



Serving Veterans, Service Members, and their Families

ServiceLink is a program of the NH Department of Health and Human Services. Through contracts with local agencies around the state, ServiceLink helps veterans, service members, and their families access and make connections to long term services and supports, access family caregiver information and supports, explore options, and understand and access Medicare and Medicaid.

Serving 4,800 Veterans, Service Members & their Families!

- ServiceLink served over 30,000 individuals in State Fiscal Year 2016 (SFY'16) June 30, 2015 – July 1, 2016.
- Of those individuals served, 4,827 (16%) were veterans, service members or a military family member.
- The ServiceLink Network is increasing Access for NH's Military!

Veteran Service Officers Provided 759 Office Visits!

- The ServiceLink Network shares a unique partnership with the NH State Office of Veterans Services (OVS).
- Many Veteran Service Officers (of OVS) have office hours at ServiceLink locations across the State.
- The ServiceLink Network is increasing Service Coordination for NH's Military!

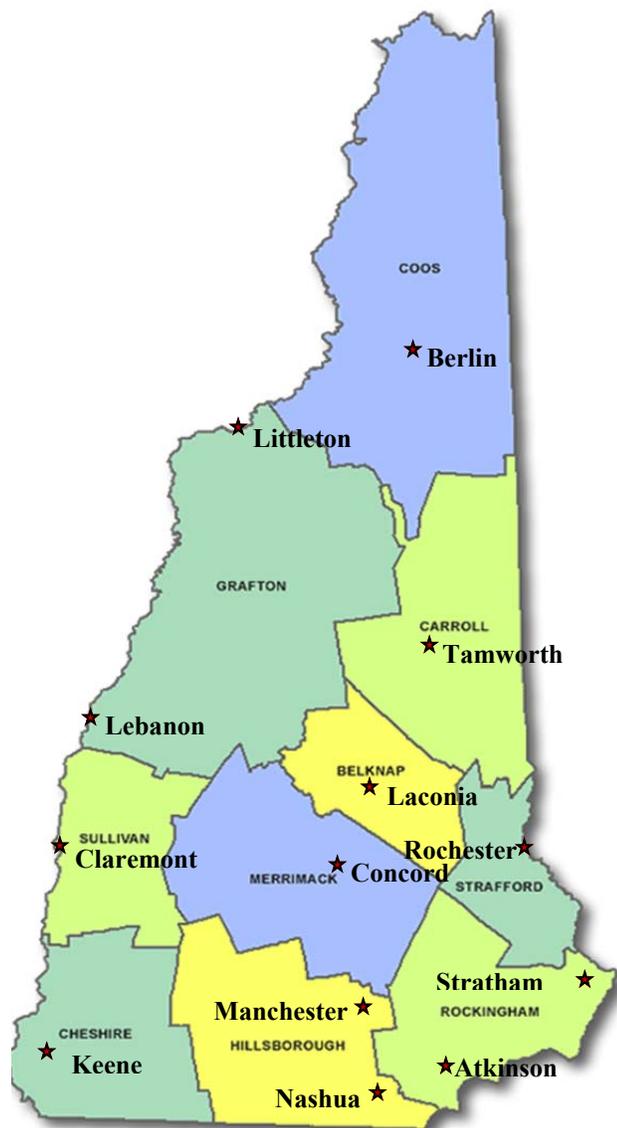
Keeping 150 Veterans in their Home & Community!

- ServiceLink is the State's designated Aging and Disability Resource Center (ADRC) and partners with the Veterans Administration on the Veteran Directed Home and Community Based Service (VD-HCBS) Program.
- The VD-HCBS Program serves Veterans of any age who are at risk of nursing home placement.
- The ServiceLink Network is keeping Veterans in their homes!

More than 80 ServiceLink staff are Nationally Certified as

Information and Referral Specialists!

- 100% of ServiceLink staff receives training in military culture.
- Training includes: an overview of military culture, tips for conducting a culturally sensitive interview, accessing military resources, information and referral processes, understanding unique issues regarding deployment, and military family issues and needs.
- The ServiceLink Network recognizes the importance of military service!



1-866-634-9412 servicelink.nh.gov



New Hampshire
State Office of Veterans Services



VA
HEALTH CARE
Defining
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ServiceLink Impact Stories

Making a Difference in the Lives of NH Veterans, Service Members & their Families!

- In Belknap County, a woman was having difficulty paying her premiums on the Health Insurance Marketplace. The Marketplace Assistor (MPA) “Asked the Question” and learned that she was covered under her husband’s veteran’s benefit but did not know it. She now has full health coverage at no cost to her!
- In Carroll County, a World War II veteran (who has Parkinson’s disease) and his elderly wife (who has complex medical issues) met with a Veteran Service Officer from the NH State Office of Veterans Services at Carroll County ServiceLink. During this meeting, they learned that the veteran was eligible for some benefits through the Manchester VA Medical Center. They were able to receive financial help for medical bills and also received help in their home.
- In Coos County, ServiceLink staff “Asked the Question” of a 94 year-old World War II nurse, resulting in a referral for services at the White River Junction VA Medical Center. It also “made her day!”
- In Hillsborough County, the daughter of a veteran said, “The Veterans Independence Program (VIP) has been an amazing source of help for my parents who have a limited amount of funds. It is a user-friendly program where flexibility is key. This program allows my parents to choose who helps them and when. Trips to and from dialysis three days a week wouldn’t have been possible without this!”
- In Merrimack County, a 62 year-old Gulf War veteran - who is an amputee and uses a wheelchair - accessed the VIP Program. This program allowed him to stay in his home instead of moving to an assisted living facility. The VIP Program partnered with Veterans Count to replace the windows in the veteran’s home in addition to making his bathroom/shower accessible to him.
- In Sullivan County, a veteran who was living at home and being cared for by his wife was in need of additional supports. The wife reported to ServiceLink that she “couldn’t do this any longer” and was burning out. ServiceLink staff contacted the White River Junction VA Medical Center, and as a result, the wife is now receiving respite care.
- In the Monadnock Region (Cheshire County), ServiceLink staff “Asked the Question” of a Vietnam veteran (who possibly had Agent Orange contamination) and it resulted in a referral for services to the White River Junction VA Medical Center.
- In Rockingham County, ServiceLink staff “Asked the Question” of an 84 year-old female veteran. She needed to get 2 new tires for her car and thought she could get the money together for 1 tire, but not 2. Because of “Ask the Question”, ServiceLink connected with Veterans Count. Veterans Count purchased both tires for her and made arrangements through Sullivan Tire to have them put on.
- In Grafton County, the VIP Program helped a World War II veteran fulfill his wish of dying at home.
- In Strafford County, a daughter of a veteran met with ServiceLink. Because ServiceLink “Asked the Question”, they learned that this veteran served in Vietnam and was eligible for the VIP Program. He also was not registered with the Manchester VA Medical Center, and had no knowledge of the Veteran's Choice program. The veteran is now connected to services through the VIP Program and the Manchester VA Medical Center.

Helping New Hampshire Veterans – One Veteran at a Time.

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