

Guide to 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 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

Phone: 800-351-1888

TDD: 800-735-2964

Web Site: www.dhhs.nh.gov/dbcs/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 protecting adults from harm. 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 1-800-694-0170 (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.

<table>
<thead>
<tr>
<th>City</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Berlin</td>
<td>800-972-6111</td>
<td>Littleton</td>
<td>800-552-8859</td>
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<tr>
<td>Claremont</td>
<td>800-701-1001</td>
<td>Manchester</td>
<td>800-852-7493</td>
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<tr>
<td>Concord</td>
<td>800-322-9191</td>
<td>Southern NH</td>
<td>800-852-0632</td>
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<td>Conway</td>
<td>800-552-4628</td>
<td>Seacoast</td>
<td>800-821-0326</td>
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<tr>
<td>Keene</td>
<td>800-624-9700</td>
<td>Rochester</td>
<td>800-862-5300</td>
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<tr>
<td>Laconia</td>
<td>800-322-2121</td>
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<td>800-524-4485</td>
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Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, serves, investigates and resolves complaints or problems concerning residents of long-term care facilities. The program also provides advocacy services to long-term 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 603-271-4373 (if calling from outside NH).

Aging Issues

Enjoy a printed copy of Aging Issues or read it online by visiting the website at www.dhhs.nh.gov/dbcs/beas

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 administration 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.

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<tr>
<th>Name</th>
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<tr>
<td>Russell Armstrong</td>
<td>769-2412</td>
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<tr>
<td>Dr. Candace Cole-McCrea</td>
<td>652-7594</td>
</tr>
<tr>
<td>Rev. Norma Brett</td>
<td>374-2718</td>
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<tr>
<td>Rep. Susan Emerson</td>
<td>899-6529</td>
</tr>
<tr>
<td>Larry Flint</td>
<td>633-6397</td>
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<tr>
<td>Mark M.E. Frank (Chair)</td>
<td>788-8425</td>
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Reminder: Aging Issues Available Online

www.dhhs.nh.gov/dbcs/beas
**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 (BHH). 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/dhcs/bhh](http://www.dhhs.state.nh.us/dhcs/bhh). You can also call NH ServiceLink at 1-866-634-9412 to locate the CMHC in your area.

**Location** | **Telephone**
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Concord (Riverbend Community Mental Health) | 228-1551
Conway, Littleton, Berlin and Colebrook areas (Northern Health 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) | 841-5501
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 1-800-522-3345, Ext. 5000 or visit the website at [www.dhhs.state.nh.us/dhcs/bds](http://www.dhhs.state.nh.us/dhcs/bds).

**Region** | **Location** | **Telephone**
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Northern | Northern Health Services (Conway) | 447-3347
Pathways of the River Valley | 845-1506
Lakes Region Community Services Council (Laconia) | 524-8811 or 800-649-8817
Community Bridges, Inc. (Concord) | 225-4153 or 800-499-4153
Monadnock Developmental Services, Inc. (Keene) | 352-1304 or 800-659-6082
Gateways Community Services | 882-6333
Moore Center Services, Inc. (Manchester) | 208-7270
One Sky Community Services (Portsmouth) | 436-6111 or 800-660-4103
Community Partners, Inc. (Dover) | 516-9300
Community Crossroads (Atkinson) | 893-1299

*All area codes are 603*

**Notes:**

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

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**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**
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Concord (TLC Medical Day Care For Adults) | 224-8171
Derry (Vintage Grace) | 425-6339
Hamptead (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 (Kezar Mill Good Day Respite Program) | 526-4077
Portsmouth (Connecticut Valley Home Care Day Out) | 524-7777
Rochester (HomeMaker Home Health Services) | 335-1770
Salem (Silverboree Adult Day Care Center) | 893-4799
Wolfeboro (Huggins Hospital Adult Day Care) | 569-7500

*All area codes are 603*

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**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**
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Alton, SP | 875-7102 | Littleton, SC** | 444-6050
Atkinson, SC** | 382-5351 | Londonderry, SC** | 432-8554
Belmont, SC | 267-9867 | Manchester, Win, Cashin, SC | 624-6333
Berlin, SC** | 725-2545 | Merrimac, SC | 424-1100
Bristol, Newfound Area, SP | 744-8395 | Milford, SC | 249-0625
Canaan, Mascoma Area, SC | 523-4333 | Moultonborough, SC | 475-6110
Center Osage SC** | 356-6851 | N. Conway, Gibson Or, SC** | 356-2231
Charlestown, SC | 826-5987 | Nashua, SC | 889-6155
Chester, SP | 206-4786 | New Boston, SC** | 487-2984
Claremont, SC | 543-5998 | New London, Chapin, SC** | 565-6668
Colby, Colebrook | 827-4957 | Newport, SC** | 655-8581
Comms, SP | 237-4957 | N. Haverhill, SC | 863-3177
Concord, Goodlife SC** | 226-6630 | Meadow, SC | 787-5359
Concord | 875-7102 | Orford, SC** | 353-9107
Horsehead Pond Place | 228-6956 | Pelham, SC** | 635-8300
Danbury, SP | 768-3424 | Penacook, SC** | 753-9700
Derry, SP** | 432-6136 | Pittsfield, SC | 435-8482
Dover, SC** | 516-6436 | Plaistow, Vic Garry, SC** | 382-9276
Exeter, SP | 778-8196 | Plymouth, SC | 536-2004
Franklin, Twin Rivers Intergenerational Program (TRIP), SC | 934-1451 | Portsmouth, SC** | 610-4433
Hampton, SP | 926-3257 | Raymond, Ray-Fre, SC | 895-2258
Hanover, SP | 643-5351 | Rochester, SC | 332-7285
Henninger, White Birch, SP | 428-7860 | Salem, Ingram SC** | 890-2190
Hillboro, SP** | 464-5029 | Seabrook, SP | 474-2139
Hinsdale, SC** | 236-5720 | Souhegan, Souhegan, SC** | 602-5695
Hopkinton, Slusser, SC** | 746-3800 | Suncook, SC | 485-4254
Hudson, SP** | 578-3929 | Tilton, SC | 527-8291
Keene, SC** | 352-5057 | Whitefield, SC | 837-2424
Laconia, SC | 524-7689 | Windham, SC** | 321-4411
Lebanon, Upper Valley, SC** | 448-4123 | Wolfeboro, SP** | 569-4933
Lincoln, Linwood Area, SP | 745-7406 | *Notes: SC = Senior Centers SP = Senior Programs (not open full time) ** = member NHASC*