

# Maneuvering Through The Maze



## A Family Resource Guide

NH Services for Families Having Children  
with Special Health Care Needs / Disabilities

2015



## About This Guide

*Maneuvering Through the Maze* was originally produced in 1991 by the NHDHHS, Division of Mental Health and Developmental Services. The impetus for the guide was the 1989 passage of *New Hampshire's Family Support* legislation (SB 195-FN-A) and the need for families to receive assistance with the coordination of community resources. In 2005 NH Family Voices, with the support of the NH Developmental Disabilities Council and The Disabilities Rights Center resurrected 'Maneuvering'. The challenge for families and individuals to find resources continues to exist and our hope is this guide book will be helpful to both parents and the professionals working with them.

*Maneuvering Through the Maze* is formatted to take the reader from birth to adulthood with listings of state health and human services agencies, educational resources, private associations and organizations that serve people with physical, developmental, mental health and chronic health conditions and their families. We have also added organizations and services that can be accessed by all state residents, such as housing, childcare, etc. Programs should be contacted directly for more detailed information.

Every effort has been made to provide complete and accurate information. We apologize for any omissions and encourage readers to contact us with suggestions. NHFV does not make referrals nor suggest or endorse specific attorneys, doctors, advocates or professionals. The listings in this guide are for informational purposes only and it is up to you to investigate and determine the credentials and qualifications of the people listed.

NH Family Voices operates a Family to Family Health Information and Education Center. We are a parent organization with years of experience accessing and receiving services. We are here to help others to understand and identify services that can be of assistance to them. NHFV offers workshops, presentations and educational materials for families and professionals. Our lending library offers a wealth of books and DVD's, for parents, caregivers, and professionals as well as specializing in children's books regarding a variety of disabilities, chronic illnesses, general health and social issues. We publish "Pass It On" a free resource and informational newsletter.

New Hampshire Family Voices  
Telephone: In-state (800) 852-3345 X 4525  
or (603) 271-4525  
Web: [www.nhfv.org](http://www.nhfv.org)

Guidebook is available on NHFV website (Publications) for downloading

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# Tips For Getting Answers to Your Questions

Many parents say looking for information to help their child can be difficult or confusing. Here are tips from other parents who have a child with special needs or ongoing health concerns:

## Keep Trying

*"It's about not giving up and about asking a lot of questions.*

*Persistence is the word I use. Pushy, yes sometimes, but persistence pays off.*

- ♦ Keep calling and keep asking questions.
- ♦ Ask for names and phone numbers of other people to contact.
- ♦ If the recorded voice on the phone is confusing, often you can just stay on the line. Then you will be connected with a person.
- ♦ Written request or email may result in a prompt response.

## Keep Notes

*"Get organized. Write down when you called, who you talked with, and what the conversation was about. You're going to need to go back to that at some point - you're not going to be able to remember it all."*

Keep track of:

- ♦ Who you talked with, the phone number, and the date of the call.
- ♦ The name of the organization and the information you were given.
- ♦ What you and what they agreed to do - and by what date.
- ♦ Their ideas about other people to contact.
- ♦ Keep e-mails for information to refer back to.

## Educate Yourself

*"Families need to educate themselves about all aspects of their child's special needs."*

- ♦ Get information from your providers, the library, other parents, or the internet.
- ♦ Make sure the information you receive is correct and up to date.
- ♦ Ask your doctor or health provider about the information you find.

## Learn the Language

*"I didn't even have the right words to know how to ask. You need to know the proper words to use to get the right care and services for your child."*

Listen to the words others use when talking with you:

- ♦ Ask about any word you don't understand.
- ♦ Write the word down and what it means (have them spell it out).
- ♦ Use these words when you talk to others.

## Look to Other Parents

*"For me, my greatest resource has been other people, other parents.*

- ♦ Find a support group near you or search online for parent blogs, social groups, etc. Talking with other parents can give you energy.
- ♦ Ask your child's doctor, nurse or teachers if they know another family whose child has the same diagnosis or needs.
- ♦ Contact NH Family Voices organization for help.

# Information to Have at Your Finger Tips

Many agencies and service providers need basic information when looking at what your family may qualify for. Having this information written out ahead of time can save time and energy.

Legal Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_ Town: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone numbers: Home: \_\_\_\_\_ Work: \_\_\_\_\_

Cell: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Child's/family members SS#: \_\_\_\_\_

Primary Care Doctor: \_\_\_\_\_

Address: \_\_\_\_\_ Tel: \_\_\_\_\_

Income (Annual Gross): \_\_\_\_\_

## Health Insurance Information

Subscriber Name: \_\_\_\_\_ Policy #: \_\_\_\_\_

Child/Family Members Diagnosis: \_\_\_\_\_

Secondary Insurance: \_\_\_\_\_ Policy #: \_\_\_\_\_

## Service Providers that know your family member

Name: \_\_\_\_\_ Tel: \_\_\_\_\_



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♥ If you are looking for a particular resource by name, there is an index provided at the end of this guide.

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# *Early Supports and Services*

*A Child is Born...*

*The Challenge of Learning Begins...*



# Early Supports and Services

Family-centered early supports and services are an array of services for infants and toddlers, birth through age 2 years who have a diagnosed condition that may result in developmental delays or children who are at risk for developmental delays if early intervention is not provided.

♥ In New Hampshire, family-centered early supports and services are administered by the Department of Health and Human Services through the Division of Developmental Services. Intake for services is done through the Area Agency system found on page 102 of this guide.

## *Federal Legislation*

PL 99-457 - IDEA - Part C

## *State Regulations*

Chapter He-M 500 /He-M 510 -

Family-Centered Early Supports and Services

**He-M 519** - Family Support Services

He-M 203 - Complaint Resolution Procedures

for Family-Centered Early Supports and Services

## *Eligibility Criteria (Who can participate?)*

- Infants and Toddlers birth to age 3 years
- 33% delay in:
  - physical development (includes vision and hearing)
  - Learning (cognitive) delay
  - Communication delay
  - Social/emotional delay
  - Adaptive developmental delay
- At risk for a developmental delay. Examples include but are not restricted to:
  - Low birth weight (less than 4 lbs.)
  - Respiratory Distress Syndrome
  - Nutritional problems that interfere with growth and development
  - Parent age less than 18 years
  - Substance addiction
- Established Condition. Examples include but are not restricted to:

Genetic disorder	Metabolic disorder	Sensory Disorder
Neurological disorder	Severe attachment disorder	Fetal Alcohol Spectrum

## *For Statewide Information Contact:*

Family-Centered Early Supports and Services

Telephone: (603) 271-5034

Web: [www.dhhs.state.nh.us/dcbcs/bds/earlysupport/index.htm](http://www.dhhs.state.nh.us/dcbcs/bds/earlysupport/index.htm)

# Family Centered Early Supports and Services

## Family Tips

Parenting a child can be a challenge. There is a fine balance between hopes and dreams and ups and downs. During the first three years of your child's life, Early Supports and Services can make a big difference. Beginning early to enhance your child's development has benefits for you, your child, your family and your community.

When calling the Area Agency (page 117) for information, ask for the *Early Supports and Services Intake Coordinator*. This person will be able to give you specific information about the process, programs, and how services are delivered in your area of the state.

### Questions Parents Might Want To Ask about Early Supports and Services

- How will service providers working with my child be determined?
- What kind of training/experience does this person have with children who have needs like my child?
- How will my child's primary care doctor or pediatrician be involved?
- How much of my time, my child's or other family members' time will it take?
- Is transportation available?
- Is there a fee for the services?
- What testing will be done and why?
- Will my child have individual attention and individual goals?
- Could the services happen at a time and place that are better for our family?
- Are the services flexible? Can changes be made after services begin?
- What type of support is available for myself and other members of my family?
- What are the different ways therapy can be provided for my child?

*“Our son was almost 18 months of age and didn't seem to be talking much. We had his hearing tested and knew that he was hearing, but he wasn't repeating words. Our family doctor suggested Early Supports and Services. What a difference it has made in our lives. They helped us learn how to teach him and today he is a talkative three year old.”*

*— parent comment*

# Child Development Evaluation Resources

## Child Development Services Network

The Child Development Services Network, a program of NHDHHS, Special Medical Services, is a collaborative, community-based approach to the provision of diagnostic evaluation services to children from birth through 6 years of age suspected of or at risk for altered developmental progress.

The Child Development Network Services provides:

- ♦ Team evaluation consisting of a pediatric neuro-developmental examination, an assessment of the child's current developmental and cognitive functioning, speech and language, and motor development.
- ♦ A review of the child's current educational and treatment program when indicated.
- ♦ Post-evaluation recommendations for normative, therapeutic and/or educational services and monitoring progress. These include:
  - Identification of the child's learning style and school program needs
  - Referral to community resources for additional diagnostic testing, counseling or treatment services
  - Assistance in finding appropriate community support and educational resources
  - Follow-up monitoring or re-evaluation

## Child Development Network Services Sites

### Lebanon Area

Pediatrics and Child Development - DHMC, Lebanon, NH  
Telephone: (603) 653-3646

### Manchester Area

Child Health Services, Manchester, NH  
Telephone: (603) 606-5456 X 128

### North Country Area

North Country Child Development, Lancaster, NH  
Telephone: (603) 788-5304

### Lakes Region Area

Central NH VNA & Hospice, Laconia, NH  
Telephone: (603) 524-4339 X 346

### Keene

Child and Family Services, Manchester, NH  
Telephone: (603) 606-5456 X 128

### Seacoast Area

Institute on Disability, Durham, NH  
Telephone: (603) 862-0561

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## Watch Me Grow

Watch Me Grow is a screening and referral system for NH families ages birth to six. Providing families with information about child development, and conducting developmental and social-emotional screenings. Watch Me Grow is designed for children ages 1 month to 5-1/2 years of age helping to identify strengths and concerns and make referrals to the appropriate state and local resources.

## Watch Me Grow Family Resource Center Sites

### North Country

Family Connections Resource Center, Conway, NH  
Telephone: (603) 447-6356

### North Country

Family Resource Center Gorham/Berlin, NH  
Telephone: (603) 466-5191

## *Watch Me Grow Family Resource Center Sites*

### *North Country*

Child and Family Services, Littleton, NH  
Telephone: (603) 444-0418

### *Lakes Region*

Family Resource Center of Central NH, Laconia, NH  
Telephone: (603) 524-1741

### *Central Region*

Child and Family Services, Manchester, NH  
Telephone: (603) 518-4141

### *Southern Region*

Child and Family Services, Nashua, NH  
Telephone: (603) 889-7189

### *Seacoast Region*

Families First, Portsmouth, NH  
Telephone: (603) 422-8208

### *Western Region*

Monadnock Family Resource Center, Keene, NH  
Telephone: (603) 357-6870

### *Central Region*

Child and Family Services, Concord, NH  
Telephone: (603) 224-7479

### *Southern Region*

The Upper Room, Derry, NH  
Telephone: (603) 437-8477 X 11

### *Seacoast Region*

Community Action Partnership, Dover, NH  
Telephone: (603) 516-8108

## *Center for Neuropsychology, Learning, and Behavioral Medicine*

St. Joseph Hospital, Nashua, NH  
Telephone: (603) 598-3384

Web: [www.stjosephhospital.com/Neuropsychology-Learning-Behavioral-Medicine](http://www.stjosephhospital.com/Neuropsychology-Learning-Behavioral-Medicine)

The center provides assessment, consultation, and treatment for children, adolescents, and adults. Assessments are provided by neuropsychologists, psychologists, and learning specialists.

## *Children Unlimited, Inc. – Pediatric Evaluation and Treatment Clinic*

Conway, NH  
Telephone: (603) 447-6356

Web: [www.childrenunlimitedinc.org](http://www.childrenunlimitedinc.org)

The Pediatric Evaluation and Treatment Center at Children Unlimited (PETCCU) performs comprehensive evaluations, diagnoses, and treatments of children between the ages of 2 and 14 who are suspected of being on the Autism Spectrum.

## *Seacoast Child Development Clinic*

Durham, NH  
Telephone: (603) 862-0561

Web: [www.seacoastclinic.unh.edu](http://www.seacoastclinic.unh.edu)

The Seacoast Child Development Clinic accepts referrals from parents, health care providers, educators and social service professionals. Any child, from newborn through age 5, can be seen in the clinic. Appropriate referrals are those that require the expertise of several disciplines and have questions or issues which have not been fully addressed by local health care practitioners or educational teams.

### ***Crotched Mountain***

Greenfield, NH

Telephone: 603) 547-3311

Web: [www.crotchedmountain.org](http://www.crotchedmountain.org)

Crotched Mountain's Ready, Set, Connect! Applied Behavioral Analysis (ABA) provides intensive 1:1 ABA treatments and learning opportunities in full and half-day programs, children as young as eighteen months and older can gain necessary communication, social, play, motor and self-care skills for home life and in preparation for first grade. Serves Central, Southern and Southwestern NH.

### ***Easter Seals NH***

Manchester, NH

Telephone: (603) 623-8863 (voice/TTY)

Web: <http://www.easterseals.com/nh>

Provides an array of Children and Family Services from birth to 21 yrs. These include: Child Development and Family Resource Center, Autism Services, Childcare Resource & Referral, Family Centered Early Support and Services, Family Support Services, Foster Family Program (ISO), Pediatric Outpatient Services and Project LAUNCH.

### ***Elliot Developmental and Behavioral Pediatrics***

NH Hospital for Children, Manchester, NH

Telephone: (603) 663-3222

Web: [http://elliithospital.org/Childrens/specialty\\_Developmental\\_Behavioral\\_Pediatrics.php](http://elliithospital.org/Childrens/specialty_Developmental_Behavioral_Pediatrics.php)

Developmental and Behavioral Pediatricians evaluate and treat children with the following conditions:

- ♦ Attention Deficit Hyperactivity Disorder (ADHD)
- ♦ Autism Spectrum Disorders
- ♦ Behavioral Difficulties of typically developing children
- ♦ Behavioral and Emotional Disorders
- ♦ Developmental Delays
- ♦ Problems with Learning
- ♦ Tic Disorders/ Tourette Syndrome

### ***Child Development Program - Children's Hospital at Dartmouth***

Lebanon, NH

Telephone: (603) 653-6060

Web: [www.chadkids.org/pc/health\\_care\\_services/list\\_of\\_services/child\\_dev.html](http://www.chadkids.org/pc/health_care_services/list_of_services/child_dev.html)

Child Development Program at CHaD provides diagnostic evaluations for young children with developmental and behavioral concerns. Pediatric specialists observe, test, and counsel families regarding the developmental/behavioral status of their child after extensive review of early intervention/school reports, family questionnaires, and examination of the child. The family receives a comprehensive care plan which may include medical, developmental, educational, and/or psychological evaluations with specific suggestions on how to implement the care plan.

## PARENT TIPS FOR GETTING EVALUATIONS

- ♦ Ask your child's doctor to recommend someone to do the evaluation
- ♦ Call the evaluation site - Ask:
  - ♦ How long is the wait for an appointment?
  - ♦ Will they accept your health insurance?
  - ♦ What is the process required by the provider?
  - ♦ Do they have suggestions, or will they work with you to give the information the insurance company will need to cover the evaluation?
  - ♦ Do they know of other funding sources if your insurance will not cover.
- ♦ Document date of call, to whom you spoke, and all responses.
- ♦ Send follow up letter which thanks someone for their assistance and reiterates what was agreed upon.
- ♦ Keep all correspondence and documentation in case you need to appeal a decision.

### People I have Contacted & Notes

Name:

Agency & #:

Notes

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Name:

Agency & #:

## What Happens At Age Three?

If your child continues to need educational services and therapies beyond the age of three then at least 6 months before your child's 3rd birthday, your Service Coordinator refers your child to your school district. This can change where and how services are provided. In early intervention, this change is called transition. The Individual Disability Education Act (IDEA), the Federal special education law, requires a written plan for this transition. A transition meeting must take place at least 90 days before your child turns three. Your transition plan will identify special education and community-based services your child may need.

A team of providers from the school district, Early Supports and Services and you, as the parent will determine if your child is eligible for preschool special education services. They will discuss the results of their tests with you and give you information about your rights. If your child is eligible, their services will be provided through an Individual Education Plan (IEP).

Your Service Coordinator will assist you in planning a move to other possible services if your child is not eligible for special education preschool services.

### Tips for Transitioning to Special Education Pre-School

- ♦ Make a "wish list" of goals that you would like to see your child achieve.
- ♦ Visit school programs available for your child. Look at the variety of programs (daycare settings, special education preschools, integrated regular preschools) and the people available to meet your child's unique needs in your community.
- ♦ Get to know the receiving teacher as early as possible. Set up a time to meet without your child present to talk about your dreams and "wish list".
- ♦ Ask about a parent orientation packet to take home and read. If this doesn't exist, ask for a written explanation of:
  - Child's proposed schedule.
  - Explanation of emergency procedures.
  - Explanation of food services.
  - Explanation of parent participation.
  - Other pertinent program information.
- ♦ Learn about the provisions of IDEA (Individual Disability Education Act) for your child's education including the following:
  - Individual Education Plan (IEP)
  - Multidisciplinary team
  - Related Services
  - Your right to access your child's records
  - Your right to choose to accept and sign the IEP and your right to contest it.
- ♦ Be **CONFIDENT** in your knowledge of your child.

