Guide to Services

**NH DHHS Division of Long Term Supports and Services, Bureau of 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 services 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:**
105 Pleasant Street, Main Building
Concord, NH 03301-3857

**Toll Free Phone:** 800-351-1888

**TDD:** 800-735-2964

**Web Site:** www.dhhs.nh.gov/dcbcs/beas

**District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

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**Important New Hampshire Phone Numbers**

<table>
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<tr>
<th>District Offices</th>
<th>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.</th>
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<tbody>
<tr>
<td><strong>Berlin</strong></td>
<td>800-972-6111 Littleton 800-552-8959 603-752-7800 603-444-6786</td>
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<tr>
<td><strong>Claremont</strong></td>
<td>800-982-1001 Manchester 800-852-7493 603-542-9544 603-668-2330</td>
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<tr>
<td><strong>Concord</strong></td>
<td>800-322-1911 Southern (Nashua &amp; Salem Regions) 800-852-0632 603-447-3841 603-883-7726</td>
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<tr>
<td><strong>Conway</strong></td>
<td>800-552-4628 Seacoast 800-821-0326 603-357-3510 603-334-4325</td>
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<tr>
<td><strong>Keene</strong></td>
<td>800-624-9700 Rochester 800-862-5300 603-322-2121 603-524-4485</td>
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<tr>
<td><strong>Laconia</strong></td>
<td>800-624-9700 800-949-0470 888-351-1888 888-3588 352-9354 893-1299</td>
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**Office of the Long-Term Care Ombudsman**

The Office of the Long-Term Care Ombudsman receives, studies, investigates and resolves complaints or problems concerning residents of long-term health 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 603-271-4375 (if calling from outside NH) email OLTCO@dhhs.nh.gov or write to the Office of Long-Term Care Ombudsman, 129 Pleasant St., Concord, NH 03301.

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**Adult Protective Reports**

If you suspect or believe you are, or someone else is, being abused, neglected, self-neglecting or exploited, the Adult Protective Law requires that you report this to the Bureau of Elderly and Adult Services, Adult Protective Services. All calls and contacts are completely confidential.

Call 800-919-0470 (if calling from outside NH) or (603) 271-7018 (if calling from outside NH)

Fax 603-271-4743 or Email: apscentralmailtake@dhhs.nh.gov

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**Providers of Case Management Services**

The following agencies provide case management services to participants in the Choices for Independence Program, a program of home and community-based services funded under the Medicaid waiver and administered by the NH Department of Health and Human Services, Bureau of Elderly and Adult Services (BEAS). Case management services are provided under a rule adopted by BEAS (He-E 805). The case manager works with the program participant to create a comprehensive care plan, monitors service provision and assists with issues that may arise.

- Brain Injury Association of NH ......................................................... 225-8400
- Crotched Mt. Community Care ..................................................... 431-3042 (Portsmouth) or 668-7584 (Manchester)
- Gateway Community Services ....................................................... 882-6333
- Granite Case Management, LLC ................................................... 848-7345
- Life Coping Inc .............................................................................. 888-3588
- Pilot Health ..................................................................................... 352-9354
- Community Crossroads ................................................................. 893-1299

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**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

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**Commodity Supplemental Food Program ...................................... 800-942-4321**
**Consumer Protection for Public Utilities ....................................... 800-351-1888**
**Food Stamp Information ................................................................. 800-852-3416**
**Fuel Assistance Information ............................................................ 800-999-0326**
**Governor’s Citizen Services ............................................................ 800-852-3345**
**Information about Helpful Services .................................................... Dial 2-1-1 (statewide)**
**Medicaid Information ....................................................................... 800-852-3345**
**Medicare Claims Information ............................................................. 1-800-MEDICARE (1-800-633-4227)**
**Medicare Quality Improvement (Livanta) ............................................. 866-615-5440**
**Foundation for Healthy Communities (Information on Advance Health Directives and other Initiatives) .................................. 603-225-0900**
**NH ServiceLink Network ................................................................. 866-634-9412**
**Poison Center Helpline ..................................................................... 800-222-1222**
**Retired & Senior Volunteer Program**
**Carroll County RSVP ....................................................................... 603-356-9331**
**Coos County RSVP ....................................................................... 603-752-4103**
**Friends RSVP (Covering Belknap, Merrimack, Strafford and Rockingham Counties) ............................................................... 603-536-1193**
**Monadnock RSVP .......................................................................... 603-357-6893**
**Keene Office .................................................................................. 603-752-4900**
**Peterborough Office ....................................................................... 603-924-7350**
**RSVP of Grafton & Sullivan Counties .................................................. 877-711-7787**
**Southern NH Services RSVP ............................................................ 603-668-8010**
**Senior Companion Program ............................................................. 800-856-5525**
**Senior Law Project ........................................................................... 866-353-9944 or TTY: 800-634-8989**
**Social Security Administration ......................................................... 800-772-1213**
**Vets Council ...................................................................................... 800-622-9230 or 603-624-9230**

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**State Commission on Aging**

Refer to the SCOA Website at http://gencourt.state.nh.us/statustudcomm/committees/1451/
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 the 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 https://www.servicelink.nh.gov

