

# Guide to Services

## NH Department of Health and Human Services, Office of Human Services, Elderly and Adult Services

The Bureau of Elderly and Adult Services (BEAS) is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

**Mission Statement:** BEAS shares leadership within NH in developing and funding long term supports and advocating for elders, adults with disabilities and their families, and caregivers. BEAS envisions a long-term system of supports that promotes and supports individual and family direction, provides supports to meet individual and family needs, provides high quality care and support, and promotes efficiency.

**Central Office:** 129 Pleasant Street, Brown Building  
Concord, NH 03301-3857  
**Toll Free Phone:** 800-351-1888  
**TDD:** 800-735-2964  
**Web Site:** [www.dhhs.nh.gov/dcbcs/beas](http://www.dhhs.nh.gov/dcbcs/beas)  
**District Offices:** For telephone numbers, see "Important NH Phone Numbers" below.

### Information on BEAS Services and Programs:

Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.

#### NH ServiceLink Resource Center Network: 866-634-9412

**Adult Protection:** The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

**NH Family Caregiver Support Program:** This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412**.

## Important New Hampshire Phone Numbers

### District Offices

The Department of Health and Human Services has District Offices located throughout New Hampshire. BEAS staff are located at all of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.

<b>Berlin</b>	<b>800-972-6111</b>	<b>Littleton</b>	<b>800-552-8959</b>
	603-752-7800		603-444-6786
<b>Claremont</b>	<b>800-982-1001</b>	<b>Manchester</b>	<b>800-852-7493</b>
	603-542-9544		603-668-2330
<b>Concord</b>	<b>800-322-9191</b>	<b>Southern (Nashua &amp; Salem Regions)</b>	<b>800-852-0632</b>
			603-883-7726
<b>Conway</b>	<b>800-552-4628</b>	<b>Seacoast</b>	<b>800-821-0326</b>
	603-447-3841		603-334-4325
<b>Keene</b>	<b>800-624-9700</b>	<b>Rochester</b>	<b>800-862-5300</b>
	603-357-3510		603-332-9120
<b>Laconia</b>	<b>800-322-2121</b>		
	603-524-4485		

<b>Commodity Supplemental Food Program</b>	800-942-4321
<b>Consumer Protection for Public Utilities</b>	800-852-3793
<b>NH Insurance Department Consumer Hotline</b>	800-852-3416
<b>Food Stamp Information</b>	800-852-3345
<b>Foster Grandparent Program</b>	800-536-1193
<b>Fuel Assistance Information</b>	Your Local Community Action Office
<b>Governor's Citizens Service</b>	800-852-3456
<b>Information about Helpful Services</b>	Dial 2-1-1 (statewide)
<b>Medicaid Information</b>	800-852-3345
<b>Medicare Claims Information</b>	1-800-MEDICARE (1-800-633-4227)
<b>Medicare Quality Improvement (Livanta)</b>	866-815-5440
<b>Foundation for Healthy Communities (Information on Advance Health Directives and other Initiatives)</b>	603-225-0900
<b>NH ServiceLink Network</b>	866-634-9412
<b>Poison Center Helpline</b>	800-222-1222
<b>Retired &amp; Senior Volunteer Program</b>	
Carroll County RSVP	603-356-9331
Coos County RSVP	603-752-4103
Friends RSVP (Covering Belknap, Merrimack, Strafford and Rockingham Counties)	800-536-1193
Monadnock RSVP	
Keene Office	603-357-6893
Peterborough Office	603-924-7350
RSVP of Grafton & Sullivan Counties	877-711-7787 (Toll Free)
Southern NH Services RSVP	603-668-8010
<b>Senior Companion Program</b>	800-856-5525
<b>Senior Law Project</b>	888-353-9944 or TTY: 800-634-8989
<b>Social Security Administration</b>	800-772-1213
<b>Veterans Council</b>	800-622-9230 or 603-624-9230

### Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

## Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. **NOTE:** Please call your local ACOA contact below for information on meeting dates, times and locations.