# Head Start

## *Federal Legislation*

"Head Start Act" is Title VI, Subtitle A, Chapter 8, Subchapter B of the Omnibus Budget Reconciliation Act of 1981, PL 97-35 (8/13/81)

## *Eligibility: Income eligibility*

Head Start is a program that helps eligible young children between the ages of three and five grow up ready to succeed in school and in life. Children who attend Head Start programs participate in fun activities while developing skills in a variety of areas, including social skills. Children also receive nutritious meals and the necessary health care in a safe environment.

Early Head Start is a program for families with infants and toddlers ages birth to three. Families who are expecting a new baby may enroll in Early Head Start. Families do not pay a fee for Head Start or Early Head Start.

Parents with children in Head Start participate in all aspects of the program. They help to govern, plan what children learn, and provide advice about needed services. Parents and other community members also volunteer in classrooms and other parts of the programs.

Head Start and Early Head Start offer families a variety of program options, including center-based, home-based, or a combination of both. For infants and toddlers, the home-based option includes a socialization day at the center where parents learn parenting skills along with new ways to promote their children's development.

## *Head Start Programs*

Please Note: These are the main contact numbers to contact for more details about Head Start in your area of the state. The actual Head Start Centers are scattered across the regions.

### *Community Action - Belknap/Merrimack County*

Head Start: (603) 225-3295

Early Head Start: Laconia (603) 528-5334

Concord: (603) 224-6492

### *Southwestern Community Services, Keene, NH*

Head Start: (603) 719-4175

### *Tri-County Community Action, Berlin, NH*

Head Start: (603) 752-7138

### *Community Action, Southern NH Services*

Head Start: (603) 668-8010

Early Head Start: (603) 668-8010

### *Strafford County Community Action,*

*Dover, NH*

Head Start: (603) 652-0990

Early Head Start: (603) 516-8144

### *Rockingham Community Action*

Head Start: (603) 601-2196

# Child Care Aware

Child Care Aware<sup>(R)</sup> of New Hampshire helps parents get the information they need so they can make the very best decisions about child care in addition to telling parents what child care options are available in their community.

Families are invited to utilize the website or contact a local program for free and confidential referrals to child care providers that have had a minimum of a criminal background check and to access information to assist them in choosing a quality child care program. Information on the website includes children with special needs.

For Child Care Providers, Child Care Aware provides Technical Assistance, training opportunities and support to child care providers and programs to help them improve the quality of the child care they provide.



<http://nh.childcareaware.org>

E-mail: [ccrr@rcaction.org](mailto:ccrr@rcaction.org)

## Local Child Care Resource and Referral

<p><i>Berlin/Littleton: Coos and Northern Grafton Counties</i> Telephone: (855) 393-1731 or (603) 752-1327</p>	<p><i>Laconia: Belknap and Southern Grafton Counties</i> Telephone: (800) 649-8817 x1579 or (603) 581-1579 / 581-1588</p>
<p><i>Claremont: Sullivan and Western Grafton Counties</i> Telephone: (877) 212-7267 or (603) 543-4295</p>	<p><i>Manchester: Northern Hillsborough County</i> Telephone: (800) 870-8728 or (603) 621-3501 / 3512 (Se Habla Español)</p>
<p><i>Concord: Merrimack County</i> Telephone: (800) 870-8728 X3679 or (603) 226-3791 X324 or X325</p>	<p><i>Nashua/Salem: Southern Hillsborough County &amp; Rockingham Counties</i> Telephone: (855) 393-1731 or (603) 578-1386 x 31</p>
<p><i>Conway: Carroll County</i> Telephone: (855) 393-1731 or (603) 323-7047</p>	<p><i>Portsmouth: Seacoast, Eastern &amp; Central Rockingham County</i> Telephone: (855) 393-1731 or (603) 430-4923</p>
<p><i>Keene: Cheshire County</i> Telephone: (800) 870-8728 or (603) 355-4327/4341</p>	<p><i>Rochester: Strafford County</i> Telephone: (855) 393-1731 or (603) 430-4923</p>

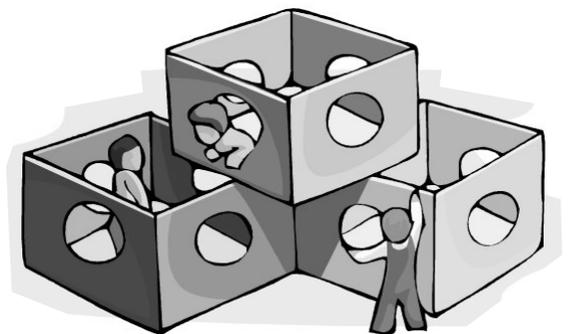
# Things to Think About When Choosing Child Care

## Look For ....

- Responsive, nurturing, warm interactions between caregiver and children.
- A Clean, safe, and healthy indoor and outdoor environment, especially napping, eating and toileting areas.

## Ask ....

- How many children there are for each adult. The fewer the children for each adult, the better for your child. You want your child to get plenty of attention. The younger your child, the more important this is. Babies need an adult to child ratio of no more than 1:4 (one adult for four infants), while four- year-olds can do well with a ratio of 1:10 (one adult for ten children).
- Find out how many children are in the group. The smaller the group, the better. Imagine a group of 25 two-year olds with five adults, compared to a group of 10 with two adults. Both groups have the same adult to child ratio. Which would be calmer and safer? Which would be more like a family?
- Ask about the caregivers' training and education. Caregivers with degrees and/or special training in working with children will be better able to help your child learn. Are the caregivers involved in activities to improve their skills? Do they attend classes and workshops?
- Check how long caregivers have been at the center or providing care in their homes. It's best if children stay with the same caregiver at least a year. Caregivers who come and go make it hard on your child. Getting used to new caregivers takes time and energy that could be spent on learning new things.
- Can you visit at any time?
- How do they handle discipline?
- What do they do if a child is sick?
- What would they do in case of an emergency?
- Request to see a copy of their license or other Certification.



## Stay Involved... Ask Yourself...

- How can I work with my caregiver to resolve issues and concern that may arise?
- How do I keep informed about my child's growth and development while in care?
- How can I network with other parents?

# Child Care for Children with Special Needs

If you have a child with a developmental disability or other special need, it can be daunting to think about child care. You may be returning to work full or part-time, or just need time to attend to other responsibilities. Naturally, you are concerned about what is best for your child. You may also wonder what restrictions you will face, or how available care will be. It is important to know that licensed or certified child care providers cannot refuse to take a child based on disability, and must make reasonable accommodations for your child's special needs. However, you may still need to make several decisions when considering which care is best for your child.

The right child care setting can be extremely beneficial to your child--socially, physically, and intellectually. It can provide you with a needed break and rest from care. Child care may also allow you to return to work and receive needed health insurance benefits.

Here are some things to consider as you look for child care:

- ♦ Are staff members open and enthusiastic about accommodating your child? Or are they at least willing to give it a try?
- ♦ Are staff trained and supported to accommodate children with special needs? If not, how might they get the training they need?
- ♦ Do staff members understand the medical/therapeutic procedures and assistive technology necessary to support your child?
- ♦ Are you willing to show them what needs to be done?
- ♦ Is the setting (including playground) accessible to your child? Do any books or toys feature children with special needs?
- ♦ Are staff members willing to work with your child's therapists to plan classroom activities?
- ♦ Are staff willing to help your child develop the skills that your family believes are important, and include your child in the same activities as all the other children?

Talk with your child's health care and early intervention providers for suggestions. Keep in mind that you know your child better than anyone. Therefore you will need to weigh options with your own child's and family's needs. Once you've selected the type and amount of child care that is best for your family, good communication between you and the child care staff will also be of great benefit to your child. Let staff know about your child's preferences, schedules, and specific medical needs and contacts.



*(Reference: ZERO TO THREE. 2001. Matching Your Infant's or Toddler's Style to the Right Child Care Setting)*

# Child Care Resources

## *NH Department of Health and Human Services*

129 Pleasant St.  
Concord, NH 03301

*Child Development Bureau* - Telephone: (800) 852-3345 X4242 or (603) 271-4242  
TDD: (800) 735-2964  
Web: [www.dhhs.state.nh.us/dcyf/cdb/index.htm](http://www.dhhs.state.nh.us/dcyf/cdb/index.htm)

*NH Childcare Scholarship* helps families pay for child care. If you receive Financial Assistance to Needy Families (FANF) and are in the FANF work program, you are eligible for the NH Child Care Scholarship. If you are working, looking for work or are going to school, you may also be eligible for the Scholarship. An application is obtained through the local District Office (page 94) or through NH EASY ([www.nheasy.nh.gov](http://www.nheasy.nh.gov)).

*Child Care Licensing Unit* - Telephone: (800) 852-3345 X 9025 or (603) 271-9035  
TDD: (800) 735-2964  
Web: [www.dhhs.nh.gov/oos/cclu/](http://www.dhhs.nh.gov/oos/cclu/)

The CCLU ensures that children attending NH child care programs are in safe and healthy environments and are provided with care, supervision and developmentally appropriate activities that meet each child's physical and emotional needs, through on-site evaluations, monitoring, and investigations that ensure compliance with applicable NH Statutes and Administrative Rules, approval and issuance of licenses, and initiation of appropriate disciplinary action when necessary for compliance and the protection of children.

CCLU licenses seven categories of child care programs: Family Child Care Homes, Family Group Child Care Homes, Group Child Care Centers, Child Care Nurseries, School Age Program, Night Care Programs, and Residential Child Care Programs.

## *National Resource Center for Health and Safety In Child Care and Early Education*

Telephone: 1-800-598-KIDS (5437)  
Web: <http://nrckids.org>

Information and resources for child care providers and parents. Mission is to improve the quality of child care and early education programs by supporting child care providers and early educators, families, health professionals, early childhood comprehensive systems, state child care regulatory agencies, state and local health departments, and policy makers in their efforts to identify and promote healthy and safe child care and early education programs.

## *Center on Inclusion in Early Childhood: Child Care Plus+*

Web: [www.ccplus.org/](http://www.ccplus.org/)

Fact sheets, assessment tools, and other resources for purchase by families and child care providers about including children with special health care needs in early childhood programs.

# Resources for Early Childhood Learning

## *M.I.C.E. Program*

*(Multi-Sensory Intervention through Consultation and Education)*

Telephone: (603) 228-1028 - TTY: (603) 228-5755

Web: [www.miceprogram.org](http://www.miceprogram.org)

A child must be found eligible for early supports and services (ESS) prior to their eligibility for M.I.C.E. Program services. Children with diagnosed vision and hearing impairments are eligible for ESS under an established condition but must have the developmental evaluation to determine eligibility.

Services for visually impaired and hearing include at home instruction, consultation to Early Support and Services staff, and support for daycare in addressing the learning needs of children with visual impairments. Specialize equipment is available for loan to families as needed.

## *HEAR in New Hampshire*

Telephone: (603) 624-4464

Web: [www.hearinnh.org](http://www.hearinnh.org)

- ♦ Educational Audiology Services - Technical support and training to school district personnel, acoustic evaluations, recommendations and verification of FM systems, and assistance in the development of hearing screening and/or hearing conservation programs
- ♦ Itinerant Services - Direct educational support for students with hearing loss in community settings, consultation to staff, and guidance regarding student assessments and the development of IEP's or 504 plans.
- ♦ Play Group - A social opportunity for children ages birth to three who have been identified with hearing loss and information/support for their families
- ♦ Social Opportunities - Two unique programs provide students with hearing loss the opportunity to develop their social skills through specially designed activities and peer interaction
- ♦ Speech/Language Services - Comprehensive evaluations, individualized speech/language/auditory therapy, and aural habilitation following cochlear implantation

## *Programs for Children with Disabilities: Ages 3 through 5*

Ruth Littlefield, Preschool Education Consultant

NH Department of Education, Early Childhood Education

Telephone: (603) 271-2178

Web: [www.education.nh.gov](http://www.education.nh.gov)

By federal and state law, local school districts must work with families and community partners to find, identify and serve children who are eligible for special education and related services so that services can begin by the child's third birthday. An Individualized Education Program is developed for each eligible child based on that child's strengths and needs. Placements may include the child's home, local private or public preschool/kindergartens, or Head Start programs.

### ***Preschool Technical Assistance Network (PTAN)***

Sponsor: Southeastern Regional Education Service Center (SERESC)

Telephone: (603) 206-6800

Web: [www.seresc.net/ed\\_ptan.php](http://www.seresc.net/ed_ptan.php)

A statewide program of SERESC that provides, consultation and technical assistance to promote quality early care and education for children with special needs.

### ***Early Education & Intervention Network of New Hampshire (EEIN)***

Telephone: (603) 228-2040

Web: [www.eein.org](http://www.eein.org)

E-mail: [info@eeinh.accountssupport.com](mailto:info@eeinh.accountssupport.com)

The Early Education and Intervention Network of New Hampshire (EEIN) is a statewide group comprised of professionals and families involved with infants and young children (birth to age 6) with special needs. They offer networking, mentorship, training, and public education via conferences, forums, roundtables, newsletter, and special projects.

### ***Early Learning New Hampshire***

Telephone: (603) 226-7900

Web: [www.earlylearningnh.org](http://www.earlylearningnh.org)

Area Served: Statewide

Early Learning New Hampshire is committed to ensuring that all NH children have the opportunity to reach their full potential by expanding access to affordable quality child care and early education.

### ***Family Resource Connection***

NH State Library

Telephone: (800) 298-4321 or TDD Access: (800) 735-2964

Web: [www.nh.gov/nhsl/frc](http://www.nh.gov/nhsl/frc)

The Family Resource Connection is a special service of the NH State Library providing information and materials on all aspects of raising, caring and educating children, especially young children with special needs. Services include: free lending library and statewide referrals.

### ***NH Family Voices***

Family To Family Health Information and Education Center

Telephone: (800) 852-3345 X4525 or (603) 271-4525

Web: [www.nhfv.org](http://www.nhfv.org)

A family organization that offers support, assistance with understanding where and how to get help, resources and a lending library that specializes in children's books addressing all kinds of special health, developmental, social, behavioral and physical needs.

## ***Let's Grow! NH***

NHDHHS, DCYF, Child Development Bureau

Telephone: (800) 852-3345 ext. 4242 or (603) 271-4242

Web: [www.dhhs.state.nh.us/dcyf/cdb/lets-grow-nh.htm](http://www.dhhs.state.nh.us/dcyf/cdb/lets-grow-nh.htm)

*Let's Grow! NH* is a group of cross sector professionals working together to provide and facilitate professional experiences, increase access to tools and resources for early childhood and afterschool professionals in NH. *Let's Grow! NH Toolkit* is a list of up to date resources, information and tools to guide policy and practice development, design and implementation for child care programs, communities, families, schools and stakeholders.

## ***Spark NH***

Telephone: (603) 226-7900

Web: <http://sparknh.com>

*Spark NH* is an early childhood advisory council created to promote a comprehensive system of early childhood programs and services in New Hampshire. *Spark NH*'s 23 professionals (all governor-appointed) have experience in early learning and development, health, and family support. This Council relies on the work of broad-based committees, which are open to non-Council members.

## ***NH Association for Infant Mental Health***

Telephone: (603) 225-4153 x278

Web: <http://nhaimh.org>

A strong voice speaking on behalf of NH's young children and their families. Its' mission to disseminate information and provide education about research and evidence-informed practices to strengthen collaborative efforts in support of families with infants and young children.

♥ Found a new resource? Write it down... let NHFV know so we can include it in the next Maze.

# The Educational Years

## The Challenge of Learning Continues...



By Noah M

# NH Department of Education (DOE)

## Federal Legislation

Department of Education Organization Act  
PL 96-88

## Special Education

PL 94-142 IDEA, as amended 1997

## State Regulation

RSA 21 N:11, III; RSA 541 A:16, I(b)

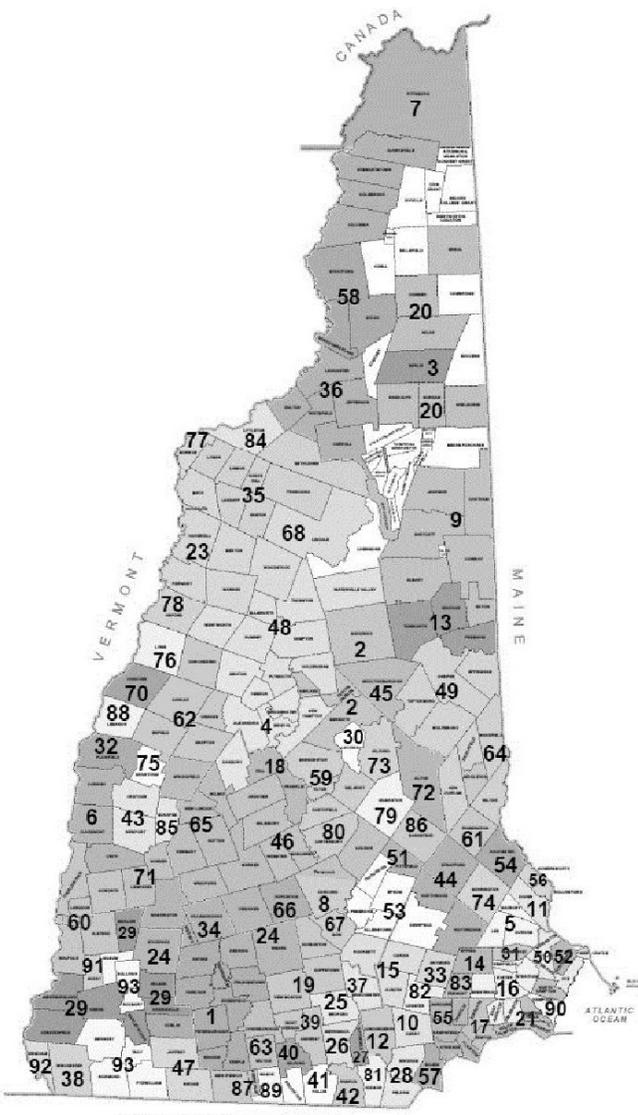
Ed 1101.01

Medicaid to Schools NH Law RSA 186-C

## NH Department of Education

101 Pleasant Street  
Concord NH 03301-3860  
Telephone: (603) 271-3494  
TDD Access: Relay NH 711  
Web: [www.education.nh.gov](http://www.education.nh.gov)

The mission of the Department of Education is to provide educational leadership and services which promote equal educational opportunities and quality practices and programs.



