in this packet for resource information and complete the Employment Search Record sheets included in this packet. A copy of the work search reported to Unemployment is acceptable in lieu of the City’s Employment Search Record.
12. If unable to work, a physician’s statement to that effect is required – the physician may fax or mail the Municipal Human Services Medical Release and Report & Report of Medical Findings forms included in this package.
13. Proof parents, step-parents, spouse, and adult children can or cannot assist financially. Submit completed Liability of Relative form and Financial Statement included in this packet for each individual described above and in accordance with RSA 165:19.
14. Termination of benefits notice from any other city/town Human Services agency or State/Federal assistance program.