



# CITY OF DOVER, NEW HAMPSHIRE

# FY2025 PROPOSED BUDGET



**Dover Public Welfare**  
**Presented to the City Council**  
**On February 21, 2024**

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# WHAT WE DO

The City of Dover's Public Welfare Department is responsible for general assistance to meet the genuine emergency needs of eligible residents of Dover in compliance with RSA 165 and the city guidelines.



# Four things you should know about Public Welfare:

1

We are the only city department that is required by state law.

2

We are primarily tasked with helping the residents of Dover.

3

We assist clients by addressing their emergency needs until they receive other services or income.

4

We work with many other agencies and organizations to help residents become self-sufficient.

# The Process:

## Ends in;

Notice of Decision,  
Voucher, payment and  
recording of data.

## Initial contact with client;

Leads to...  
Intake meeting or  
Referral.

Interview leads  
to...  
Information  
gathering,  
verification of  
eligibility,  
decision.

Intake meeting  
in person or on  
phone;  
leads to ...  
Client  
Application and  
Interview.

DID YOU KNOW?

## WE DO THIS, TOO

- Referrals to other services and departments.
- Resource gathering and research.
- Community outreach and education.

# WHAT IT LOOKS LIKE

Features	FY2024 Actual YTD	FY 2024 Approved	FY 2025 Proposed	Projected Change
Rent	184,156	350,000	325,000	(25,000)
Motel	52,933	100,000	100,000	0
Electric	4,238	18,000	18,000	0
Heat	700	13,000	13,000	0
Prescriptions	623	8,000	8,000	0
Burials	4,200	12,000	12,000	0
Security Deposits	8,672	10,000	10,000	0
<b>Total Overall Budget</b>	<b>255,552</b>	<b>511,300</b>	<b>498,300</b>	<b>(25,000)</b>

# Do You Know;

- So far this year Dover Welfare;
- Has had 1830 customer contacts.
- Served 1379 Dover residents.
- Handled 5057 phone calls.
- Opened 172 new cases.
- Managed 749 active cases.

# Other Welfare Activities

- Participate in committees and attend meetings around the issues of Homelessness and Housing.
- Director sits on the Welfare Executive Board as Legislative committee chair.
- Attend regular Community Care Team meetings to coordinate services to clients.
- Hosting a UNH Social Work intern.
- Continuously pursue further training to improve customer service.