## NH Department of Education, Bureau of Special Education

101 Pleasant Street  
Concord NH 03301-3860  
Telephone: (603)-271-3791  
Web: [www.education.nh.gov/instruction/special\\_ed](http://www.education.nh.gov/instruction/special_ed)

Federal statutes and State standards require that students with educational disabilities receive a free appropriate public education (F.A.P.E.) in the least restrictive environment (LRE). The Bureau of Special Education is responsible for the oversight and implementation of educational programs for New Hampshire students with disabilities. The Bureau provides technical assistance and support to lawmakers, public and non-public school officials, parents and community members to enhance and ensure the quality of educational services provided to students with disabilities, and strives to assist in the development of quality educational programs for all students.

## School Administrative Units - SAUs

NH School Districts function under School Administrative Units or SAUs. These SAUs may include one or several towns. Following is a list of the SAUs.

# *New Hampshire School Administrative Units ( SAU )*

(In numerical order)

The information listed includes the School Districts under the SAU, the address and phone numbers for the Special Education Directors office.

*SAU #1 CONTOOCCOOK VALLEY* - Contoocook Valley Cooperative (K-12) including: Antrim, Bennington, Dublin, Frankestown, Greenfield, Hancock, Peterborough, Sharon, Temple. Address: 106 Hancock Rd., Peterborough, NH 03458. Telephone: (603) 924-3336

*SAU #2 INTER-LAKES COOPERATIVE* - Ashland (Inter-Lakes Cooperative (K-12) including: Center Harbor, Meredith, Sandwich. Address: 103 Main St. Suite 2, Meredith, NH 03253. Telephone: (603) 279-7947

*SAU #3 BERLIN* - Berlin. Address: 183 Hillside Ave., Berlin, NH 03570. Telephone: (603) 752-6500.

*SAU #4 NEWFOUND COOPERATIVE* - Newfound Area (K-12) including: Alexandria, Bridgewater, Bristol, Danbury, Groton, Hebron, New Hampton. Address: 20 North Main St., Bristol, NH 03222. Telephone: (603) 744-5555

*SAU #5 OYSTER RIVER COOPERATIVE* Oyster River Cooperative (K-12) including: Durham, Lee, Madbury. Address: 36 Coe Drive, Durham, NH 03824. Telephone: (603) 868-5100

*SAU #6 CLAREMONT* Claremont, Cornish, Unity. 165 Broad St., Claremont, NH 03743. Telephone: (603) 543-4200

*SAU #7 COLEBROOK* Colebrook, Clarksville, Columbia, Pittsburg, Stewartstown. Address: 21 Academy St., Colebrook, NH 03576. Telephone: (603) 237-5571

*SAU #8 CONCORD* Concord. Address: 38 Liberty St., Concord, NH 03301. Telephone: (603) 225-0811

*SAU #9 CONWAY* Conway, Albany, Bartlett, Chatham, Eaton, Jackson, Hart's Location. Address: 176A Main St., N. Conway, NH 03818. Telephone: (603) 447-8368

*SAU #10 DERRY COOPERATIVE* Derry Cooperative (1-12) including: Derry Special, Derry Town. Address: 18 South Main St., Derry, NH 03038. Telephone: (603) 432-1210

*SAU #11 DOVER* Dover. Address: McConnell Center, 61 Locust St. Suite 409, Dover, NH 03820. Telephone: (603) 516-6800

*SAU #12 LONDONDERRY* Londonderry. Address: 268C Mammoth Rd., Londonderry, NH 03053. Telephone: (603) 432-6920

*SAU #13 TAMWORTH* Tamworth, Madison, Freedom. Address: 881A Tamworth Rd., Tamworth, NH 03886. Telephone: (603) 323-5088

*SAU #14 EPPING* Epping, 213 Main St. Epping, NH 03042 Telephone: (603) 679-5402

*SAU #15 HOOKSETT* Hooksett, Auburn, Candia. Address: 90 Farmer Rd., Hooksett, NH 03106. Telephone: (603) 622-3731

**SAU #16 EXETER REGIONAL COOPERATIVE** Exeter, Brentwood, E. Kingston, Kensington, Newfields, Stratham. Exeter Regional Coop. Address: 30 Linden St., Exeter, NH 03833. Telephone: (603) 775-8653

**SAU #17 SANBORN REGIONAL COOPERATIVE** Sanborn Regional Cooperative (1-12) including: Kingston, Newton. Address: 178 Main St., Kingston, NH 03848. Telephone: (603) 642-3688

**SAU #18 FRANKLIN** Franklin, Hill. Address: 119 Central St., Franklin, NH 03235. Telephone: (603) 934-3108

**SAU #19 GOFFSTOWN** Goffstown, Dunbarton, New Boston. Address: 11 School St., Goffstown, NH 03045. Telephone: (603) 497-4818

**SAU #20 GORHAM** Gorham Randolph Shelburne Cooperative, Dummer, Errol, Milan, . Address: 123 Main St., Gorham, NH 03581. Telephone: (603) 466-3632

**SAU #21 WINNACUNNET** Winnacunnet Cooperative (9-12) including: North Hampton, Hampton Falls, South Hampton, Seabrook. Address: Winnacunnet Cooperative High School, 2 Alumni Drive, Hampton, NH 03842. Telephone: (603) 926-8992.

**SAU #23 HAVERHILL COOPERATIVE** Haverhill Cooperative (K-12) Bath, Benton, Piermont, Warren, Haverhill. Address: 2975 Dartmouth College Highway, No. Haverhill, NH 03774. Telephone: (603) 787-2113

**SAU #24 HENNIKER** Henniker - John Stark Regional, Stoddard, Weare. Address: 258 Western Ave, Henniker, NH 03243. Telephone: (603) 428-3269

**SAU #25 BEDFORD** Bedford. Address: 103 Country Rd., Bedford, NH 03110. Telephone: (603) 472-3755

**SAU #26 MERRIMACK** Merrimack. Address: 36 McElwain St., Merrimack, NH 03054. Telephone: (603) 424-6200

**SAU #27 LITCHFIELD** Litchfield. Address: c/o Campbell High School, 1 Highlander Court, Litchfield, NH 03052. Telephone: (603) 578-3570

**SAU #28 PELHAM** Pelham Address: 59 A Marsh Rd., Pelham, NH 03076. Telephone: (603) 635-1145

**SAU #29 KEENE** Keene, Chesterfield, Harrisville, Marlborough, Marlow, Nelson, Westmoreland. Address: 193 Maple Ave., Keene, NH 03431. Telephone: (603) 357-9002

**SAU #30 LACONIA** Laconia. Address: 39 Harvard St., P.O. Box 309, Laconia, NH 03247. Telephone: (603) 524-5710

**SAU #31 NEWMARKET** Newmarket. Address: 186 A Main St., Newmarket, NH 03857. Telephone: (603) 659-5020

**SAU #32 PLAINFIELD** Plainfield. Address: 92 Bonner Road, Meriden, NH 03770. Telephone: (603) 469-3442

**SAU #33 RAYMOND** Raymond. Address: 43 Harriman Hill Road, Raymond, NH 03077. Telephone: (603) 895-4299

**SAU #34 HILLSBOROUGH-DEERING COOPERATIVE** Washington, Windsor, Hillsboro Deering Cooperative (K-12) including: Deering, Hillsboro. Address: PO Box 2190, Hillsboro, NH 03244. Telephone: (603) 464-4466

**SAU #35 LITTLETON** Bethlehem, Landaff, Lafayette Regional Cooperative (K-6) including: Easton, Franconia, Sugar Hill, (Lisbon Regional Cooperative including: Lisbon Special, Lisbon Town, Lyman, Profile Cooperative (7-12) including: Bethlehem, Easton, Franconia, Sugar Hill. Address: 260 Cottage St., Suite C, Littleton, NH 03561. Telephone: (603) 444-3925.

**SAU #36 WHITE MOUNTAINS REGIONAL** White Mountains Regional Cooperative (K-12) including: Carroll, Dalton, Jefferson, Lancaster, Whitefield. Address: 14 King Square., Whitefield, NH 03598. Telephone: (603) 837-9363

**SAU #37 MANCHESTER** Manchester. Address: 195 McGregor St., Suite 201, Manchester, NH 03102. Telephone: (603) 624-6300

**SAU #39 AMHERST, SOUHEGAN COOPERATIVE** Amherst, Souhegan Cooperative, Mont Vernon Address: 1 School St., P.O. Box 849, Amherst, NH 03031. Telephone: (603) 673-2690

**SAU #40 MILFORD** Milford. Address: 100 West Rd., Milford, NH 03055. Telephone: (603) 673-2202

**SAU #41 HOLLIS-BROOKLINE** Hollis/Brookline Cooperative (7-12) including: Brookline, Hollis. Address: 4 Lund Lane, P.O. Box 1588, Hollis, NH 03049. Telephone: (603) 324-5999.

**SAU #42 NASHUA** Nashua. Address: 141 Ledge St., P.O. Box 687, Nashua, NH 03061. Telephone: (603) 966-1000

**SAU #43 NEWPORT** Newport, Croydon, Address: 9 Depot St., Suite 2, Newport, NH 03773. Telephone: (603) 863-3540

**SAU #44 NORTHWOOD, NOTTINGHAM, STRAFFORD** Northwood, Nottingham, Strafford. Address: Green Briar Bldg, 23A Mountain Ave, Northwood, NH 03261. Telephone: (603) 942-1290

**SAU #45 MOULTONBORO** Moltonboro. Address: 25 Blake Rd., P.O. Box 419, Moultonboro, NH 03254. Telephone: (603) 476-5247

**SAU #46 MERRIMACK VALLEY** Andover, Merrimack Valley Regional Cooperative (1-12) including: Boscawen, Loudon, Penacook, Salisbury, Webster. Address: 105 Community Drive, Penacook, NH 03303. Telephone:(603) 753-6561.

**SAU #47 JAFFREY-RINDGE COOPERATIVE** Jaffrey, Rindge. Address: 81 Fitzgerald Dr, Unit 2, Jaffrey, NH 03452. Telephone: (603) 532-8100

**SAU #48 PLYMOUTH** Plymouth, Campton, Ellsworth, Holderness, Rumney, Thornton, Waterville Valley, Wentworth, Pemi-Baker Cooperative (9-12) including: Ashland, Campton, Holderness, Plymouth, Rumney, Thornton, Wentworth. Address: 47 Old Ward Bridge Rd., Plymouth, NH 03264. Telephone: (603) 536-1254

**SAU #49 GOVERNOR WENTWORTH REGIONAL.** (K-12) including: Brookfield, Effingham, New Durham, Ossipee, Tuftonboro, Wolfeboro. Address: 140 Pine Hill Rd., PO Box 190, Wolfeboro Falls, 03896. Telephone: (603) 569-1658

**SAU #50 GREENLAND** Rye, Greenland, New Castle, Newington. Address: 48 Post Rd., Greenland, NH 03840. Telephone: (603) 422-9572.

**SAU #51 PITTSFIELD** Address: 23 Oneida St., Unit 1, Pittsfield, NH 03263. Telephone: (603) 435-5526

**SAU #52 PORTSMOUTH** Portsmouth. Address: 1 Junkins Ave., Suite 402, Portsmouth, NH 03801. Telephone: (603) 431-5080

**SAU #53 PEMBROKE** Pembroke, Allenstown, Chichester, Deerfield, Epsom. Address: 267 Pembroke St., Pembroke, NH 03275. Telephone: (603) 485-5188

**SAU #54 ROCHESTER** Rochester. Address: 150 Wakefield St. Suite 8, Rochester, NH 03867. Telephone: (603) 332-3678

**SAU #55 TIMBERLANE REGIONAL** Hampstead, Timberlane Regional Cooperative (1-12) including: Atkinson, Danville, Plaistow, Sandown. Address: 30 Greenough Rd., Plaistow, NH 03865. Telephone: (603) 382-6119

**SAU #56 SOMERSWORTH** Rollinsford, Somersworth. 51 West High St., Somersworth, NH 03878. Telephone: (603) 692-4450

**SAU #57 SALEM** Salem. Address: 38 Geremonty Drive, Salem, NH 03079. Telephone: (603) 893-7040

**SAU #58 NORTHUMBERLAND** Northumberland, Stark, Stratford. Address: 15 Preble St., Groveton, NH 03582. Telephone: (603) 636-1437

**SAU #59 WINNISQUAM REGIONAL** Winnisquam Regional Cooperative (K-12) including: Northfield, Sanbornton, Tilton. Address: 433 West Main St., Tilton, NH 03276. Telephone: (603) 286-4116

**SAU #60 FALL MOUNTAIN REGIONAL** Fall Mountain Regional Cooperative (K-12) including: Acworth, Alstead, Charlestown, Langdon, Walpole. Address: East Street, PO Box 600, Charlestown, NH 03603. Telephone: (603) 826-7756

**SAU #61 FARMINGTON** Farmington, Middleton. Address: 60 Charles St., Farmington, NH 03835. Telephone: (603) 755-2627

**SAU #62 MASCOMA VALLEY REGIONAL** Mascoma Valley Regional Cooperative (K-12) including: Canaan, Dorchester, Enfield, Grafton, Orange. Address: 547 US Route 4, P.O. Box 789, Enfield, NH 03748. Telephone: (603) 632-5563

**SAU #63 WILTON-LYNDEBOROUGH** Wilton-Lyndeborough Cooperative (7-12) Address: 1 Chalet Drive, Suite 105, PO Box 1149, Wilton, NH 03086. Telephone: (603) 645-8088.

**SAU #64 WAKEFIELD** Milton, Wakefield. Address: 18 Commerce Way, Milton, NH 03851. Telephone: (603) 473-2326

**SAU #65 KEARSARGE REGIONAL COOPERATIVE** Kearsarge Regional Cooperative (K-12) including: Bradford, Newbury, New London, Springfield, Sutton, Warner, Wilmot. Address: 114 Cougar Court, New London, NH 03257. Telephone: (603) 526-2051

*SAU #66 HOPKINTON* Hopkinton. Address: 204 Maple St., Contoocook, NH 03229.  
Telephone: (603) 746-5186

*SAU #67 BOW* Bow. Dunbarton. Address: 32 White Rock Hill Rd., Bow, NH 03304. Telephone: (603) 224-4728

*SAU #68 LINCOLN-WOODSTOCK COOPERATIVE* Lincoln Woodstock Cooperative (K-12), Lincoln, Woodstock. Address: 78 Main St., P.O. Box 846, Lincoln, NH 03251. Telephone: (603) 745-2051

*SAU #70 HANOVER* Hanover, NH & Norwich, VT. Address: 41 Lebanon St., Suite 2, Hanover, NH 03755.  
Telephone: (603) 643-6050

*SAU #71 GOSHEN-LEMPSTER COOPERATIVE* Goshen, Lempster Cooperative (K-8) Address: 29 School Rd., Lempster, NH 03605. Telephone: (603) 863-2420

*SAU #72 ALTON* Alton. Address: 252 Suncook Valley Road, Alton, NH 03809.  
Telephone: (603) 875-7890

*SAU #73 GILFORD* Gilford. Address: 2 Belknap Mountain Rd., Gilford, NH 03249.  
Telephone: (603) 524-9215

*SAU #74 BARRINGTON* Barrington. Address: 77 Ramsdell Lane, Barrington, NH 03825.  
Telephone: (603) 664-2715

*SAU #75 GRANTHAM* Grantham. Address: 300 Route 10 South, Grantham, NH 03753.  
Telephone: (603) 863-9689

*SAU #76 LYME* Lyme. Address: Route 10, PO Box 117, Lyme, NH 03768. Telephone: (603) 795-4431

*SAU #77 MONROE* Monroe. Address: 77 Woodville Rd., P.O. Box 130, Monroe, NH 03771.  
Telephone: (603) 638-2800

*SAU #78 RIVENDELL INTERSTATE* Rivendell Interstate School District (Orford, NH, Fairlee, VT., West Fairlee, Vt. and Vershire, VT.). Address: 10 School Drive, Orford, NH 03777. Telephone: (603) 353-2170

*SAU #79 GILMANTON* Gilmanton. Address: 9 Currier Hill Rd., P.O. Box 309, Gilmanton, NH 03237.  
Telephone: (603) 267-9097

*SAU #80 SHAKER REGIONAL* Shaker Regional Cooperative (K-12) Including: Belmont, Canterbury. Address: 58 School St., Belmont, NH 03220. Telephone: (603) 267-9223

*SAU #81 HUDSON* Hudson. Address: 20 Library St., Hudson, NH 03051.  
Telephone: (603) 886-1235

*SAU #82 CHESTER* Chester. Address: 22 Murphy Drive, Chester Academy, Chester, NH 03036.  
Telephone: (603) 887-3621

*SAU #83 FREMONT* Fremont. Address: Blackrocks Village 5 Hall Rd., Suite 1, Fremont, NH 03044.  
Telephone (603) 895-6903

*SAU #84 LITTLETON* Littleton. Address: 102 School St., Littleton, NH 03561.  
Telephone: (603) 444-5215

*SAU #85 SUNAPEE* Sunapee. Address: 70 Lower Main St., Sunapee, NH 03782.  
Telephone: (603) 763-4627

*SAU #86 BARNSTEAD* Barnstead. Address: 1 Suncook Valley Rd., PO Box 250, Barnstead, NH 03218.  
Telephone: (603) 435-1510

*SAU #87 MASCENIC REGIONAL* Greenville, New Ipswich. Address: 30 16 School St., Greenville, NH 03048. Telephone: (603) 721-0161

*SAU #88 LEBANON* Lebanon. Address: 20 Seminary Hill, Seminary Hill School., West Lebanon, NH 03784. Telephone: (603) 448-1634

*SAU #89 MASON SCHOOL DISTRICT* Mason. Address: 13 Darling Hill Rd., Mason, NH 03048. Telephone: (603) 878-2962

*SAU #90 HAMPTON* Hampton. Address: Marston School, 6 Marston Way, Hampton, NH 03842. Telephone: (603) 926-4560.