### BELKNAP COUNTY

Stace Dicker-Hendricks  
528-2855

### CARROLL COUNTY

To be determined

### CHESHIRE COUNTY

To be determined

### COOS COUNTY

Mark M.E. Frank  
788-4825

### GRAFTON COUNTY

To be determined

### HILLSBOROUGH COUNTY

(Greater Manchester)  
Dottie Gove 518-4305

### HILLSBOROUGH COUNTY

(Greater Nashua)  
Contact: Margo Bell  
889-6155

### MERRIMACK COUNTY

To be determined

### ROCKINGHAM COUNTY

Connie Young  
893-9769

### STRAFFORD COUNTY

Dr. Candace Cole-McCrea  
652-7594

### SULLIVAN COUNTY

Cindy Roberts  
542-5177

## State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly and meetings are open to the public. **For meeting information, call 1-800-351-1888, Ext. 9215.**

**Russell Armstrong**  
Peterborough 759-2412

**Herbert Johnson**  
Epsom 892-0701

**Dr. Candace Cole-McCrea**  
Milton 652-7594

**Joan Schulze (Vice-Chair)**  
Nashua 888-3380

**Rev. Norma Brettell**  
Glen 374-2718

**John Acker**  
Woodsville 787-2567

**Rep. Susan Emerson**  
Rindge 899-6529

**Kathy Baldrige**  
Bedford 471-1567

**Larry Flint**  
Newport 863-6397

**John Kennedy**  
Rochester 332-5925

**Mark M.E. Frank (Chair)**  
Lancaster 788-4825

### Reminder: Aging Issues Available Online

Enjoy a printed copy of *Aging Issues* or read it online by visiting the website at [www.dhhs.nh.gov/dcbcs/beas](http://www.dhhs.nh.gov/dcbcs/beas)

### NH ServiceLink Resource Center Network

ServiceLink is a program of the NH Department of Health and Human Services and a full partner in the NH CarePath Initiative. ServiceLink Aging and Disability Resource Centers are located statewide and assist people of all ages, income levels and abilities. The Centers collaborate with other community partners to connect people with long-term services and supports, help them explore long-term options and understand and access Medicare and Medicaid. Call toll-free **1-866-634-9412** to connect with any Resource Center or visit the website at [www.servicelink.org](http://www.servicelink.org)

Resource Center Location	Telephone*
Belknap County (Laconia).....	528-6945
Carroll County (Tamworth).....	323-2043
Coos County (Berlin).....	752-6407
Grafton County	
Lebanon .....	448-1558
Littleton.....	444-4498
Hillsborough County	
Manchester .....	644-2240
Nashua.....	598-4709
Merrimack County (Concord).....	228-6625
Monadnock Region (Keene).....	357-1922
Rockingham County	
Portsmouth.....	334-6594
Atkinson .....	893-9769
Strafford County (Rochester) .....	332-7398
Sullivan County (Claremont).....	542-5177

\*All area codes are 603

### Bureau of Behavioral Health: Community Mental Health Centers

Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, visit the website at [www.dhhs.state.nh.us/dcbcs/bbh](http://www.dhhs.state.nh.us/dcbcs/bbh). You can also call NH ServiceLink at **1-866-634-9412** to locate the CMHC in your area.

Location	Telephone*
Concord (Riverbend Community Mental Health) .....	228-1551
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services) .....	447-3347
Dover (Community Partners of Strafford County).....	516-9300
Keene (Monadnock Family Services).....	357-4400
Laconia (GENESIS Behavioral Health).....	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.).....	448-0126
Manchester (Mental Health Center of Greater Manchester).....	668-4111
Nashua (The Greater Nashua Mental Health Center).....	889-6147
Portsmouth (Seacoast Mental Health Center) .....	431-6703
Salem/Derry (Center for Life Management).....	434-1577

\*All area codes are 603

### Bureau of Developmental Services: Area Agencies

The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 10 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau's main office at **1-800-852-3345, Ext. 5034** or visit the website at [www.dhhs.state.nh.us/dcbcs/bds](http://www.dhhs.state.nh.us/dcbcs/bds)

Region	Location	Telephone*
I	Northern Human Services (Conway) .....	447-3347
II	Pathways of the River Valley (Claremont) .....	542-8706
III	Lakes Region Community Services Council (Laconia).....	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord).....	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene).....	352-1304 or 800-469-6082
VI	Gateways Community Services.....	882-6333
VII	Moore Center Services, Inc. (Manchester).....	206-2700
VIII	One Sky Community Services (Portsmouth) .....	436-6111 or 800-660-4103
IX	Community Partners, Inc. (Dover) .....	516-9300
X	Community Crossroads (Atkinson) .....	893-1299

\*All area codes are 603

### Adult Day Programs In New Hampshire

Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (**Telephone: 1-800-852-3345, Ext. 9499**) or visit the website at:

[www.dhhs.state.nh.us/oos/bhfa](http://www.dhhs.state.nh.us/oos/bhfa)

