

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 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: 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.

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 vulnerable 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 **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling from 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.

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

Commodity Supplemental Food Program	800-942-4321
Consumer Protection for Public Utilities	800-852-3793
NH Insurance Department Consumer Hotline	800-852-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	Your Local Community Action Office
Governor's Citizens Service	800-852-3456
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)	866-815-5440
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)	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
Senior Companion Program	800-856-5525
Senior Law Project	888-353-9944 or TTY: 800-634-8989
Social Security Administration	800-772-1213
Veterans Council	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) email OLTCO@dhhs.nh.gov or write to the Office of Long-Term Care Ombudsman, 129 Pleasant St., Concord, NH 03301.

Adult Protective Reports

If you suspect or believe you are, or someone else is, being abused, neglected, self-neglecting or exploited, the Adult Protection 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 **800-949-0470** (if calling from within NH) or **(603) 271-7014** (if calling from outside NH).

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

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)
Gateways Community Services	882-6333
Granite Case Management, LLC	848-7345
Life Coping Inc	888-3588
Pilot Health	352-9354
Community Crossroads	893-1299

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

State Commission on Aging

Refer to the SCOA Website at <http://gencourt.state.nh.us/statstudcomm/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 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).....	752-6407
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	
Stratham	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. 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

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

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
Hollis (That Place You Know LLC).....	465-3400
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
Nashua (Global Adult Day Health Center)	402-3441
New London (Kearsage Good Day Respite Program).....	526-4077
Rochester (Easter Seals Day Out Program).....	335-1770
Salem (Silverthorne Adult Day Care Center).....	893-4799
Tamworth (Country Style Adult Day Care).....	960-0926
Wolfeboro (Huggins Hospital-Adult Day Care).....	569-7500

Senior Centers & Senior Programs

Senior centers, senior 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 welcome 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.nhasc.org or call NH ServiceLink at 1-866-634-9412.

Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton Senior Center	875-7102	Lincoln, Linwood Senior Ctr.....	745-4705
Amherst Recreation.....	673-6248	Littleton Senior Center**.....	444-6050
Atkinson Community Center **	362-5531	Londonderry Senior Center.....	432-8445
Auburn: Massabesic Senior Club.....	483-8999	Manchester: Cashin Senior Center ...	624-6533
Auburn: Sr-Get-Together Lunch.....	247-1072	Merrimack Senior Citizens Club....	424-1573
Belmont Senior Center.....	267-9867	Milford Recreation.....	249-0625
Berlin Senior Center**	752-2545	Milton Rec 652-4844 / Meals	652-9893
Bow Parks & Recreation Dept. ...	223-3920	Moultonborough Rec/meals.....	476-5110
Bradford: Mountain View Sr Ctr ...	938-2104	Nashua Senior Center	889-6155
Bristol / Newfound Area	744-8395	New Boston Recreation**	487-2884
Canaan /Mascoma Area		New London: Kearsarge Area	
Senior Ctr	523-4333	Council on Aging**	526-6368
Candia, Town of **	370-2977	(Chapin Senior Center)	
Charlestown Senior Center.....	826-5987	Newmarket Senior Center**.....	659-8581
Chester: Wason Pond Comm Ctr.....	887-5034	Newport Senior Center/Rec.....	863-3177
Claremont Senior Center	543-5998	North Conway: Gibson Center**.....	356-3231
Colebrook Senior Pgm/meals.....	237-4957	Haverhill, Horse Meadow, SC	787-2539
Concord: GoodLife Activity Ctr** ..	228-6630	Orford Senior Center.....	353-9107
Concord: Horseshoe Pond Place ...	228-6956	Ossipee Senior Center**	539-6851
Danbury Community Center	768-3424	Pelham: Hobbs Comm Ctr /	
Derry Rec Dept: Senior Programs**	432-6136	Senior**	635-3800
Dover Senior Center**	516-6436	Penacook Community Ctr /	
Epping Rec/Senior Club.....	679-3006	Senior**	753-9700
Epping Meals on Wheels.....	679-1609	Pittsfield Senior Center	435-8482
(Brentwood, Candia, Deerfield, Fremont,		Plaistow: Vic Geary Center**	382-9276
Northwood, Nottingham, & Raymond)		Plymouth Regional Senior Center..	536-1204
Exeter Senior Center/Meals.....	778-8196	Portsmouth Senior Center**	610-4433
Franklin: Twin Rivers		Raymond: Ray-Fre Senior Center ...	895-3258
Intergenerational Pgm (TRIP)	934-4151	Rochester Area Senior Center	332-7845
Gorham Rec 752-2545 / Meals.....	723-3608	Rochester Recreation Dept.....	332-4120
Hampton Rec Dept.....	926-3932	Salem: Ingram Senior Center.....	890-2190
Hanover Community Center/Rec** ..	643-5315	Seabrook Community Center.....	474-2139
Haverhill: Horse Meadow Snr Ctr.....	787-2539	Somersworth: Filion Terrace.....	692-5169
(Woodsville, Pike, Monroe, Piermont, Bath		St. Joseph Community Dining.....	424-9967
and Benton)		(Amherst, Antrim, Goffstown, Greenville,	
Henniker: White Birch Ctr for		Hollis, Hudson, Manchester, Merrimack,	
Active Living**	428-7860	Hillsborough, Nashua, New Boston, Pelham,	
Hillsboro: Senior Services**	464-5029	Peterborough)	
Hinsdale Senior Center**	336-5726	Suncook Senior Center	485-4254
Hopkinton / Contoocook:		Tilton Senior Center	527-8291
Senior Ctr	746-3800	Whitefield Senior Program.....	837-2424
Hudson: Senior Center.....	578-3929	Windham Senior Center**	434-2411
Keene Senior Center.....	352-5037	Wolfeboro Senior Center**	515-1385
Laconia Senior Center.....	524-7689		
Lebanon: Upper Valley Sr Center** ..	448-4213		

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