*SAU #91 SURRY* Surry. Address: 1 Villiage Rd., Surry, NH 03431. Telephone: (603) 209-3315.

*SAU #92 HINSDALE* Hinsdale. Address: 49 School St., PO Box 27, Hinsdale, NH 03451.  
Telephone: (603) 336-5728.

*SAU #93 MONADNOCK REGIONAL* Hinsdale, Winchester (Monadnock Regional Cooperative (K-12) including: Fitzwilliam, Gilsum, Richmond, Roxbury, Swanzey, Troy. Address: 600 Old Homestead Highway, Swanzey, NH 03446. Telephone: (603) 352-6955

*SAU #94 WINCHESTER* Winchester. Address: 85A Parker St., PO Box 46, Winchester, NH 03470.  
Telephone: (603) 239-8061

*SAU #95 WINDHAM* Windham. Address: 19 Haverhill Rd., Windham, NH 03087.  
Telephone: (603) 425-1976.

*SAU #96 SULLIVAN* Sullivan. Address: 452 Centre St., P.O. Box 111, Sullivan, NH 03445.  
Telephone: (603) 209-3315

*SAU #97 HALE'S LOCATION c/o CARROLL CTY* Hale's Location. Address: 91 Samuel Hale Drive, Hale's Location, NH 03860. Telephone: (603) 356-5535

*SAU #98 COOS COUNTY* Cambridge, Dix Grant, Dixville, Martin's Location, Millsfield, Odell, Pinkham's Grant, Success, Wentworth's Location. Address: Country Farm Rd, West Stewartstown, NH 03597.  
Telephone: (603) 246-3321

*SAU 201 COE-BROWN NORTHWOOD ACADEMY* Address: 907 First NH Tpke., Northwood, NH 03261. Telephone: (603) 942-5531

*SAU #202 PINKERTON ACADEMY.* Address: 5 Pinkerton St., Derry, NH 03038. Telephone: (603) 437-5237.

*SAU #301 PROSPECT MOUNTAIN JMA.* Address: 242 Suncook Valley Rd., Alton, NH 03809. Telephone (603) 875-8600

# NH Approved Private Special Education Programs

Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>BECKET FAMILY SERVICES</b> <b>MOUNT PROSPECT ACADEMY</b> Plymouth, NH Telephone: (603) 536-1102 Web: <a href="http://www.becket.org">www.becket.org</a>	Day & R	6-12	10-21 Male	Autism, Emotional Disturbance Intellectual Disabilities, Other Health Impairment, Specific Learning Disability, Speech and Language Impairment
<b>BIRCHTREE CENTER</b> Newington, NH Telephone: (603) 433-4192 Web: <a href="http://www.birchtreecenter.org">www.birchtreecenter.org</a>	Day	Pre-12	2-21 Both	Autism, Developmental Delay, Multiple Disabilities
<b>BURNHAM BROOK MIDDLE SCHOOL</b> Canterbury, NH Telephone: (603) 783-4501 Web: <a href="http://www.burnhambrookschoo.com">www.burnhambrookschoo.com</a>	Day	3-8	7-15 Both	Specific Learning Disability Multiple Disabilities Speech-Language Impairments
<b>CEDARCREST</b> Keene, NH Telephone: (603) 358-3384 Web: <a href="http://www.cedarcrest4kids.org">www.cedarcrest4kids.org</a>	Day & R	Pre-12	2-21 Both	Autism, Intellectual Disabili- ties, TBI, Hearing Impair- ments, Deafness/Blind, Developmental Delay, Other Health Impaired, Visually Impaired
<b>CHILDREN UNLIMITED</b> Conway, NH Telephone: (603) 447-6356 <a href="http://www.childrenunlimitedinc.com">www.childrenunlimitedinc.com</a>  Kindergarten Preschool	Day	Pre- school	2-5 Both	Autism, Developmental Delay. Deaf-Blindness, Deafness, Emotional Disturbance Hearing Impairments Multiple Disabilities Speech-Language Impairments All Disabilities
<b>CLEARWAY HIGH SCHOOL</b> Nashua, NH Telephone: (603) 882-9080 Web: <a href="http://adultlearningcenter.org">http://adultlearningcenter.org</a>	Day	9-12	14-21 Both	Emotional Disturbance Other Health Impairments Speech-Language Impairments Specific Learning Disability

<i>Program Name</i>	<i>Day or Residential</i>	<i>Grade Range</i>	<i>Age Range Gender</i>	<i>Educational Disability</i>
<b>CROTCHET MOUNTAIN REHAB CENTER</b> Greenfield, NH Telephone: (603) 547-3311 Web: <a href="http://www.crotchedmountain.org">www.crotchedmountain.org</a>	Day & R	K-12	4-21 Both	Autism, Deaf-Blindness, Deafness, Specific Learning Disability, Multiple Disabilities, TBI, Visual Impairments, Blind, Speech-Language Impairments Traumatic Brain Injury
<b>DAVENPORT SCHOOL</b> Jefferson, NH Telephone: (603)586-4328	R	7-12	13-18 Both	Emotional Disturbance Other Health Impairments Specific Learning Disability
<b>EASTER SEALS OF NH JOLICOEUR SCHOOL</b> Manchester, NH Telephone: (603) 623-6940 Web: <a href="http://www.eastersealsnh.org">www.eastersealsnh.org</a>  Five program locations - some for day and some residential, two programs for males only, one for female only and one for both.	Day & R	3-12	8-21 Both	Autism, Emotional Disturbance, Multiple Disabilities, Other Health Impairments, Speech-Language Impairments, Traumatic Brain Injury, Developmental Delay
<b>EASTERSEALS LANCASTER</b> Lancaster, NH Telephone: (603) 788-0911 Web: <a href="http://www.eastersealsnh.org">www.eastersealsnh.org</a>  Middle School Middle/High Developmental Disability High School	Day & R	5-12	9-21 Male	Autism Emotional Disturbance Other Health Impairments Specific Learning Disability Speech-Language Impairments Multiple Disabilities
<b>ENRICHED LEARNING CENTER</b> Berlin, NH Telephone: (603) 215-0002 Web: <a href="http://www.enrichedlearning.net">www.enrichedlearning.net</a>	Day	5-12	9-21 Both	Autism Emotional Disturbance Multiple Disabilities Other Health Impairments Speech-Language Impairments Specific Learning Disability
<b>GRANITE HILL SCHOOL</b> Newport, NH Telephone: (603) 863-0697 Web: <a href="http://www.granitehillschool.org">www.granitehillschool.org</a>	Day	6-12	11-21 Both	Emotional Disturbance Other Health Impairments Specific Learning Disability Autism

## NH Approved Private Special Education Programs

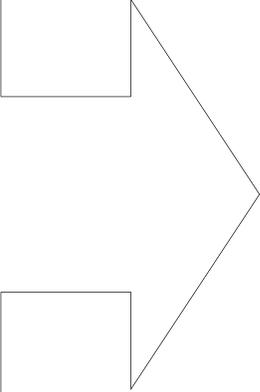
Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>HUNTER SCHOOL</b> Rumney, NH Telephone: (603) 786-9427 X 314 Web: <a href="http://www.hunterschool.org">www.hunterschool.org</a>	Day & R	K-8	4-15 Both	Emotional Disturbance Other Health Impairments Speech-Language Impairments Specific Learning Disability
<b>LEARNING SKILLS ACADEMY</b> Rye, NH Telephone: (603) 964-4903 Web: <a href="http://www.learningskillsacademy.org">www.learningskillsacademy.org</a>	Day	3-12	7-21 Both	Specific Learning Disability Speech-Language Impairments Other Health Impairments
<b>MONARCH SCHOOL OF NEW ENGLAND</b> Rochester, NH Telephone: (603) 332-2848 Web: <a href="http://www.monarchschoollne.org">www.monarchschoollne.org</a>  Foss School Williams School	Day	K-12	5-21 Both	All Disabilities
<b>NFI NORTH - CONTOOCCOOK SCHOOL</b> Contoocook NH Telephone: (603) 746-7702 Web: <a href="http://www.nafi.com">www.nafi.com</a>  Bradford School Extension Bradford, NH	Day	6-12  K-12	11-21 Both  4-21 Both	Emotional Disturbance Other Health Impairments Specific Learning Disability Autism
<b>NASHUA'S CHILDREN'S HOME SCHOOL</b> Nashua, NH Telephone: (603) 883-3851 Web: <a href="http://www.nashuachildrenshome.org">www.nashuachildrenshome.org</a>	Day & R	1-8	6-15 Both	Emotional Disturbance Other Health Impairments Specific Learning Disability Intellectual Disability
<b>PARKER ACADEMY</b> Concord, NH Telephone: (603) 410-6240 Web: <a href="http://www.parkeracademy.com">www.parkeracademy.com</a>	Day	6-12	11-21 Both	Specific Learning Disability, Other Health Impairments, Emotional Disturbance, Autism, Speech and Language Impairments

<i>Program Name</i>	<i>Day or Residential</i>	<i>Grade Range</i>	<i>Age Range Gender</i>	<i>Educational Disability</i>
<b>PINE HAVEN BOYS CENTER</b> Suncook, NH Telephone: (603) 485-7141 Web: <a href="http://www.pinehavenboyscenter.org">www.pinehavenboyscenter.org</a>	Day & R	1-8	6-15 Male	Emotional Disability Developmental Disabilities, Other Health Impairments, Specific Learning Disability Speech and Language Impairments
<b>REGIONAL SERVICES &amp; EDUCATIONAL CENTER</b> Amherst, NH Telephone: (603) 886-8500 Web: <a href="http://www.rsec.org">www.rsec.org</a>	Day	5-12	9-21 Both	Emotional Disability Developmental Disabilities, Other Health Impairments, Specific Learning Disability Speech and Language Impairments
<b>SEACOAST LEARNING COLLABORATIVE</b> Brentwood, NH Telephone: (603) 679-2021 Web: <a href="http://www.slconline.org">www.slconline.org</a>	Day	1-12	5-21 Both	Intellectual Disabilities, Emotional Disabilities, Specific Learning, Autism, Speech and Language, Other Health Impaired
<b>SECOND START</b> Concord, NH Telephone: (603) 224-0161 Web: <a href="http://www.second-start.org">www.second-start.org</a>	Day	9-12	14-21 Both	Speech Language Impairments Emotional Disturbance Specific Learning Disabilities Multiple Disabilities Other Health Impairments
<b>SHAKER ROAD SCHOOL</b> Concord, NH Telephone: (603) 224-0161 Web: <a href="http://www.shakerroad.com">www.shakerroad.com</a>	Day	Preschool - 8	3-15 Both	Autism, Deaf-Blindness, Hearing Impairments , Intellectual Disability, ,Multiple Disabilities , Other Health Impairments , Specific Learning Disability , Speech- Language Impairments, Visual Impairments , Developmental Delay
<b>SPAULDING YOUTH CENTER</b> Northfield, NH Telephone: (603) 286-8901 Web: <a href="http://www.spauldingyouthcenter.org">www.spauldingyouthcenter.org</a>  Neurobehavioral & Autistic Intensive Program Emotional Disturbance Program	Day & R	K-12	4-21	Autism Emotional Disturbance Other Health Impairments Multiple Disabilities Traumatic Brain Injury, Developmental Delay Specific Learning Disability

*State Approved Non-Public Special Education Schools*

<i>Program Name</i>	<i>Day or Residential</i>	<i>Grade Range</i>	<i>Age Range Gender</i>	<i>Educational Disability</i>
<b>STRAFFORD LEARNING CENTER</b> Somersworth, NH Telephone: (603) 692-4411 Web: <a href="http://www.traffordlearningcenter.org">www.traffordlearningcenter.org</a> Rochester Learning Academy PEP Preschool, Durham, NH	Day	Pre-12	2-21 Both	Autism, Speech-Language Impairments, Emotional Disturbance, Specific Learning Disability, Other Health Impairments, Specific Learning Disability, TBI, All Disabilities
<b>WEDIKO SCHOOL</b> Windsor, NH Telephone: (603) 478-5236 Web: <a href="http://www.wediko.org">www.wediko.org</a>	Day & R	K-12	4-21 Male	Emotional Disturbance Other Health Impairments
<b>WOLFEBORO AREA CHILDREN'S CENTER</b> Wolfeboro, NH Telephone: (603) 569-1027 Web: <a href="http://www.wolfeborochildren.org">www.wolfeborochildren.org</a>	Day	Pre	2-5 Both	Autism, Hearing Impairments, Speech Language Impairments Developmental Delay

People I have contacted: <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div>	Notes <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div>
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# Home Schooling

Home schooling is when a parent takes full responsibility for providing education for their child. For many home schoolers, this means being taught at home. For others, it means learning at a cooperative school, or even learning from several places all at once. Some attend public school for some subjects - or even just go there for lunch to visit with their friends.

Each program is unique to the child, and is decided upon by the parent. Here in NH, you do not have to be a certified teacher or become accredited in any way. All you have to be is a concerned parent, willing to take on the responsibility of providing your child's education.

Legally, all you need to do is notify your district of your intent to home school by a written letter. Samples of letters and state requirements can be found on the NH Department of Education website, [www.education.nh.gov](http://www.education.nh.gov) or for more information call the NHDOE/Home Education at (603) 271-2079.

## NH Home Schooling Resources

### *New Hampshire Home Schooling Coalition*

Concord, NH

Telephone: (603) 838-5081

Web: [www.nhhomeschooling.org](http://www.nhhomeschooling.org)

### *New Hampshire Homeschooling Resources*

Warner, NH

Telephone: (603) 456-2041

Web: <http://nhhr.dimentech.com>

### *Christian Home Educators of New*

*Hampshire*

Manchester, NH

Telephone: (603) 569-2343

Web: [www.chenh.org](http://www.chenh.org)

### *Catholics United for Home Education*

Manchester NH

Telephone: (603) 623-3377

Web: <http://cuhenh89.wordpress.com>

## Home Schooling Special Needs Resources

### *National Challenged Homeschoolers*

*Associated Network*

PO Box 310 Movie Springs, ID 83845

Telephone: (208) 267-6246

Web: [www.nathhan.com](http://www.nathhan.com)

Resources for a wide variety of learning disabilities

### *National Association for Child Development*

549 25th Street

Ogden, Utah 84401

Telephone: (801) 621-8606

Web: [www.nacd.org](http://www.nacd.org)

NACD is an organization which evaluates and designs home programs for a vast array of children including children with LD, ADD, PDD or any autism spectrum, Down Syndrome, Brain injury, as well as children with other diagnoses or no diagnosis.

# *Educational Resources*

## *Parent Information Center*

Concord, NH

Telephone: (800) 232-0986 or (603) 224-7005 V/TTY

Web: [www.picnh.org](http://www.picnh.org)

The New Hampshire Parent Training and Information Center (PTI) provides information, referrals, workshops and support to families of children with disabilities. Their main objective is to empower parents in supporting their child's educational success and fostering positive family-school-community partnerships. Services and Resources Include: Telephone/e-mail support; interactive workshops statewide; handouts, articles, and other useful information; connection to resources; and Advocates for Families of Children with Disabilities (a fee for service program).

## *Assistive Technology, Evaluation and Consultation Services (ATECH)*

### *Vision/Hearing Services*

### *Refurbished Equipment Marketplace (REM)*

Concord, NH

Toll-free Phone: (800) 932-5837

Telephone: (603) 226-2900 V/TTY

Web: [www.crotchedmountain.org/Programs-and-Services/ATECH-Services/Assistive-Technology](http://www.crotchedmountain.org/Programs-and-Services/ATECH-Services/Assistive-Technology)

NH Assistive Technology Evaluation & Consultation (NH-ATEC) provides evaluation and consultation services in the area of assistive technology. They provide services in seating and wheeled mobility; augmentative and alternative communication; computer access; home modifications, and more.

Vision/Hearing Services provides NH schools with educational consultation services to ensure that students who are deaf, hard of hearing, blind, visually impaired or deafblind have access to the general curriculum. Consultants assist school teams by providing specialized expertise in the areas of communication, technology and implementation of individualized accommodations.

Refurbished Equipment Marketplace (REM) is an inventory of donated and refurbished durable medical equipment (wheelchairs, mobility aids, hospital beds, bath aids, scooters, portable ramps, etc.) sold to persons who find the cost of new technology prohibitive.

