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 fami-
lies, 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: 800/351-3888
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 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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td>Berlin</td>
<td>800-972-6111 Littleton</td>
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<td></td>
<td>603-752-7800</td>
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<td></td>
<td>800-552-8959</td>
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<tr>
<td>Claremont</td>
<td>800-982-1001 Manchester</td>
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<td></td>
<td>603-542-9544</td>
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<td></td>
<td>800-852-7493</td>
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<tr>
<td>Concord</td>
<td>800-322-9191 Southern (Nashua &amp; Salem Regions)</td>
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<tr>
<td>Conway</td>
<td>800-552-4628 Rochester</td>
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<td>603-447-3841</td>
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<td>800-852-0632</td>
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<td>Keene</td>
<td>800-824-9700 Sea coast</td>
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<td>603-334-4325</td>
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<td>800-821-0326</td>
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<td>Laconia</td>
<td>800-322-2121 Rochester</td>
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<td>603-524-4485</td>
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<td>800-862-5300</td>
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Office of the Long-Term Care Ombudsman
The Office of the Long-Term Care Ombudsman receives, investigates and resolves complaints or problems concerning residents of long-term care health 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.

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 within NH) or (603) 271-7014 (if calling from outside NH).

Fax 603-271-1474; or Email: apsintake@dhhs.state.nh.us

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 Coppin 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/aging.

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 ................................................................. 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) ............................................. 888-915-4464
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
Madonaldk RSVP
Keene Office ......................................................................................... 603-357-6893
Peterborough Office ............................................................................ 800-924-7350
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

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 administration 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. To learn more, visit https://www.dhhs.nh.gov/dcbcs/aging/. For meeting information, call 1-800-351-1888, x9215.

Kathy Baldridge
Hillsborough County (603) 493-4472
Kenneth Berlin (Chair) Hillsborough County (301) 676-9888
Susan Emerson Cheshire County (603) 899-6529
Nancy Formelia (Secretary) Rockingham County (603) 252-0748
Mark M.E. Frank Coos County (603) 788-4825
Mary Catherine Rawis (Vice Chair) Sullivan County (603) 650-6067
Kristi St. Laurent Rockingham County (603) 845-9174
Senator Ruth Ward (R-Stoddard) Email: ruth.ward@leg.state.nh.us
(Legislative Liaison)

Areas Needing SCOA Representation: Carroll, Grafton, Merrimack, Strafford and Sullivan Counties. When new SCOA representatives are appointed, their names and contact information will be added to this list.

In the meantime, questions from these areas should be directed to Kenneth Berlin (Legislative Liaison)

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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 1-800-636-9412 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  
Lebanon..................................................448-1558  
Littleton...............................................444-4498  
Hillsborough County  
Manchester..............................................644-2240  
Nashua..................................................598-4769  
Merrimack County (Concord)....................229-6625  
Monadnock Region (Keene)......................357-1922  
Rockingham County  
Stratham..................................................334-6594  
Atkinson...............................................893-9769  
Stratford County (Rockex)......................332-7298  
Sullivan County (Claremont)...................542-5177  

*All area codes are 603

NH ServiceLink Resource Center Network

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.dhbs.state.nh.us/dhbs/bbh. You can also call NH ServiceLink at 1-866-636-9412 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)......................516-9309  
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)..................889-1647  
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 and supports, 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.nhsc.org or call NH ServiceLink at 1-866-636-9412.

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)............352-2104 or 800-469-6082  
VI Gateways Community Services..........................882-6333  
VII Moore Service Centers, Inc. (Manchester)..............208-2790  
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 programs 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 services, 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.dhbs.state.nh.us/oos/bfba

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  
Hollins (That Place You Know LLC). .......................465-3400  
Hudson (Gateways Adult Day Service Program)..................883-2394  
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)............................568-9007  
Nashua (Global Adult Day Health Center).......................402-3441  
New London (Kearsage Good Day Respite Program)..............526-4077  
Rochester (Homemaker Home Health Services)....................335-1770  
Salem (Silverbirnhe Adult Day Care Center)......................893-4700  
Wolfeboro (Hoggins 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 are currently operating in New Hampshire. For more information, contact the NH Association of Senior Centers (NHASC) website at www.nhsc.org or call NH ServiceLink at 1-866-636-9412.

Cities/Towns     Telephone #  
Alton Senior Center......................................757-2102  
Amherst Recreation Center............................673-2428  
Atkinson Community Center**..........................362-5531  
Auburn: Massabesic Senior Club ......................837-8999  
Auburn: St-Get-Together Lunch........................247-1072  
Belmont Senior Center....................................287-3967  
Berlin Senior Center**..................................752-2455  
Bow Parks & Recreation Dept..........................223-3920  
Bradford: Mountain View School.....................502-3714  
Bristol / Newfound Area..................................741-1659  
Canaan /Mascoma Area  
Senior Ctr..................................................323-4333  
Cancio Town of **.........................................370-5001  
Charlestown Senior Center............................826-5987  
Chester: Woon Pond Comm Ctr.....................887-5034  
Claremont Senior Center..............................549-5998  
Coeleb Senior Png/mains................................217-4875  
Concord GoodAll Activity Ctr.........................228-6630  
Concord: Horse Pond Place..............................228-6956  
Danbury Community Center............................763-3424  
Derry Rec Dept: Senior Programs*..................624-1236  
Dover Senior Center**..................................516-6436  
Epping Rec/Senior Club...............................679-3006  
Epping Meals on Wheels...............................769-1609  
(Broadwood, Candia, Deerfield, Fremont,  
Northwood, Northfield, And, & Raymond)  
Exeter Senior Center,Meals.............................778-8196  
Franklin: Twin Rivers....................................447-2451  
Intergenerational Camp (TRP)....................934-1451  
Gorham Rec 75-2543 / Meals..........................732-3608  
Hampton Rec Dept......................................926-3932  
Hanover Community Center/**.......................443-3315  
Huang House Home Care Ctr ......................862-5399  
(Woodville, Pike, Monroe, Perham, Bath  
and Benton)  
Henniker: White Birch Ctr for  
Active Living**..........................................428-2760  
Hillsboro: Senior Services***.........................464-5029  
Hinsdale Senior Center**...............................356-5726  
Hopkinton / Cothamnock  
Senior Ctr..................................................746-3800  
Hudson: Senior Center.................................578-3292  
Keene Senior Center......................................532-3037  
Laconia: Senior Center  
..................................................532-3037  
Lebanon Upper Valley Sr Center**..................488-4213  

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

Senior Centers & Programs

The Agency Services, Senior Centers, Senior Programs, meal sites, and recreation programs are currently operating in New Hampshire. For more information, contact the NH Association of Senior Centers (NHASC) website at www.nhsc.org or call NH ServiceLink at 1-866-636-9412.