

The NH Department of Health and Human Services (DHHS) provides cash benefits to families with dependent children through the Financial Assistance to Needy Families (FANF) Program.

To be eligible for FANF you must live in NH with a dependent child. The child must be deprived of parental support or care. In NH this means a parent has died, left the home, or is physically or mentally incapacitated. There are also other program requirements that must be met. They are described below.

HOW DO I APPLY?

It's easy to apply! You can apply by:

- Going to <https://nheasy.nh.gov>, and completing an application online;
- you can print out an application from www.dhhs.nh.gov/dfa/apply. Then just complete it and mail it in to us; or
- you can contact your local DHHS District Office to apply.

You must also talk to a Family Services Specialist (FSS) about your situation and your needs. During this interview, the FSS will tell you about program requirements. The FSS will also tell you about your benefits.

Have the following information with you for all members of your family when you talk with your FSS:

- Proof of all income in the household;
- Information about cash on hand, checking and savings accounts, stocks and bonds;
- Certificates of deposit, ownership of all vehicles owned by household members, and any other resources;
- Social Security cards. If any members do not have a number, that person will have to apply for one through the Social Security Administration; and
- Court orders about divorce, custody, or child support.

HOW MUCH WILL MY CASH BENEFIT BE?

We compare your household's monthly income to the Payment Standard for your family size. To

qualify for FANF cash, your gross monthly income from working, less 20%, added to any other income you have (including child support), minus certain expenses and other deductions (such as payments you make for child care while you work), must be below the Payment Standard for your family size.

If you pass this first test, we will refigure your income by subtracting 50% of any income from work. Your remaining income is again compared to our Payment Standard for your family size to see how much of a monthly cash benefit your family will get.

FANF cash benefits are provided twice a month. Each payment is equal to one-half of your monthly cash benefit.

You are expected to use your cash benefit to pay for food, shelter, utilities, and clothes. You may also qualify for Supplemental Nutrition Assistance Program (SNAP) benefits (formerly known as Food Stamps), medical assistance, child care, or emergency assistance.

WILL YOU HELP ME FIND A JOB?

Yes! The focus of our work program, called the New Hampshire Employment Program (NHEP), is "Work First." This means that every NHEP activity has one goal - employment. Able-bodied adults must participate in NHEP to get cash benefits. NHEP helps able-bodied adults become self-supporting by providing employment and training services. NHEP Employment Counselor Specialists (ECS) will help you in your efforts to find work and become self-sufficient. If you are required to participate in NHEP, you must participate. If you refuse to, or refuse to accept and keep a suitable job, your cash benefits may be reduced or may end. If you are not required to participate, you are encouraged to as a volunteer.

WHAT HAPPENS WHEN I GET A JOB?

We reward you for getting a job and becoming self-sufficient. For each dollar that you earn, your FANF cash benefit will only decrease by 50 cents. If your FANF cash stops because of your increased earnings, you may qualify for up to 12 months of Extended Medical Assistance (EMA) and may still be eligible for child care and SNAP benefits.

WHAT IF I CAN'T WORK?

If you are aged 16 to 60, you are expected to participate in NHEP unless **exempt**. You might be found exempt from NHEP when:

- you are age 60 or older;
- you cannot work due to a permanent physical or mental disability and you are getting SSI or SSDI, cash or medical assistance under the state programs of APTD, ANB, or OAA, or are getting VA disability (80% rating or greater);
- there is no parent in the case. This happens when the children are being cared for by a relative (other than a parent) who is not getting FANF for themselves; or
- after a year's participation in NHEP, you have obstacles to employment that cannot be resolved.

WHAT ABOUT SUPPORT FROM MY CHILD'S NON-CUSTODIAL PARENT?

When you apply for certain categories of FANF, you automatically assign to DHHS your rights to child support payments. This means that you give DHHS the right to collect and keep any child support money payments made on behalf of anyone in your household who gets these categories of FANF. If you are eligible for financial assistance, you will get financial assistance whether or not the non-custodial parent makes the required child support payments. You must tell your worker about any child support payments that you get directly from the non-custodial parent. If your child support checks combined with other income are higher than your cash benefit, your benefit will stop and you will get the child support payments instead.

If you get child support and it is assigned to and kept by DHHS, it will be used to determine eligibility, but not the amount of your cash benefit. If you become ineligible for your cash benefit any child support DHHS gets will be sent to you.

DHHS will help you get a legal order of child support, and help you establish paternity, if necessary. If you do not have a court order for child support, you must cooperate with the

worker to help identify and locate the non-custodial parent. If you get financial assistance and do not cooperate, your cash benefit will be reduced or may even end.

If you have good cause reasons for not cooperating in identifying and locating the non-custodial parent, such as family/domestic violence, or your current legal proceedings for adoption are pending, DHHS may not pursue child support or reduce your cash benefit. Your worker will talk to you about this and explain good cause reasons for non-cooperation with the child support requirements.

CAN I GET OTHER HELP?

You may also qualify for other DHHS programs such as medical assistance, SNAP benefits, Child Care Scholarship, or emergency assistance. Your FSS will talk to you about other programs and help you apply for them.

WHAT ARE MY RIGHTS?