## *The Southeastern Regional Education Service Center (SERESC)*

Bedford, NH

(603) 206-6800

Web: [www.seresc.net](http://www.seresc.net)

SERESC offers a wide array of contract services to assist educational communities in their efforts to ensure high levels of learning for children and staff. The contracted services provided can be tailored to meet the needs of an individual child, or the contracting educational community. They offer consultation for visually impaired, Autism, speech and language, behavior and pre-school training.

## *New Hampshire Connections*

Linking Family, School and Community

Parent Information Center

Concord, NH

Telephone: (800) 947-7005 or (603) 224-7005 (V/TTY)

Web: [www.nhconnections.org](http://www.nhconnections.org)

Provides information to school district personnel and parents of children with disabilities to enhance strategies to support and encourage parent involvement in your school district, in their child's school, and in activities specifically around special education.

## *New Hampshire Library Services to Persons with Disabilities*

### *Talking Book Service*

NH State Library

Concord, NH

Telephone: (800) 491-4200 or (603) 271-3429

Web: [www.nh.gov/nhsl/talking\\_books](http://www.nh.gov/nhsl/talking_books)

The Talking Books Program exists to meet the reading needs and interests of New Hampshire residents who are physically unable to see, handle or process printed material comfortably. Eligibility is anyone with a vision problem, a grasping/physical problem, or an informational-processing problem that does not affect intelligence. They lend a wide variety of materials. Applications are available online. The services are free.

## *Institute on Disability/UCEDD*

University of New Hampshire

Concord, NH

(603) 228-2048 (V/TTY) or (800) 238-2048

Web: [www.iod.unh.edu](http://www.iod.unh.edu)

Trains students, self-advocates, families and professionals through coursework, seminars, workshops and conferences; Provides technical assistance to organizations and individuals to improve their capacity to include all citizens. Disseminates information to families, consumers, community members and professionals via books, monographs, articles, videos, newsletters, the internet and newspapers and consumer forums; engages in collaborative activities and joint projects with organizations that share common goals.

## *EdTech Associates*

### *Assistive Technology Evaluation, Consultation and Training for the Learning Disabled*

Amherst, NH

Telephone: (603) 424-4534

Web: [www.edtech-associates.com](http://www.edtech-associates.com)

EdTech Associates offers Assistive Technology Consulting Services to help parents, individuals and schools select and use the available technologies designed to support students with learning disabilities, dyslexia, and language and learning difficulties.

## *Educational Resources.....*

### *New Hampshire Branch of the International Dyslexia Association*

Concord, NH

Telephone: (603) 229-7355

Web: [www.nhida.org](http://www.nhida.org)

Educates the community about the causes, symptoms, assessment and remediation of dyslexia; disseminate information about available resources; teach multisensory structured language instructional approaches to educators and other professionals; and collaborate with organizations working on behalf of people with dyslexia.

### *New Hampshire Partners in Education*

Concord, NH

Telephone: (603) 540-0620

Web: [www.nhpie.org](http://www.nhpie.org)

New Hampshire Partners in Education foster, support and facilitate volunteer programs in schools.

### *Northeast Deaf and Hard of Hearing Services*

Concord, NH

Telephone: (800) 492-0407 or (603) 224-1850

TTY (866) 634-4764 or (603) 224-0691

Web: [www.ndhhs.org](http://www.ndhhs.org)

Northeast Deaf and Hard of Hearing Services (NDHHS) is New Hampshire's "one-stop" resources for services specific to the Deaf and Hard of Hearing community and for information about hearing loss. Services include: Communication Access Service: Interpreter Referral & CART (Communication Access Real-time Translation); Emergency Interpreter Referral Service; Family Sign Language Program for Families with Children Ages 0-3, Health Advocate/Community Services; Loan Program (Assistive Listening Devices, Media); Parent-Infant Services; Shared Reading Program for Children Ages 3-6; Translation Services.

### *New Hampshire Parents of Children with Visual Impairments*

Londonderry, NH

Telephone: (603) 425-2524

Web: <http://www.afb.org/directory/profile/new-hampshire-parents-of-the-visually-impaired/12>

Families with children who are blind or visually impaired, come together to share common issues and provide support and resources. These resources include educational and recreational opportunities.

### ***NFBNH Parents of Blind Children***

National Federation of the Blind of NH

Telephone: (603) 892-6355

Web: <http://nfbnh.org>

Providing public education services, information and referral, advocacy, scholarships, literature and publications, and by protecting the civil rights of all blind people; by the development and evaluation of technology for the blind; by supporting parents of blind children and their families;

### ***Learning Disabilities Association of NH***

Concord

Web: [www.LDANH.org](http://www.LDANH.org)

LDA-NH is non-profit, state affiliate of LDA, Inc. The organization is made up of parents, professionals, and individuals with LD, promoting better understanding, education, and services for individuals with learning disabilities.

### ***Institute for Community Inclusion/UCEDD***

UMass Boston, 100 Morrissey Blvd.

Boston, Massachusetts 02125

Telephone: (617) 287-4300 TTY: (617) 287-4350

Web: [www.communityinclusion.org/index.php](http://www.communityinclusion.org/index.php)

The Institute for Community Inclusion at UMass Boston supports the rights of children and adults with disabilities to participate in all aspects of the community. Projects include supporting children and young adults with special health care needs and accessing general education, and transition from school to adult life.

### ***Northeast Rehab's Outpatient Pediatric Rehabilitation Program***

Telephone: (603) 893-2900 ext. 3230

Web: [www.northeastrehab.com](http://www.northeastrehab.com)

Pediatric Outpatient Clinics are held in Londonderry, Nashua and Salem

Educational and cognitive evaluations and therapies provide therapeutic outpatient services to infants, children, and adolescents with a wide range of cognitive and neurological diagnoses. Provide comprehensive Physical, Occupational and Speech Therapy and when appropriate, programs coordinate care among the different therapies needed.

### ***Adventurelore Counseling***

Danville, NH

Telephone: (603) 382-4661

Web: [www.adventurelore.org](http://www.adventurelore.org)

Specializing in the treatment of ADHD, Asperger's, Anxiety, Depression, and Learning Disorders works directly with families and schools. Programs are designed to improve communication, teamwork skills,

### *The Center for Learning and Attention Disorders*

Seacoast Mental Health

Portsmouth, NH

Telephone: (603) 431-6703

Web: [www.smhc-nh.org/services/clad-program](http://www.smhc-nh.org/services/clad-program)

The Center for Learning and Attention Disorders (CLAD) addresses the needs of children and families who are coping with learning, attention, or behavior problems in the home, school, or the workplace. In addition, CLAD provides consultation and training services for schools and other agencies as needed.

### *NH Higher Education Assistance Foundation Network*

Concord, NH

Telephone: (800) 525-2577 or (603) 225-6612

Web: [www.nhheaf.org](http://www.nhheaf.org)

The NHHEAF Network is comprised of three separate, private nonprofit organizations dedicated to helping families plan and fund education beyond high school.

### *US Office for Civil Rights*

Region I - Boston (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont) Office for Civil Rights

Telephone: (617) 565-1340 TDD (617) 565-1343

Web: [www.hhs.gov/ocr](http://www.hhs.gov/ocr)

OCR enforces Federal statutes that prohibit discrimination based on race, color, national origin, sex, age, or disability in education programs receiving Federal financial assistance.

# *Guidelines for Choosing a Special Education Advocate*

Many parents choose to use a special education advocate to support them in getting what children need in special education. Non-lawyer advocates do not have a license to practice law, and they are not attorneys. They provide their services according to the laws of their state. (NH does not have any laws governing educational advocates). Many advocates have training and experience to help you beyond giving you moral support. Advocates can be professionals with training in special education and advocacy, they can be paraprofessionals such as paralegals, or they can be nonprofessional volunteers. They may or may not charge a fee for their services. (The Council of Parent Attorneys and Advocates, Inc. (COPAA), uses the term "special education advocate" and "advocate" to refer to individuals who advocate for parents and families, but are not attorneys).

## *Select a trained, experienced advocate*

Unlike attorneys, no certificate authority exists to certify advocates at this time. However, special education advocates do have training opportunities, and many have years of experience and training. When you interview an advocate you may want to work with, you need to ask about their education and training. You should also ask whether the advocate stays current in the field by getting updated training and education through workshops, conferences, continuing education programs, or seminars. Do not hesitate to ask for references from the advocate. You are the one making the hiring decision.

## *Select an advocate with special education experience*

Experienced advocates can often get things done when others cannot. They should be familiar with the local service providers, evaluators, local school districts and special education administrators and the options they offer, and local customs. Ask about their knowledge of IDEA and other law/regulations affecting the education of students with disabilities.

Advocates also may have specific skills and knowledge about evaluations, certain disabilities, IEPs and other educational negotiations, behavioral supports and discipline, document management, fact investigations, and other areas. They may also have alternative dispute resolution skills, such as mediation and facilitation skills. Ask your advocate about his or her experience and specific skills.

## *Select an advocate who understands your child*

You should expect an advocate to spend time visiting your child. Each child is a unique human being and has individual educational needs. Your advocate should be able to explain to you how your child's disability will affect him or her at school. Advocates are not diagnosticians and they are not education evaluators. But, a working knowledge of your child's disability, or a willingness to become educated about your child's disability, is a quality any good advocate should have.



## *Advocates and attorneys*

Non-lawyer advocates are not attorneys or members of the bar. Some advocates and paralegals are supervised by attorneys or work with public interest organizations, like Protection and Advocacy agencies. Others work independently in their own offices. You can ask an advocate if they work with an attorney. But, it is not necessary that a lawyer oversee or supervise an advocate, or that an advocate even have a relationship with an attorney. Many experienced advocates work completely on their own or with other advocates who are not licensed attorneys. Also consider this: You should decide what you want in an advocate and what kind of assistance you need.

## *Select an advocate who understands his or her professional limits*

Professional advocates may give you legal information and help you negotiate and resolve disputes. But, they are not lawyers, and cannot give you the same type of legal advice as attorneys. An experienced, well trained advocate should help you recognize when you should seek the services of a lawyer. You and your advocate should discuss your case and whether it would be appropriate to hire an attorney based on the facts and individual situation.

## *Other questions to ask*

You can ask what an advocate charges and how you will be billed. You can ask how the fees are determined, and whether they will be hourly or a flat rate basis. Find out who keeps the copies of your child's records at the advocate's place of business, and how your child's file will be maintained and returned to you when you need them. Discuss communications, how you and your advocate will keep each other informed.

You, the parent, must make all of the final decisions about your child's case. After meeting with the advocate ask yourself if you:

- Will be comfortable working closely with this person
- Are confident the advocate has the experience and skill to handle your case
- Understand the advocate's explanation of what your case involves
- Understand the proposed fee agreement

Source: The Council of Parent Attorneys and Advocates, COPAA, P.O. Box 6767, Towson, Maryland 21285 Telephone: (410) 372-0208. Web: [www.copaa.net](http://www.copaa.net). COPAA Guidelines incorporate information based in part on an article published by the Illinois Attorney General's office.

# Special Educational Advocates

(This listing is what we found, there may be others)

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## *Student Matters, LLC Educational*

### *Advocacy Services*

Carolyn Blasko, M. Ed.

Concord, NH

Telephone: (603) 738-2409

Web: [www.studentmatters.net](http://www.studentmatters.net)

## *Charlene Mayo*

PIC/Advocate for Families of Children with Disabilities

Concord, NH

Telephone: (800) 947-7005 or (603) 224-7005

Web: [www.afcnh.org](http://www.afcnh.org)

## *Education-A-Must*

Dorothy French

East Derry, NH 03041

Telephone: (603) 437-6286

Web: [www.education-a-must.com](http://www.education-a-must.com)

## *ADK Educational Consulting, LLC*

Angela Keef, M.Ed

Concord, NH

Mobile Telephone: (603) 557-0400

Web: [www.specialeducationinfo.com](http://www.specialeducationinfo.com)

## *Esther Ross*

Nashua, NH 03061-3005

Telephone: (603) 598-1831

## *The Family Rights and Advocacy*

### *Center Inc.*

Elena Katz

East Hampstead, NH

Telephone: (603) 382-0394

## *SPED Solutions, LLC*

Angela Kouroyen

Derry, NH

Telephone: (603) 216-7685

## *Lou McIntosh*

Eliot, ME

Telephone: (207) 439-0382

## *Christina Gentile Esq.*

Derry, NH 03038

Telephone: (617) 571-0051

## *Elizabeth Jean Cote-Motes BSHS*

26 Prospect St.,

Concord, NH 03301

Telephone: (603) 568-1078

## *ABC Educational Solutions LLC*

Cynthia While

North Conway, NH

Telephone: (603) 356-6298

## *North Country Special Education*

### *Consulting, LLC*

Patricia Eddy

Lancaster, NH

Telephone: (603) 723-9834

♥ For additional resources check: *Wrightslaw Yellow Pages For Kids* – Web: [www.yellowpagesforkids.com](http://www.yellowpagesforkids.com)  
or *NH Education Law (NHedLaw)* Web: <http://www.nhedlaw.com>

# *Guidelines for Choosing an Attorney to Represent Your Child's Interest in Special Education*

If you have a child with a disability, you may find that you need legal support to get the educational services your child needs. Attorneys who have licenses to practice law provide legal advice, help and support; they can represent you in court and in due process hearings. Licensed lawyers are accountable to strict rules of legal procedures and ethics.

Like all other lawyers, special education attorneys may be in private practice or they may practice in a public service agency such as a Protection and Advocacy agency, Legal Aid, Legal Clinic, or other similar organization. Choosing an attorney is an important decision. Attorneys' styles vary just as parents' styles do. Choose an attorney who is most compatible with your personality and objectives. This basic guide will help you as you select an attorney who will be helpful. Please keep in mind that before an attorney can answer some of your questions, the attorney may want to review your child's educational records and other related records.

## *Consider the attorney's special education expertise and knowledge*

The law in special education cases can be complex. Although the training lawyers receive prepares them to deal effectively with legal complexities, law schools commonly do not teach special education law as a specific body of law. Attorneys who practice special education law should have suitable training and experience in this field. You want to make sure that they have the special education law experience you are looking for.

Find out if the lawyer you are considering routinely handles special education cases. Good lawyers in other fields of law often become motivated to begin practicing special education law. Special education lawyers also may be parents of children with disabilities. Knowledge and experience in other fields of law is one feature of an attorney's practice that may be important. Ideally, attorneys who help parents in this field know the various federal and state laws and regulations about disabilities, civil rights, and special education. Special education attorneys should also know the current education court decisions from the federal and state courts as well as their state's administrative decisions.

## *Select an attorney with the special education experience you need*

Practicing special education law and resolving special education conflicts call for many different skills. Special education lawyers routinely conduct simple negotiations, mediations, administrative hearings (due process hearings), or go to court for their clients. Consider the experience the attorney has in each of these areas. Ask the attorney about his or her experience. You should feel free to ask for references. You are the one making the hiring decision.

Practicing special education lawyers should be familiar with the local service providers, evaluators, local school districts and the special education administrators in the school districts. They should also have knowledge of local customs and the education optional choices that are available. They should know about evaluations, IEP issues and details, disabilities, behavioral supports, discipline issues, document management, fact investigations, formal and informal negotiations for needed services, and other areas that are common to special education cases. A lawyer should be familiar with the state's due process hearing procedures, hearing officers, mediation process, and the process of filing a complaint with the state. If you think you may go to federal court over a dispute, the lawyer should be familiar with federal court procedures and know about the local courts.

### *Possible outcomes of the case*

Each special education case is unique because each student's particular educational needs are unique. In addition, special education cases may include dynamics that other law cases do not. However, an experienced special education attorney should be able to review your child's education records and give you a range of possible outcomes. A lawyer will help you carefully weigh the advantages and the disadvantages of your case. Do not expect an attorney to guarantee you an outcome.

### *Ask how the attorney charges for his or her work*

You should not hesitate to ask attorneys what their rates are and how they will bill you for professional services. Most attorneys will not begin work without an agreement, something called an engagement agreement or letter. Attorneys should tell you what you should expect. They should tell you what the extent of their representation is going to be (what they are going to do for you). They should also tell you about how they set their fees; what is expected of you in terms of paying for expenses; whether they work by the hour or whether they work on a flat rate basis; what the retainer (if any) will be used for; and terms of engagements.

### *Understand your role as parents*

Parents play a vital role in every special education case. Lawyers cannot make decisions for you. They can give you legal advice and tell you what to expect. But you, as parent of the student, are responsible for making decisions. You must decide whether to accept or reject an IEP, whether to settle your conflict with the school informally and what the terms of a settlement will be, and other such decisions.