Resource Center Location Telephone*  
Belknap County (Laconia) ........................................ 528-6945  
Carroll County (Tamworth) .................................. 323-2043  
Coos County (Berlin) ......................................... 752-6417  
Grafton County ..................................................... 448-1400  
Lebanon .............................................................. 448-4498  
Hillsborough County Manchester .......................... 644-2240  
Nashua ............................................................... 598-4799  
Merrimack County (Concord) ............................. 224-6825  
Monadnock Region (Keene) .................................. 357-1922  
Rockingham County Stratham ................................... 334-6594  
Atkinson ............................................................... 893-9769  
Strafford County (Rochester) ............................. 332-7300  
Sullivan County (Claremont) ............................... 542-5177

*All area codes are 603

New Hampshire and offer services to consumers with developmental disabilities

Bureau of Behavioral Health: Community Mental Health Centers

Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administrated 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/dchs/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 Hispanic Services) ......................... 447-3347  
Dover (Community Partners of Strafford County) .......... 516-9309  
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 Agency administers 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. 5044 or visit the website at www.dhhs.state.nh.us/dchs/bbs.

Region Location Telephone*  
I Northern Hispanic 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 Services Center, Inc. (Manchester) ............ 208-2790  
VIII One Sky Community Services (Portsmouth) ......... 436-6111 or 800-660-6100  
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. 4999) or visit the website at: www.dhhs.state.nh.us/dchs/bbs.

Location Telephone*  
Concord (TLC Medical Day Care For Adults) ............... 224-8171  
Derry (Vicky Grace) .............................................. 425-6339  
Hampstead (Senior Class Adult Day Services) ................. 329-4491  
Hampton (Seaside Elderly Day Out Center) ................. 928-5058  
Hooksett (Maintaining Independence Adult Day Center) .... 568-9237  
Hollis (That Place You Know LLC) ................................ 465-3400  
Hudson (Gateways Adult Day Service Program) ............. 883-0994  
Jeffrey (Monadnock Adult Care Center) ...................... 532-3100  
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) ......................... 589-9579  
Nashua (Global Adult Day Health Center) .................... 601-3844  
New London (Kearsage Good Day Respite Program) ......... 526-4077  
Rochester (Easter Seals Day Out Program) .................. 335-1700  
Salem (Silverthorne Adult Day Care Center) .................. 893-4799  
Tamworth (Country Style Adult Day Care) .................... 960-0926  
Wolfeboro (Higgins Hospital/Adult Day Care) ............... 569-7500

Senior Centers & Senior Programs

Senior centers, programs, meal sites, and recreation departments provide a wide range of important programs to encourage older adults live a healthy and happy life. Many programs include adults ages 50+. Programs include fitness, meals, transportation, wellness, trips, enrichment, and of course, socialization.

To find a senior center near you, consult the list below, visit the NH Association of Senior Centers (NHASC) website at www.nhosc.org or call NH ServiceLink at 1-866-634-9412.

Cities/Towns .......... Telephone #  
Alton Senior Center .......................... 875-7100  
Ambrose Recreation Center .................. 673-4248  
Atkinson Community Center ** .................. 362-5531  
Auburn: Massabesic Senior Club .............. 683-8999  
Auburn: Store-Together Lunch ............... 247-1072  
Belmont Senior Center ......................... 867-9867  
Belmont Senior Center ** ......................... 752-2545  
Bow Parks & Recreation Dept .................. 223-3920  
Bradford: Mountain View Sr Club .................. 518-3014  
Bristol: Newford Area Senior Center .............. 744-8359  
Canal /Mascoma Area Senior Ctr ................. 523-4333  
Candia, Town of ** ............................................. 370-2100  
Charlestown Senior Center ..................... 826-9507  
Chester: Wacon Pond Comm Ctr .................. 887-5034  
Claremont Senior Center ................ .......... 543-9989  
Colebrook Senior Prg Center ....................... 217-4957  
Concord: Goodwill Activity Ctr ......................... 2286-6320  
Concord: Horseback Pond Place ................. 228-6956  
Danbury Community Center ..................... 768-3424  
Derry Rec Dept: Senior Programs* ............... 624-2136  
Dover Senior Center ** ......................... 516-6463  
Epping Rec/Senior Club ......................... 679-3006  
Epping Meals on Wheels ....................... 679-1609  
Evergreen, Candia, Deerfield, Fremont, Northwood, Nottingham, & Raymond ........... 474-2139  
Exeter Senior Center/Med ...... ..................... 778-8198  
Franklin: Twin Rivers .................. 799-9035  
Hillsborough County (NH) ................ 603-4151  
Gorham Rec 752-2453 / Meals ................... 723-3608  
Hampton Rec Dept .......................... 926-3932  
Hanover Community Center/Rec ** ............... 643-3215  
Haverhill Horse and Tack Shop ...................... 752-3523  
(Woodville, Pike, Monroe, Pertham, Bantam and Benton) ........... 763-0408  
Henniker: White Birch Ctr for Active Living ............... 428-7860  
Hillsboro: Senior Services ** ....................... 644-5029  
Hinsdale Senior Center ** ....................... 356-2576  
Hokinpton / Connecticut River Senior Ctr ............................................ 746-3080  
Hudson: Senior Center ....................... 578-3292  
Keene Senior Center ......................... 352-3037  
Laconia Senior Center ............ 524-1049  
Lebanon Upper Valley Sr Center ** ............. 448-4213

*All area codes are 603

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

Fall 2019 Page 2 of 2