You have the right to:

- Apply for assistance;
- Be treated courteously;
- Get prompt payment if eligible;
- Get written notice of the decision on your case or telling you why your family is not eligible;
- Ask for a conference and/or an administrative appeal if dissatisfied with DHHS's decision, and to bring a friend or an attorney to this conference and/or appeal;
- Have your case record kept confidential; and
- Decide how to use your cash benefit. If you choose to get your cash grant through an EBT card, you can not use your EBT card, or cash from your EBT card, at a banned business, which are businesses in which greater than 50% of visible inventory is alcohol, any gaming establishment, or businesses in which greater than 50% of visible inventory being sold or rented is material considered adult-oriented entertainment per RSA 650:1,III. Using your EBT card or cash from your EBT card at a banned business will result in a cash penalty per RSA 167:7-b and He-W PART 608.

Ask Questions

If you are not satisfied with the information and decisions of a DHHS worker, please ask questions. If you still are not satisfied or do not understand, ask to see a supervisor. Help and assistance can be found in your DHHS District Office. Call, write, visit our website, or go to the Office to ask questions and learn about the program rules.

Administrative Appeals

You may ask for an appeal if you disagree with any action taken in your case. This includes decisions on work requirements. At the administrative appeal, you can explain to the appeals officer why you disagree with an action being taken.

Discrimination

DHHS decides each case based on the facts. If you feel you have been discriminated against because of age, sex, race, color, disability, national origin, religious or political belief, contact the Ombudsman of the NH DHHS, 129 Pleasant Street, Concord, NH, 03301-3857; telephone (603) 271-6941 or 1-800-852-3345, ext 6941. There can be no retaliation against you for having made this contact.

WHAT ARE MY RESPONSIBILITIES?

Tell The Truth

You must give true answers to all questions we ask. We will check what you tell us to make sure it is true. If you do not tell us the truth, you will not get assistance.

Provide Proof

You must give proof of the amount of income your family gets, the value of resources you own, your housing costs, your address, your identity, your citizenship status, and any other factors that could affect your eligibility or amount of your cash benefit.

Be Educated

You must read all notices you get from us and respond within the timeframes in those notices. It is your responsibility to know the eligibility requirements for the programs of assistance you get, and to follow the rules of the program.

Report Any Changes

You must tell DHHS promptly of **any** changes that might affect your eligibility. This includes:

- Changes of address or phone numbers;
- Changes in your family's income and property, such as earnings, Social Security benefits, or money from insurance settlements;
- Changes in your family's status, such as if a child's parent returns home or becomes able to work, or someone leaves home, marries, or quits school;
- You must also tell us about changes that affect a work requirement.

You must report these changes as soon as possible, but no later than 10 calendar days after they happen. Delays in reporting and verifying changes may result in your getting benefits or services in error. You must pay back any benefits or services received in error, regardless of whether you made a mistake in the information you gave, or failed to give, to us.

WHAT ABOUT OVERPAYMENTS AND UNDERPAYMENTS?

If for any reason you are paid more money than you should have gotten, you must pay back the amount of money that you should not have gotten. This is true even if the overpayment was DHHS's mistake. If you ever get less than you were supposed to get, you will be paid the extra amount you are owed.

THERE ARE STIFF PENALTIES FOR FRAUD!

If you purposely make false or misleading statements, provide false information on a signed written statement, or fail to report your true circumstances to get cash or medical benefits, you will be prosecuted to the full extent of the law. If you lie in order to get assistance in two or more states at the same time, you will not be allowed to get assistance for 10 years.

HOW CAN I GET MORE INFORMATION?

This pamphlet was designed to give you general information about FANF. Please contact your local DHHS District Office for more information.

DEPARTMENT OF HEALTH AND HUMAN SERVICES DISTRICT OFFICES

BERLIN

650 Main St., Ste. 200
Berlin, NH 03570
603-752-7800 or
800-972-6111

CLAREMONT

17 Water St., Ste. 301
Claremont, NH 03743
603-542-9544 or
800-982-1001

CONCORD

40 Terrill Park Drive
Concord, NH 03301
603-271-6200
800-322-9191

CONWAY

73 Hobbs Street
Conway, NH 03818
603-447-3841 or
800-552-4628

KEENE

111 Key Road
Keene, NH 03431
603-357-3510 or
800-624-9700

LACONIA

65 Beacon St West
Laconia, NH 03246
603-524-4485 or
800-322-2121

LITTLETON

80 North Littleton Rd
Littleton, NH 03561
603-444-6786 or
800-552-8959

MANCHESTER

1050 Perimeter Rd.
Suite 501
Manchester, NH
03103-3303
603-668-2330 or
800-852-7493

ROCHESTER

150 Wakefield St.,
Suite 22
Rochester, NH 03867
603-332-9120 or
800-862-5300

SEACOAST

19 Rye Street
Portsmouth, NH
03801
603-433-8300
800-821-0326

SOUTHERN

26 Whipple St.
Nashua, NH 03060
603-883-7726 or
800-852-0632

**TDD Access: Relay NH 1-800-735-2964
or 711**

Financial Assistance To Needy Families (FANF)

Department of Health and
Human Services
Bureau of Family Assistance
State Office Park South
Brown Building,
129 Pleasant Street
Concord, New Hampshire 03301
www.dhhs.nh.gov/DFA