Source: The Council of Parent Attorneys and Advocates, COPAA, P.O. Box 6767, Towson, Maryland 21285 Telephone: (410) 372-0208.  
Web: [www.copaa.net](http://www.copaa.net) COPAA Guidelines incorporate information based in part on an article published by the Illinois Attorney General's office and a set of guidelines published by Martindale-Hubble Publishing at [www.lawyers.com](http://www.lawyers.com)

*Notes:*

# NH Attorneys for Special Education Law

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## **Susan L. Regan, J.D., M.Ed., LL.M.**

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Kraft Law, PLLC  
Concord, NH  
Telephone: (603) 225-7555

## **James M. Baron, Esq., M.Ed.**

Nashua, NH  
Telephone: (781) 209-1166  
Web: [www.lawbaron.com](http://www.lawbaron.com)

## **Linda Ashford**

Concord, NH  
Telephone: (603) 224-8383

## **Tracy A. Bernson**

Bernson Legal, PLLC  
Dover, NH 03820  
Telephone: (603) 740-3628  
Web: [www.seacoastlawfirm.com](http://www.seacoastlawfirm.com)

## **Karen E. Hewes, Esq.**

Hewes Law Offices  
Manchester, NH  
Telephone: (603) 695-6557  
Web: [www.heweslawoffices.com](http://www.heweslawoffices.com)

## **Francis J. McDonough, Jr., Esq.**

Hollis, NH  
Telephone: (603) 340-5292

## **Disabilities Rights Center**

Concord, NH  
Telephone: (603) 228-0432  
Web: [www.drcnh.org](http://www.drcnh.org)

## **Peter S. Smith**

Durham, NH  
Telephone: (603) 868-8121

## **Craig L. Staples, Esq.**

Concord, NH  
Telephone: (603) 225-9858  
Web: [www.stapleslaw.com](http://www.stapleslaw.com)

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Telephone: (603) 319-1731 Ext. 201  
Web: [www.coakleyhyde.com](http://www.coakleyhyde.com)

## **Sheila Zakre**

Zakre Law Office  
Concord, NH  
Telephone: (603) 224-4400  
Web: [www.zlawnh.com](http://www.zlawnh.com)

## **Gregory Van Buiten**

Milton, Vt.  
Telephone: (802) 893-3366  
Admitted in New Hampshire and Vermont

♥ This is not be a complete list of private attorneys who take special education cases. The New Hampshire Bar Association and the Disabilities Rights Center (DRC) may have more updated lists.

NH Bar Association: (603) 224-6942

Web: [www.nhbar.org](http://www.nhbar.org)

Disability Rights Center: (603) 228-0432

Web: [www.drcnh.org](http://www.drcnh.org)

# *Educational Transition Checklist*

This is a quick checklist to keep in mind as the transition from school begins to happen. Everyone has a part to play in successful transitions to adulthood.

## *The Role of the Student*

- Express opinions and exercise choice.
- Attend transition planning and conference meetings.
- Take an active role in meetings, such as issuing invitations, facilitating, taking notes and / or disseminate minutes.
- Listen and be attentive during meetings.
- Be an assertive, tireless self-advocate.
- Participate in self evaluations.
- Be respectful of others in the community, on the job, and at school.
- Gather information about schools and service providers and ask detailed questions along the way.
- Recognize that some jobs, homes, post-secondary education institutions (colleges or universities) and activities are unsatisfactory and not good matches.
- Realize that no job is perfect and that many jobs require some unpleasant work.

## *The Role of the Family*

- Advocate for functional curriculum that will prepare students for work and community life.
- Include goals for community job training, if related to achieving desired outcomes, in your son/daughter's transition plan.
- Investigate post-secondary education options with your son/daughter and get information about admissions requirements, accessibility, adaptations and supports available to students with disabilities.
- Maintain close communication with teachers throughout the school years.
- Attend all transition IEP conferences.
- Communicate the value of work to your son/daughter.
- Emphasize behaviors that will support employment, post-secondary education and community living.
- Visit employment providers and understand the different ways people are supported in employment.
- Visit community living providers in the area include small personalized homes or supported living arrangements.

## *The Role of the School*

- Provide integrated education that emphasizes students' involvement with peers without disabilities and focuses on the building of integrated peer support networks.
- Involve students and parents in selecting valued activities for the transition IEP.
- Provide functional curriculum that emphasizes work, leisure, and personal management activities in a community-based training program.
- Provide curriculum that prepares students with disabilities for post-secondary education.
- Provide a variety of community job training opportunities for all students.
- Develop and disseminate a Transition Manual for students and parents that describes local services.
- Provide parent education and training on current program and post-high school opportunities.
- Communicate and build ties with the business community.
- Develop individualized student resumes and portfolios.
- Identify desired transition outcomes and develop a transition plan for each student as part of the IEP process.
- Initiate an interagency agreement to establish timelines and responsibility for transition planning activities.

## *The Role of Adult Service Providers*

- Participate in formal transition planning meetings for high school students; provide requested information and follow through with applications for service.
- Work with school personnel to overlap services during the students' last year.
- Collect and disseminate information on service recipient outcomes in local services.
- Implement programs that reflect professional best practices and support normalized adult lifestyles for individuals with disabilities. In general, adult service programs should be designed to promote economic self-sufficiency, relationships with non-disabled peers, exercise of choice, development of new skills, and community integration.
- Ensure that each student graduates with competitive employment or a job that meets supported employment guidelines, if student desires.

- Adapted from: *A Family Guide to Transition Planning*  
The University Affiliated Program of Indiana

NOTES

People I have spoken with

NOTES

*Children's Health and Supports ...*

*Staying Healthy and Well...*



# Community Health Programs

## *The Child Health Program*

Through this program, the Maternal and Child Health Section funds community health centers and health agencies to provide health care services to children in their community. Services are targeted to low-income, uninsured, or underinsured children. Care is provided through office visits and home visits, and is free or available by a sliding fee scale, depending on the child or family's financial situation.

## *Child and Family Health Support Services*

Eight community health agencies in the state receive funding from the Maternal and Child Health Section to provide "Child and Family Health Support Services". These services are to help families where children may already have a health care provider but need additional services. They can also provide services such as:

- ♦ Helping parents enroll a child on NH Medicaid, if the child is eligible
- ♦ Helping parents with coordinating care and getting other needed services
- ♦ Providing information on topics such as a child's growth, development, and safety, and
- ♦ If the child does not have a health care provider (or "medical home"), or dentist, parents can get help with finding one for their child.

These services are conducted in person or by telephone. Services are available for children up to age 19.

## Community Health Agencies

### *Portsmouth Area*

#### *Families First of the Greater Seacoast*

Portsmouth site: (603) 422-8208

### *Newmarket, Raymond, and Nashua Area*

#### *Lamprey Health Care*

Newmarket site: (603) 895-3351

Raymond site: (603) 895-3351

Nashua site: (603) 883-1626

### *Concord and Hillsboro Area*

#### *Concord Hospital Family Health Center*

Concord site: (603) 227-7200

Hillsboro site: (603) 464-3434

### *New London Area*

#### *New London Hospital Assoc.*

New London site: (603) 863-4100

Newport site: (603) 863-4100

### *Rochester & Dover Area*

#### *Goodwin Community Health Center*

Somersworth: (603) 749-2346

### *Manchester Area*

#### *Manchester Community Health Care:*

(603) 626-9500

*Child Health Services:* (603) 668-6629

*Teen Health Clinic:* (603) 629-9707

### *Conway Area*

#### *White Mt. Community Health Center*

Conway site: (603) 447-8900

### *Berlin Area*

#### *Coos County Family Health Center*

Berlin site: (603) 752-3669

Warren, Littleton, Woodsville and

Whitefield Area

**Ammonoosuc Community Health Services**

Warren site: (603) 764-5704

Littleton site: (603) 444-2464

Woodsville site: (603) 747-3740

Whitefield site: (603) 837- 2333

Franconia site: (603) 823-7078

Colebrook Area

**Indian Stream Health Center**

Colebrook site: (603) 388-2422

Franklin Area

**Health First Family Care Center**

Franklin : (603) 366-1070

Lancaster Area

**Weeks Medical Center**

Lancaster site: (603) 788-2521

Whitefield site: (603) 837-9005

Groveton site: (603) 636-1101

Plymouth Area

**Mid-State Health Center**

Plymouth site: (603) 536-4000

Bristol site: (603) 744-6200

## **Comprehensive Family Support Services**

These services are voluntary community based programs developed to assist children and families by promoting family wellness, decreasing family stressors and preventing child abuse and neglect. Home Visiting New Hampshire (HVNH) is included in this support. It provides health, education, support and linkages to other community services for Medicaid-eligible pregnant women and their families in their homes. Particular emphasis is placed on: adolescents who are pregnant or are new moms; women under age 25 who are pregnant or who are new moms; women pregnant with their first child; women at risk for having problems during their pregnancy and pregnant women or mothers with substance abuse problems

Belknap County

**CAP Belknap/Merrimack Counties, Inc.**

(603) 225-3295

Cheshire County

**Home Health Care, Hospice and Community Svc.**

(603) 352-2593

Conway Area

**Children's Unlimited, Inc.**

(603) 447-6356

Carroll County

**Central NH VNA & Hospice**

(603) 569-2729

Coos and Grafton County

**The Family Resource Center at Gorham**

(603) 466-5190

City of Manchester, Hillsborough, Merrimack &

Rockingham Counties

**Child and Family Services of NH**

(603) 518-4000

## *Comprehensive Family Support Services.. continued*

*Lakes Region*

*Lakes Region Community Services*  
(603) 581-1571

*Rockingham - Seacoast*

*Families First of the Greater Seacoast*  
(603) 422-8208

*Strafford*

*Community Action Partnership of  
Strafford County*  
(603) 516-8135

*Sullivan*

*Good Beginnings of Sullivan County*  
(603) 542-1848

## ***Early Hearing Detection & Intervention***

In New Hampshire, all hospitals with birth facilities offer newborn hearing screening before babies go home. Babies who do not pass their hearing screening are referred for hearing testing by qualified audiologists.

Hearing screening is quick, easy, and does not hurt. Many infants sleep through the screening. Special hearing screening equipment is needed. Hospitals use Oto Acoustic Emissions (OAE) or Auditory Brainstem Response (ABR) equipment. An OAE screening uses tiny earphones placed in the infant's ear. It is done while the baby is sleeping or very quiet. The machine records the ear's response to sound. An ABR screening uses three sensors placed on the infant's head. It is done while the infant is sleeping. The machine measures the brain's response to sound.

Infants who do not pass their hearing screening are referred to *Level I Pediatric Audiology Diagnostic Centers* for special testing. Audiologists at these Centers have the skills and equipment needed to test infants and toddlers. Diagnostic testing results are reported to the infant's primary care provider and the EHDI Program. Babies identified with hearing loss may be referred for other services.

Passing a newborn hearing screening means that the baby could hear at the time of the screening. Hearing loss can occur at any age. A hearing screening should be done any time there is a concern about hearing.

## ***Pediatric Audiology Diagnostic Center***

<i>Elliot Pediatric Audiology Center</i>	3 Alumni Drive, Suite 302 Exeter, NH	(603) 663-2191
<i>DHMC, Audiology Dept.</i>	One Medical Center Drive Lebanon, NH	(603) 650-8123
<i>Professional Audiology Center</i>	62 Portsmouth Ave. Stratham, NH	(603) 778-7620
<i>Southern New Hampshire Rehabilitation Center</i>	460 Amherst Street Nashua, NH	(603) 577-8400

## Pediatric Vision Screening

Cooing, sitting up, and crawling are signs that your baby is growing. Your baby's vision has stages of development too, but the signs marking progress are not so obvious. For many months to come, those little eyes will be the windows he/she uses to learn almost everything about their new world.

Many eye conditions have no symptoms that can be identified by a parent or in a well baby check-up. Early detection is the best way to ensure your child has healthy eyes and appropriate development of vision, now and in the future.

*InfantSEE®*, developed by the American Optometric Association and The Vision Care Institute of Johnson & Johnson Vision Care Inc., is a public health program designed to ensure that eye and vision care becomes an integral part of infant wellness care to improve a child's quality of life. Through InfantSEE participating optometrists provide a no-cost comprehensive infant eye and vision assessment within the first year of life.

To find participating NH optometrist go to: [www.infantsee.org](http://www.infantsee.org)

## Women, Infants & Children Nutrition Services ( WIC )

NH DHHS Office of Community & Public Health

Telephone: (800) 942-4321 or (603) 271-4546 TDD Number - (800) 735-2964

Web: [www.dhhs.state.nh.us/dphs/nhp/wic/index.htm](http://www.dhhs.state.nh.us/dphs/nhp/wic/index.htm)

WIC Nutrition Services administers health and nutrition programs. The WIC Program has locations statewide. There are income guidelines.

**Woman, Infants and Children (WIC):** provides free food and nutritional information to pregnant woman, new mothers, infants and children under the age of 5 years.

**Breastfeeding Promotion and Support:** a public awareness effort to increase awareness of the benefits of breastfeeding for both a mother and an infant as well as to provide resources and support to women breastfeeding. Breastfeeding Promo-Support - (800) 852-3310 Ext. 3858 or (603) 271-3858

♦ **Request for Special Formula** – It is federally required that Medical documentation states that the child has a medical condition that requires the use of special formula and that WIC foods are precluded, restricted, or inadequate to meet their special nutritional needs. The request form can be found on NHDHHS WIC

### WIC Locations

Community Action Program Belknap - Merrimack Counties (Coos & Grafton)	2 Industrial Park Drive Concord NH	(603) 225-2050
Goodwin Community Health (Carroll & Strafford Counties)	311 Route 108 Somersworth NH	(603) 332-4358
Southern New Hampshire Services (Hillsborough & Rockingham)	40 Pine St. - Manchester NH 134 Allds St. - Nashua	(603) 668-8010 (603) 889-3440
Southwestern Community Services (Cheshire and Sullivan)	63 Community Way - Keene NH	(603) 352-7512

## *Healthy Homes and Lead Poisoning Prevention Program*

NHDHHS Division of Public Health Services

Telephone: (800) 852-3345 X 4507 or (603) 271-4507

Web: [www.dhhs.state.nh.us/dphs/bchs/clpp/index.htm](http://www.dhhs.state.nh.us/dphs/bchs/clpp/index.htm)

The program is a resource for NH residents who need help addressing the hazards of lead in their children's environment. The program provides nurse case management for lead poisoned children, environmental inspections for lead poisoned children as well as many other public health roles. Their publications page on the website has many resources.

## *Immunization Program*

NHDHHS Division of Public Health Services

Telephone: (800) 852-3345 X 4482 or (603) 271-4482

Web: [www.dhhs.state.nh.us/dphs/immunization/index.htm](http://www.dhhs.state.nh.us/dphs/immunization/index.htm)

The program promotes immunization initiatives for children and adults to assure the opportunity for a lifetime of protection from vaccine preventable diseases. Information about NH Statutes and laws pertaining to immunizations required for school and day care entry.

## *Children and Youth with Special Health Care Needs*

### *Special Medical Services*

NHDHHS Division of Developmental Disabilities

Telephone: (800) 852-3345 Ext. 4488 or (603) 271-4488

Web: [www.dhhs.state.nh.us/dcbcs/bds/sms/index.htm](http://www.dhhs.state.nh.us/dcbcs/bds/sms/index.htm)

Special Medical Services provides care coordination services; support for child development and neuromotor clinics; nutritional and feeding/swallowing consultation; psychological, physical therapy services; and medical financial services to children with special health care needs (CSHCN). Children with special health care needs are those who have, or are at increased risk for, chronic physical, developmental, behavioral, or emotional conditions, which require health and related services of a type beyond that, required by children generally. SMS serves children under the age of 21 years.

# Healthcare Insurance Resources

## Health Care Financing

Health insurance is essential for children and youth with special healthcare needs (CSHCN). Without it there would be limited access to diagnostic testing, primary care, specialty care, hospital services, prescription drugs, therapies, mental health services, durable medical equipment and supplies, hearing aids and other health-related services. Being able to access services is critical for detecting and monitoring health problems, preventing the deterioration of physical or behavioral/mental health, and maximizing a child's potential to learn, play and develop with his or her peers. Some services can make the difference between quality and quantity of life.

*Health Insurance in NH is changing! We hope this broad overview is helpful, but please note... for more detailed information call or read online from the organizations listed.*

**ACA – Patient Protection and Affordable Care Act and the Health Care and Education Reconciliation Act** - In March of 2010, the Patient Protection and Affordable Care Act and the Health Care and Education Reconciliation Act (ACA) became law. These new laws together make up health care reform, otherwise known as the new health law.

As of September 23, 2010, health insurance plans can no longer limit or deny benefits or deny coverage outright for a child younger than age 19 simply because the child has a "pre-existing condition" and health plans will no longer be able to put a lifetime dollar limit on most benefits. The new law helps make wellness and prevention services affordable and accessible by requiring health plans to cover many preventive services without charging a co-payment, co-insurance, or deductible. Another big change is that youth up to the age of 26 can remain on their parents' health insurance. New Hampshire families are already benefiting from these new protections.



The *Covering New Hampshire* website is a statewide effort by the New Hampshire Health Plan, to give Granite Staters a place to learn about the Health Insurance Marketplace and the new, affordable health insurance plans that are now available.

Covering NH makes the process of getting insurance through the Marketplace as easy as possible by helping consumers understand the new health care law and how it affects them and providing details about the new health insurance plans that are available to Granite Staters through the Marketplace.

Web: <http://coveringnewhampshire.org>

## Covering NH–In–Person Assisters

Free professional in-person assisters are located throughout the state.