Location	Telephone*
Concord (TLC Medical Day Care For Adults) .....	224-8171
Derry (Vintage Grace).....	425-6339
Hampstead (Senior Class Adult Day Services).....	329-4401
Hampton (Seaside Elderly Day Out Center) .....	929-5988
Hooksett (Maintaining Independence Adult Day Center) .....	568-9237
Hudson (Gateways Adult Day Service Program).....	883-0994
Jaffrey (Monadnock Adult Care Center).....	532-2428
Keene (Castle Center for Adult Group Day Care).....	352-2253
Lebanon (Upper Valley Good Day Respite Program).....	526-4077
Manchester (Easter Seal Society of NH).....	623-8863
Nashua (Adult Day Care of Nashua) .....	589-9570
New London (Kearsage Good Day Respite Program) .....	526-4077
Newport (Connecticut Valley Home Care Day Out) .....	542-7771
Rochester (Homemaker Home Health Services).....	335-1770
Salem (Silverthorne Adult Day Care Center).....	893-4799
Wolfeboro (Huggins Hospital-Adult Day Care).....	569-7500

\*All area codes are 603.

### Senior Centers

Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs and opportunities to socialize and make new friends. To find out about the senior center near you, consult the list below (*please note that all phone numbers are area code 603*), visit the NH Association of Senior Centers (NHASC) website at [www.nhasc.org](http://www.nhasc.org) or call NH ServiceLink at **1-866-634-9412**.

Cities/Towns .....	Telephone #	Cities/Towns .....	Telephone #
Alton, SP .....	875-7102	Littleton, SC** .....	444-6050
Atkinson, SC ** .....	362-5531	Londonderry, SC** .....	432-8554
Belmont, SC .....	267-9867	Manchester, Wm. Cashin, SC ..	624-6533
Berlin SC ** .....	752-2545	Merrimack, SP .....	424-1100
Bradford, Mountain View, SC....	938-2104	Milford, SP .....	249-0625
Bristol, Newfound Area, SP ....	744-8395	Milton, SP.....	652-9893
Canaan, Mascoma Area, SC ....	523-4333	Moultonborough, SP.....	476-5110
Center Ossipee SC** .....	539-6851	N. Conway, Gibson Ctr, SC** ..	356-3231
Charlestown, SC.....	826-5987	Nashua, SC.....	889-6155
Chester, SP .....	206-4786	New Boston, SP** .....	487-2884
Claremont, SC .....	543-5998	New London, Chapin, SC** .....	526-6368
Colebrook, Colby		Newmarket, SP** .....	659-8581
Commons, SP .....	237-4957	Newport, SC.....	863-3177
Concord, Goodlife SC** .....	228-6630	N. Haverhill, Horse	
Concord		Meadow, SC .....	787-2539
(Horseshoe Pond Place) .....	228-6956	Orford, SP .....	353-9107
Danbury, SP.....	768-3424	Pelham, SC** .....	635-3800
Derry, SP** .....	432-6136	Penacook, SC** .....	753-9700
Dover, SC** .....	516-6436	Pittsfield, SC .....	435-8482
Exeter, SP .....	778-8196	Plaistow, Vic Geary, SC**.....	382-9276
Franklin, Twin Rivers Intergenerational Program (TRIP), SC .....	934-4151	Plymouth, SC.....	536-1204
Hampton, SP.....	926-3257	Portsmouth, SC** .....	610-4433
Hanover, SP.....	643-5531	Raymond, Ray-Fre, SC .....	895-3258
Henniker, White Birch, SP .....	428-7860	Rochester, SC .....	332-7845
Hillsboro, SP** .....	464-5029	Salem, Ingram SC** .....	890-2190
Hinsdale, SC** .....	336-5726	Seabrook, SP .....	474-2139
Hopkinton, Slusser, SC* .....	746-3800	Somersworth, SP .....	692-5169
Hudson, SP** .....	578-3929	Suncook, SP .....	485-4254
Keene, SC** .....	352-5037	Tilton, SC .....	527-8291
Laconia, SC .....	524-7689	Whitefield, SP.....	837-2424
Lebanon, Upper Valley, SC** ..	448-4213	Windham, SC** .....	434-2411
Lincoln, Linwood Area, SP .....	745-4705	Wolfeboro, SP** .....	569-4933

**Notes:** SC = Senior Centers      SP = Senior Programs (not open full time)  
\*\* = member NHASC