### Belknap County

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Health First Family Care Center  
22 Strafford Street  
Laconia, NH  
Tel: (603) 934-1464 ext 119

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ServiceLink of Belknap County  
67 Water Street, Suite 105  
Laconia, NH  
Tel: (603) 528-6945

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## Covering NH - In-Person Assisters

### Carroll County

White Mountain Community Health Center  
298 White Mountain Highway  
Conway, NH  
Tel: (603) 447-8900

ServiceLink of Carroll County  
448 White Mountain Highway (Tamworth)  
Chocorua, NH  
Tel: (603) 323-2043

### Cheshire County

ServiceLink of Monadnock Region  
105 Castle Street  
Keene, NH  
Tel: (603) 357-1922

Planned Parenthood of Northern NE - Keene  
8 Middle Street  
Keene, NH  
Tel: (1-866) 476-1321

### Coos County

North Country Health Consortium - Groveton/  
Northumberland  
170 Middle St., Lancaster, NH  
31 State St., Groveton, NH  
Call Weeks Medical Center for Appointments:  
Tel: (603) 788-5095

Ammonoosuc Community Health Services -  
Whitefield  
14 King Square  
Whitefield, NH  
Tel: (603) 444-8108; (603) 444-8109

Coos County Family Health Services, Inc. - Gorham  
2 Broadway Avenue  
Gorham, NH  
Tel: (603) 752-3669, Ext. 4016, Ext. 4037, Ext. 4036

Indian Stream Health Center - Colebrook  
141 Corliss Lane  
Colebrook, NH  
Tel: (603) 388-2427; 603-388-2414

North Country Health Consortium - Colebrook  
262 Cottage Street, Suite 230  
Littleton, NH  
Tel: (603) 259-3700

Coos County Family Health Services, Inc. - Berlin  
59 Page Hill Road  
Berlin, NH  
Tel: (603) 752-3669, Ext. 4016, Ext. 4037

Coos County Family Health Services, Inc. - Berlin  
133 Pleasant Street  
Berlin, NH  
Tel: (603) 752-3669, Ext. 4016, Ext. 4037, Ext. 4036

ServiceLink of Coos County  
610 Sullivan Street, Suite 6  
Berlin, NH  
Tel: (603) 752-6407, Ext. 1605

### Grafton County

Ammonoosuc Community Health Services - Woodsville  
79 Swiftwater Road  
Woodsville, NH  
Tel: (603) 444-8108; 603-444-8109

Ammonoosuc Community Health Services - Warren  
Route 25, Main Street  
Warren, NH  
Tel: (603) 444-8108; 603-444-8109

## Covering NH - In-Person Assisters

### Grafton County

<p>Mid-State Health Center - Plymouth 101 Boulder Point Drive Plymouth, NH Tel: (603) 238-3503; (603) 238-3598</p>	<p>Ammonoosuc Community Health Services - Littleton 25 Mt Eustis Road Littleton, NH Tel: (603) 444-8108; (603) 444-8109</p>
<p>Littleton Regional Hospital 600 St Johnsbury Road Littleton, NH Tel: (603) 444-9560</p>	<p>ServiceLink of Grafton County - Littleton 262 Cottage Street Suite G-25 Littleton, NH Tel: (603) 444-4498</p>
<p>North Country Health Consortium - Littleton 262 Cottage Street, Suite 230 Littleton, NH Tel: (603) 259-3700, Ext. 239, Est. 229, Ext. 253</p>	<p>Planned Parenthood of Northern New England 89 S Main Street West Lebanon, NH Tel: (1-866) 476-1321</p>
<p>ServiceLink of Grafton County - Lebanon 10 Campbell Street Lebanon, NH Tel: (603) 448-1558</p>	<p>Ammonoosuc Community Health Services - Franconia 155 Main Street Franconia, NH Tel: (603) 444-8108; (603) 444-8109</p>
<p>Mid-State Health Center - Bristol 859 Lake Street Bristol, NH Tel: (603) 238-3503; (603) 238-3586; (603) 238-3587</p>	

### Hillsborough County

<p>Health Care for the Homeless 199 Manchester Street or 100 McGregor St. Manchester, NH Tel: (603) 663-8155</p>	<p>The River Center 46 Concord Street Peterborough, NH Tel: (603) 924-6800</p>
<p>Harbor Care Clinic, Harbor Homes 45 High Street Nashua, NH Tel: (603) 204-4428</p>	<p>ServiceLink of Hillsborough County 70 Temple Street Nashua, NH Tel: (603) 598-4709</p>
<p>Manchester Community Health Center 145 Hollis Street Manchester, NH Tel: (603) 626-9500 Ext. 5292</p>	<p>Elliot Hospital 1 Elliot Way Manchester, NH Tel: (603) 663-4764</p>
<p>Bhutanese Community of NH 510 Chestnut Street Manchester, NH Tel: (603) 624-1200</p>	<p>ServiceLink of Hillsborough County 555 Auburn Street Manchester, NH Tel: (603) 644-2240</p>

### *Hillsborough County*

Planned Parenthood of Northern NE - Manchester  
24 Pennacook Street  
Manchester, NH  
Tel: (1-866) 476-1321

### *Merrimack County*

Health First Family Care Center  
841 Central Street  
Franklin, NH  
Tel: (603) 934-1464 ext 119

Bhutanese Community of NH  
90 Airport Road  
Concord, NH  
Tel: (603) 624-1200

ServiceLink of Merrimack County  
2 Industrial Park Drive  
Concord, NH  
Tel: (603) 228-6625

State Employee Association  
105 N State Street  
Concord, NH  
Tel: (603) 271-3411

Community Support Network  
10 Ferry Street, Suite 401  
Concord, NH  
Tel: (603) 229-1982

Bi-State Primary Care Association (PCA)  
525 Clinton Street  
Bow, NH  
Tel: (603) 228-2830 x 160

### *Rockingham County*

Families First Health and Support Center  
100 Campus Drive #12  
Portsmouth, NH  
Tel: (603) 498-4739; 603-422-8208, Ext. 188

ServiceLink of Rockingham County  
30 International Drive, Suite 202  
Portsmouth, NH  
Tel: (603) 334-6594

Planned Parenthood of Northern New England - Exeter  
108 High Street  
Exeter, NH  
Tel: (1-866) 476-1321

Greater Derry Community Health Services  
14 Tsienneto Road  
Derry, NH  
Tel: (603) 425-2545

Planned Parenthood of Northern New England - Derry  
4 Birch Street  
Derry, NH  
Tel: (1-866) 476-1321

ServiceLink of Rockingham County  
8 Commerce Drive, Unit 802  
Atkinson, NH  
Tel: (603) 893-9769

### *Strafford County*

Goodwin Community Health  
311 New Hampshire 108  
Somersworth, NH  
Tel: (603) 516-2556

ServiceLink of Strafford County  
1 Old Dover Road Suite 6  
Rochester, NH  
Tel: (603) 332-7398

## Covering NH - In-Person Assisters

### *Strafford County*

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Wentworth- Douglass Hospital  
789 Central Avenue  
Dover, NH  
Tel: (603) 740-3234

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### *Sullivan County*

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ServiceLink of Sullivan County  
1 Pleasant Street Suite 105  
Claremont, NH  
Tel: (603) 542-5177

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Planned Parenthood of Northern NE - Claremont  
136 Pleasant Street  
Claremont, NH  
Tel: (1-866) 476-1321

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## *New Hampshire Health Protection Program*

In 2014, changes in state law created the *New Hampshire Health Protection Program*, a part of the New Hampshire Department of Health and Human Services. The Health Protection Program is a federally-funded, locally-managed health program that expands coverage to low-income NH residents so they may enroll in a health insurance plan at little or no cost.

Even if you already have health insurance, you may still be eligible to sign up for coverage through the Health Protection program, substantially reducing your monthly costs for health insurance. And if you're not already covered, you may be eligible to get covered.

The New Hampshire Health Protection Program provides health coverage through two new programs.

The *Health Insurance Premium Payment Program (HIPP)*, is for those who have access to health insurance through an employer. If you or someone in your family has access to health insurance through an employer, you may qualify for help in covering your insurance costs. If you are eligible for HIPP, the Health Protection Program will pay your share of the insurance costs directly to your employer.

The *Bridge Program*, is for those who don't have access to health insurance through an employer or if you don't qualify for the HIPP, you may be eligible to sign up for a health insurance plan through New Hampshire's Medicaid Care Management Program at no cost.

While coverage will vary depending which option you're eligible for, all of the coverage options available through the New Hampshire Health Program are required to cover services like regular check-ups with your doctor, emergency room visits, prescription drugs, visits to specialists, and more.

### Eligibility for the Health Protection Program

- Ages 19 to 65
- Who are not:
  - Pregnant
  - Entitled to/enrolled in Medicare Part A or B
  - Otherwise eligible/enrolled in coverage under State's Medicaid plan
- Resources (assets, savings etc.) are excluded

## Eligibility for the Health Protection Program... continued

Household income is at or below the following levels:

Household Size	Monthly Income	OR	Annual Income
1	\$1,342		\$16,105
2	\$1,809		\$21,707
3	\$2,276		\$27,310
4	\$2,743		\$32,913
5	\$3,210		\$38,516

\* For each additional household member, add \$450 per month or \$5,400 per year, up to a household size of 8 people

To apply for coverage through the Health Protection Program:

- ♥ Online: visit [www.nheasy.nh.gov](http://www.nheasy.nh.gov) Hours: 6:00AM and 12:00AM (midnight) 7 days a week
- ♥ By phone: Call the Medicaid Service Center at 1-888-901-4999 where you will receive personalized assistance and can get your questions answered Hours: 8:00AM to 4:00 PM Monday - Friday
- ♥ Submit a paper application: Visit a DHHS District Office or download an application at: [www.dhhs.nh.gov/dfa/apply.htm](http://www.dhhs.nh.gov/dfa/apply.htm)

## The New Hampshire Insurance Department

Consumer Division

21 Fruit St. Suite 14

Concord, NH 03301

Telephone: (800) 852-3416 or (603) 271-2261

Web: [www.nh.gov/insurance](http://www.nh.gov/insurance)

Information about companies offering Health Insurance in NH; Individual Health Plans; Medical Savings Accounts (MSA); IRS information on MSAs; Short Term Medical Plans; Health Maintenance Organizations in New Hampshire; Long-Term Care Insurance; Small Group Health Plans (1-50) as well as legal information can be accessed through the NH Insurance Department.

## NH Medicaid

New Hampshire Medicaid is a federal and state funded insurance program that serves individuals and families who meet financial and other eligibility requirements. Medicaid for children, ages 0-19 provides a full range of health and dental services to eligible children at no cost to the family. A child will receive care from doctors, dentists and health care providers who are contracted as Medicaid Providers.

The Division of Family Assistance (DFA) determines Medicaid financial eligibility and all non-financial eligibility, with the exception of medical necessity determinations, for the following groups: children under the age of 19, pregnant women, low-income families with children, individuals who are blind, refugees, non-citizens, seniors, and adults with disabilities.

**Eligibilities:** In order to be eligible a family must meet income and resource limits

- ♦ *Children's Medicaid (CM):* provides free health and dental coverage for children up to age 19 with

## *NH Medicaid... continued*

family income no higher than 300% of the federal poverty income limits (i.e. family of four with a gross monthly income of \$5,888).

- ♦ *Home Care for Children with Severe Disabilities (HCCSD)*: (Often called "Katie Beckett") is for children with severe disabilities up to age 19 whose medical/behavioral disability is so severe that they qualify under a medical determination for Social Security Supplemental Income eligibility and for institutional care, but who are being cared for at home. Only the income and resources of the child are counted towards eligibility for this program.
- ♦ *Medicaid for Adults ages 19-21 yrs.*: Children with special challenges may be eligible to continue coverage through the Aid to the Permanently and Totally Disabled (APTD) or Aid to the Needy Blind (ANB) eligibilities with the same benefits until the age of 21. After turning 21 yrs., benefits change.
- ♦ *Aid to the Needy Blind (ANB)*: a category of eligibility that requires an individual (child or adult) to be diagnosed as legally blind. The visual acuity in the better eye can be no greater than 20/200.
- ♦ *Aid To The Permanently and Totally Disabled (APTD)*: When a person turns 18 years old, Medicaid considers them an adult. Eligibility for Medicaid is based on income and assets as well as medical condition. An adult applying for Medicaid must have a severe, impairing health condition that has lasted and is expected to last for a minimum of 48 months (4 years) and have income levels at or below poverty level with assets (savings account, trust, etc) below \$1,500. If a person is working and their income is too high for this program, but they still qualify medically, they may qualify for Medicaid for Employed Adults with Disabilities or MEAD.
- ♦ *Medicaid for Employed Adults with Disabilities (MEAD)*: provides Medicaid coverage to adults with disabilities who are working and who would not otherwise be financially eligible for Medicaid. MEAD was designed to allow individuals with disabilities to increase their working income and have higher resource limits.

## *Applying for New Hampshire Medicaid*

The Division of Family Assistance now offers NH EASY, New Hampshire's Electronic Application System. You can apply or reapply for assistance, check eligibility, report changes, track your application status and more by visiting the NH EASY web page. Applications can also be done at field offices called NHDHHS, District Offices (DO'S), see page 94 for listing.

## *When You Receive NH Medicaid*

Once you have been found eligible for Medicaid you may be required to participate in a Care Management program. The Medicaid Care Management (MCM) program uses two Care Management Health Plans. Each Health Plan has its own network of doctors, nurses and other providers. These health plans cover the same services that NH Medicaid does and they also offer optional services, programs, and other extras including wellness and prevention programs.

You will be asked to pick from these Health Plans:

- New Hampshire Healthy Families - Member Services: 1-866-769-3085 ([www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com))
- Well Sense Health Plan - Member Services: 1-877-957-1300 ([www.wellsense.org](http://www.wellsense.org))

For more information about NH's Medicaid Care Management go to the NH Department of Health and Human Services website at: [www.dhhs.nh.gov](http://www.dhhs.nh.gov)

# Community Health Resources

## *New Hampshire Family Voices*

### *Family To Family Health Information and Education Center*

Concord, NH

Telephone: (800) 852-3345 X4525 or (603) 271-4525

Web: [www.nhfv.org](http://www.nhfv.org)

NHFV is an organization that helps families of children and youth with special health care needs (CYSHCN) and the professionals who serve them. NHFV staff members understand the issues that families face, provides guidance, offers a multitude of resources, and taps into a network of other families and professionals for collaborative supports, information, and training. NHFV offers a lending library with a specialty in children's books on specific conditions and disabilities, sibling relationships, behavior and social issues. Publishes a free newsletter "Pass It On".

## *Partners In Health*

Concord, NH

Telephone: (800) 656-3333 or (603) 271-4508

Web: [www.dhhs.state.nh.us/dcbcs/bds/sms/pih/index.htm](http://www.dhhs.state.nh.us/dcbcs/bds/sms/pih/index.htm)

Partners in Health (PIH) is a statewide community-based program that provides support to families of children with chronic health conditions or young adults themselves, regardless of income. The program also provides community events, education, and resource access. Partners in Health is one of the programs available through Special Medical Services for children and youth with special health care needs and their families.

Eligibility: PIH serves families in New Hampshire who have a child from birth to 21 with a chronic physical health condition that:

- ♦ Is certified by a physician;
- ♦ Is expected to last for 12 months or longer; and
  - Affects the child's ability to function daily; and/or
  - Requires frequent and intensive medical care; and
- ♦ Is not a developmental disability, mental illness, obesity, or dental condition alone.

<i>Partners In Health Contact</i>	<i>Region and Towns Served</i>
<i>Child and Family Services</i> Lancaster, NH Telephone: (603) 788-4172 Web: <a href="http://www.cfsnh.org">www.cfsnh.org</a>	<i>Region 1 Berlin/Lancaster</i> Berlin, Carroll, Clarksville, Colebrook, Columbia, Dalton, Dixville, Dummer, Errol, Gorham, Grovetown, Jefferson, Lancaster, Milan, Northumberland, Pittsburg, Randolph, Shelburne, Stark, Stewartstown, Stratford, Wentworth, Whitefield.

<i>Partners In Health Contact</i>	<i>Region and Towns Served</i>
<p><b><i>Child And Family Services</i></b>  West Lebanon, NH  Telephone: (603) 618-4358  Web: <a href="http://www.cfsnh.org">www.cfsnh.org</a></p>	<p><b><i>Region 2 &amp; 12 Upper Valley</i></b>  Acworth, Charlestown, Claremont, Cornish, Croydon, Goshen, Grantham, Langdon, Lempster, Newport, Plainfield, Springfield, Sunapee, Unity, Washington.</p>
<p><b><i>Central NH VNA &amp; Hospice</i></b>  Laconia, NH 03246  Telephone: (603) 624-8444 X 846  Web: <a href="http://www.centralvna.org">www.centralvna.org</a></p>	<p><b><i>Region 3 Laconia</i></b>  Alexandria, Alton, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Ellsworth, Gilford, Gilmanton, Groton, Hebron, Holderness, Laconia, Meredith, New Hampton, Plymouth, Rumney, Sanbornton, Thornton, Tilton, Wentworth.</p>
<p><b><i>Community Bridges</i></b>  Concord, NH  Telephone: (603) 225-4153  Web: <a href="http://www.communitybridgesnh.org">www.communitybridgesnh.org</a></p>	<p><b><i>Region 4 Concord</i></b>  Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Danbury, Deering, Dunbarton, Epsom, Franklin, Henniker, Hill, Hillsboro, Hopkinton, Loudon, Newbury, Northfield, Pembroke, Pittsfield, Salisbury, Sutton, Warner, Weare, Webster, Wilmot, Windsor.</p>
<p><b><i>Monadnock Developmental Services</i></b>  Keene, NH  Telephone: (603) 352-1304  Web: <a href="http://www.mds-nh.org">www.mds-nh.org</a></p>	<p><b><i>Region 5 Keene</i></b>  Alstead, Antrim, Bennington, Chesterfield, Dublin, Fitzwilliam, Frankestown, Gilsum, Greenfield, Greenville, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Lyndeborough, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury, Sharon, Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Walpole, Westmoreland, Winchester.</p>
<p><b><i>Gateways Community Services</i></b>  Nashua, NH  Telephone: (603) 459-2744  Web: <a href="http://www.gatewayscs.org">www.gatewayscs.org</a></p>	<p><b><i>Region 6 Nashua</i></b>  Amherst, Brookline, Hollis, Hudson, Litchfield, Mason, Merrimack, Milford, Mont Vernon, Nashua, Wilton.</p>
<p><b><i>VNA of Manchester and Southern NH</i></b>  Manchester, NH  Telephone: (603) 622-3781  Web: <a href="http://www.manchestervna.org">www.manchestervna.org</a></p>	<p><b><i>Region 7 Manchester</i></b>  Auburn, Bedford, Candia, Goffstown, Hooksett, Londonderry, Manchester, New Boston</p>

<i>Partners In Health Contact</i>	<i>Region and Towns Served</i>
<p><b><i>Families First Health Center</i></b>  Portsmouth, NH  Telephone: (603) 422-8208  Web: <a href="http://www.familiesfirstseacoast.org">www.familiesfirstseacoast.org</a></p>	<p><b><i>Region 8 Portsmouth</i></b>  Brentwood, Deerfield, East Kingston, Epping, Exeter, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, North Hampton, Northwood, Nottingham, Portsmouth, Raymond, Rye, Seabrook, South Hampton, Stratham</p>
<p><b><i>Community Partners</i></b>  Dover, NH  Telephone: (603) 516-9300  Web: <a href="http://www.bhdssc.org">www.bhdssc.org</a></p>	<p><b><i>Region 9 Dover</i></b>  Barrington, Dover, Durham, Farmington, Lee, Madbury, Middleton, Milton, New Durham, Rochester, Rollinsford, Somersworth, Strafford</p>
<p><b><i>Gateways Community Services</i></b>  Nashua, NH  Telephone: (603) 459-2763  Web: <a href="http://www.gatewayscs.org">www.gatewayscs.org</a></p>	<p><b><i>Region 10 Derry</i></b>  Atkinson, Chester, Danville, Derry, Hampstead, Newton, Pelham, Plaistow, Salem, Sandown, Windham</p>
<p><b><i>White Mountain Community Health</i></b>  Conway, NH  Telephone: (603) 447-4240  Web: <a href="http://whitemountainhealth.org">http://whitemountainhealth.org</a></p>	<p><b><i>Region 11 Conway</i></b>  Albany, Bartlett, Brookfield, Chatham, Conway, Eaton, Effingham, Freedom, Hart's Location, Jackson, Madison, Moultonboro, Ossipee, Sandwich, Tamworth, Tuftonboro, Wakefield, Wolfeboro</p>
<p><b><i>Child and Family Service</i></b>  Littleton, NH  Telephone: (603) 618-4339  Web: <a href="http://www.cfsnh.org">www.cfsnh.org</a></p>	<p><b><i>Region 13 Littleton</i></b>  Bath, Benton, Bethlehem, Easton, Franconia, Haverhill, Landaff, Lincoln, Lisbon, Littleton, Livermore, Lyman, Monroe, Piermont, Sugar Hill, Warren, Waterville, Woodstock .</p>

***Council for Youths with Chronic Conditions***

Concord, NH  
Telephone: (603) 271-7045  
Web: [www.nhcycc.org](http://www.nhcycc.org)

The Council for Children and Adolescents with Chronic Health Conditions was established to analyze the barriers for families of children and adolescents with chronic health conditions in obtaining appropriate and effective community and family-based services and support. The Council works with state and local agencies to improve the capacities of communities to respond to needs of children and adolescents with chronic health conditions and provide support to their families.

### ***Dental Clinic – NH Technical Institute***

31 College Drive  
Concord, NH 03301  
Telephone: (603) 230-4023  
Sponsor: NH Technical Institute  
Web: [www.nhti.edu/dental-clinic](http://www.nhti.edu/dental-clinic)

Low cost check-ups and general oral prophylaxes. NHTI's dental hygiene students under supervision of faculty, provide services to the public which include oral prophylaxes exams, x-rays, and the application of sealants. Clinic open to all New Hampshire residents at nominal fee of \$25 for adults and \$15 for children (sealants \$8.00 per tooth).

### ***Home Care Association of New Hampshire (HCANH)***

8 Green Street, Suite 2  
Concord, NH 03301  
Telephone: (800) 639-1949 or (603) 225-5597  
Web: [www.homecarenh.org](http://www.homecarenh.org)

The Home Care Association of New Hampshire (HCANH) represents licensed agencies that provide in-home health care and supportive services to individuals living in New Hampshire. HCANH helps families and other health care providers by offering information about home health options and resources to connect them to home care agencies in their communities.

### ***Crotched Mountain Children's Specialty Hospital***

1 Verney Drive  
Greenfield, NH 03047  
Telephone: (800) 258-1466 or (603) 347-3311  
Web: [www.crotchedmountain.org](http://www.crotchedmountain.org)

Crotched Mountain offers a full range of clinical and rehabilitation services for children and adults with disabilities. They offer both inpatient and outpatient Services

### ***Children's Hospital at Dartmouth – CHaD***

1 Medical Center Drive  
Lebanon, NH  
CHaD Information Line. (603) 650-KIDS  
Web: [www.chadkids.org](http://www.chadkids.org)

Children's Hospital at Dartmouth offers an array of pediatric sub-specialties, outreach clinics and in hospital supports and services.

### ***Cedarcrest Center for Children with Disabilities***

Keene, NH  
Telephone: (603) 35-3384  
Web: [www.cedarcrestbuild.org](http://www.cedarcrestbuild.org)

Offers inpatient and outpatient (long-term and short term) medical, educational and rehabilitation and therapy services for children birth through age 21.

## Healthy Schools Initiative - NHDHHS, Public Health Services

Web: [www.dhhs.nh.gov/dphs/nhp/children.htm](http://www.dhhs.nh.gov/dphs/nhp/children.htm)

Telephone: (603) 271-4628

Resource for physical and nutritional health with information, and checklists for both parents, teachers and other professionals.

### Northern New England Poison Center: (1-800) 222-1222

The Northern New England Poison Center is your source for fast information and expert advice. Whether you've taken too much medicine, spilled a chemical on your skin or just have a question, you can call or chat online. Website includes prevention, educational materials and information on the 'take back' locations.

### NH Dental Centers with Sliding Fee Scales

<i>Geographic Region</i>	<i>Dental Center</i>	<i>Address</i>	<i>Eligibility Requirements</i>	<i>Telephone</i>
Concord	Concord Hospital Family Health Center	250 Pleasant St. Concord	Adults enrolled as medical patients at the hospital health center	228-7200
Conway	White Mountain Community Health Center	298 White Mt Hwy, Conway	Adults and children enrolled as medical patients at the health center	447-8900
Coos and North Grafton County	Molar Express North Country Health Consortium	7 Main St. Whitefield	Adults and children, insured and uninsured and with Medicaid	837-2643 ext. 604
Dover	Avis Goodwin Community Health Center	19 Rollinsford Rd., Dover	Children and adults who are enrolled in Medicaid and are medical patients of the health center	749-2346
Dover	Wentworth Douglass Community Dental Center	668 Central Ave Dover	Children enrolled in Medicaid and financially eligible adults living in the hospital service area	749-3013
Exeter	Exeter Hospital Core Pediatric Dentistry	5 Hampton Rd. Exeter	Medicaid enrolled and uninsured children living in hospital service area	773-4900
Exeter	Exeter Hospital Core General Dentistry	23 Hampton Rd. Exeter	Low-income adults living in hospital service area	580-7334
Keene	Dental Health Works	69 Island St. # V, Keene	Adults and children living in Cheshire County	358-6624

<i>Geographic Region</i>	<i>Dental Center</i>	<i>Address</i>	<i>Eligibility Requirements</i>	<i>Telephone</i>
Laconia	Lakes Region Hospital, Dental Resource Center	80 Highland St. Laconia	Adults and children enrolled in Health Link	527-7112
Manchester	Poisson Dental Center at Catholic Medical Center	100 McGregor St. Manchester	Medicaid enrolled and uninsured children under 21 years and adults referred from associated agencies	663-6226
Nashua	Greater Nashua Dental Connection	31 Cross St. Nashua	Uninsured or Medicaid enrolled children and adults from Nashua and surrounding towns	879-9314
Portsmouth	Families First of the Greater Seacoast	100 Campus Drive Portsmouth	Children and adults enrolled as medical patients at the health center.	422-8208
Rochester	Avis Goodwin Community Health Center	22 South Main St. Rochester	Child enrolled in Medicaid and adults who are patients of the health center.	332-4249
Sullivan County	Community Dental Care of Claremont	1 Tremont St. Claremont	Adults and children living in Sullivan County	287-1300
Whitefield	Weeks Medical Center, Mountain View Dental	8 Clover Lane Suite 2 Whitefield	Adults and children enrolled as medical patients at Weeks Medical Center.	837-9342
Statewide	Easter Seals Dental Center	555 Auburn St. Manchester	Medicaid enrolled children living in NH	621-3482
Statewide	Tamworth Dental Center	448B White Mountain Highway Tamworth, NH	Medicaid enrolled, uninsured & insured children and adults living in NH	323-7645

♥ NH 211 Website has listings of Dental providers that have sliding fee scales as well as additional programs through hospitals. Contact 2-1-1 Website: [www.211nh.org](http://www.211nh.org)

## Private Duty Nursing/LNA/Home Health Care

There are different types of caregivers who provide home health care services to children with special health care needs. They may be a Registered Nurse (RN), a Licensed Practical Nurse (LPN), or a Licensed Nurse Assistant (LNA). These providers work for home health agencies and their scope of practice is governed by licensure through the NH Board of Nursing ([www.nh.gov/nursing/index.htm](http://www.nh.gov/nursing/index.htm)).

The process for receiving home health services begins with a conversation with your child's primary care doctor. You and your child's doctor will want to discuss the type of home care that would suit your child and the number of hours a day this care is needed. A parent then calls a home health agency and makes a request for services. The Home Health agency will arrange to come to your home, meet you and your child and identify the needs to be addressed in a care plan. The Home Health agency usually contacts your child's doctor who will then write a prescription for home care services.

You, the parent or guardian, should be able to interview and have the final approval of the home based caregiver for your child. You should decide if your child or other family members should participate in the interview and in preparation make a list of questions applicable to the care of your child. Some suggested questions for the interview might be:

- ♥ Where have you worked before?
- ♥ What were your duties?
- ♥ How do you handle people who are angry, stubborn, or fearful?
- ♥ Are you able to lift or transfer from a wheelchair to bed?
- ♥ Is there anything in the job description that you are uncomfortable doing?

Consider what qualities/skills you require and what you can train a good candidate to do. Be sure that you have a chance to watch the interactions between the in-home caregiver and the family member for whom he or she will be providing care.

It is natural to feel nervous and unsure about having someone you may not know come into your home to provide care or other services for your child with special health care needs. To ease your fears and to help you get a good start in your relationship with your child's in-home caregiver, here are some steps to take *before* services begin:

- ♥ Learn as much as you can about the scope or description of services to be provided, and about the agency that employs the person who will be your child's caregiver.
- ♥ Be open and honest about your expectations and discuss them with the agency management. Find out what the agency expects of you.
- ♥ Ask about your rights and options in case you are not satisfied with the care or services your child receives. You may want to ask the agency for a different caregiver or switch to another agency altogether.
- ♥ Talk with other families who use in-home caregivers and learn from their experiences.

## Home Health Care Agencies

♥ These agencies are a starting point. This list may not include all of the agencies in the state that provide home health care services. Always check with your health insurer about a list of home health agencies they cover.

### *Benda HomeCare Solutions*

Portsmouth, NH  
Telephone: (603) 431-0505  
Web: [www.bendahomecare.com](http://www.bendahomecare.com)

### *Concord Regional Visiting Nurse Association*

Concord, NH  
Tel: (603) 224-4093  
Web: [www.crvna.org](http://www.crvna.org)

### *J&K Home Care*

Salem, NH  
Telephone: (603) 893-9214  
Web: [www.jkhomecare.com](http://www.jkhomecare.com)

### *Interim HealthCare*

Keene: (603) 352-7290  
Laconia: (603) 524-7212  
Manchester: (603) 668-6956  
Nashua: (603) 880-4412  
Portsmouth: (603) 436-4155  
West Lebanon: (603) 298-7411  
Web: [www.interimhealthcare.com/newhampshire](http://www.interimhealthcare.com/newhampshire)

### *Maxim Healthcare Service*

Manchester, NH  
Tel: (603) 644-5003  
Web: <http://www.maximhomecare.com>

### *Silver Touch Home Health Care*

(Formerly Nurses PRN)  
Merrimack NH,  
Telephone: (603) 424-9479  
Web: [www.nursesprninc.com](http://www.nursesprninc.com)

## Personal Care Disability Service

### *Granite State Independent Living*

Concord, NH  
Telephone: (603) 228-9680  
Web: <http://www.gsil.org>

**The Personal Care Attendant (PCA) Program** is designed to help people with long-term disabilities control how their own personal care needs are met and the choice to live independently at home.

Services may include: bathing, dressing, toileting, and grooming assistance; nutrition and hydration assistance; mobility assistance; light housekeeping, and meal preparation and cooking. The PCA Services are overseen by a Registered Nurse. Services are provided in the home and/or work. To be eligible for Personal Care Services an individual:

- Must be Medicaid eligible
- Must have a severe physical disability
- Must require a wheelchair for mobility 80% of the time
- Must require at least 2 hours of personal care daily
- Must be 18 years old or older and must be able to direct his or her own care.

## *Out of Home Respite and Residential Options*

### *The Children's Specialty Hospital at Crotched Mountain*

Greenfield, NH

Telephone: (800) 966-2672 or (603) 547-3311, X494

Web: [www.crotchedmountain.org](http://www.crotchedmountain.org)

Crotched Mountain offers a full range of education, clinical, rehabilitation and residential support services for children and adults with disabilities from New Hampshire.

**Residential Services:** Facility for children and adolescents who require acute and sub-acute hospital-level rehabilitation or long-term in-patient care. Typical diagnoses include brain injury, cerebral palsy, neuromuscular disorders, developmental disorders, seizure disorders, late stage degenerative disorders and more. We treat children who are medically fragile and those who have complex medical conditions and feeding and respiratory needs. Many children also come to us for recovery and rehabilitation following orthopedic and other major surgeries.

### *Cedarcrest Center for Children with Disabilities*

Keene, NH

Telephone: (603) 358-3384

Web: [www.cedarcrest4kids.org](http://www.cedarcrest4kids.org)

Cedarcrest is a small, non-profit pediatric facility offering specialized care to children from birth to age sixteen who have a variety of disabilities, including high-risk medical conditions and/or multiple disabilities.

**Residential:** Provides round-the-clock care for up to 26 children with complex medical and developmental needs. A carefully orchestrated daily routine assures individual attention to each child's medical, personal care and developmental needs. This care is coordinated and supervised by the Medical Director and the Director of Nursing Services.

**Respite/Short Term Care:** Cedarcrest provides short-term care, post-operative care, feeding assessments and comprehensive evaluations. Cedarcrest also serves as a transitional placement between hospital and home, providing both the specialized medical care needed by the child as well as training for families around the child's unique medical needs.

## Resources for Specific Conditions and Disabilities

The following is a quick list of agencies, programs and organized groups that provide information and support regarding specific conditions and disabilities here in NH.

<b>AIDS / HIV</b>	
Dartmouth-Hitchcock Medical Center - HIV Program Lebanon, NH (DHMC), Keene,, Manchester, Nashua Web: <a href="http://www.dartmouth-hitchcock.org/hiv/family_hiv_program.html">http://www.dartmouth-hitchcock.org/hiv/family_hiv_program.html</a>	(603) 354-5454 x2185 Phone 2: (603) 650-6060 (603) 650-8840 (603) 629-1752 (603) 577-3478
Merrimack Valley Assistance Program Web: <a href="http://www.mvap.org">www.mvap.org</a>	(603) 226-0607
Greater Manchester STD/HIV Program Web: <a href="http://www.manchesternh.gov/Departments/Health/Clinics/STDHIV-Programs">www.manchesternh.gov/Departments/Health/Clinics/STDHIV-Programs</a>	(603) 624-6466
AIDS Services for the Monadnock Region Web: <a href="http://www.asmronline.org">http://www.asmronline.org</a>	(603) 354-3241
NH Department of Health STD/ HIV Program Web: <a href="http://www.dhhs.state.nh.us/dphs/bchs/std/index.htm">www.dhhs.state.nh.us/dphs/bchs/std/index.htm</a>	(603) 271-4502
Southern NH HIV/AIDS Task Force Web: <a href="http://www.aidstaskforcenh.org">www.aidstaskforcenh.org</a>	(800) 942-7437 (603) 595-8464
AIDS Response Seacoast Web: <a href="http://aidsresponse.org">http://aidsresponse.org</a>	(603) 433-5377
<b>ALBINISM AND HYPOPIGMENTATION</b>	
The National Organization for Albinism and Hypopigmentation (NOAH) Web: <a href="http://www.albinism.org">www.albinism.org</a>	(800) 473-2310 (603) 887-2310
<b>ALLERGIES / ASTHMA</b>	
New England Asthma & Allergy Foundation of America Web: <a href="http://asthmaandallergies.org">http://asthmaandallergies.org</a>	1-877-2-ASTHMA (toll free),(781) 444-7778
Breathe NH ( formally the American Lung Association of NH) Web: <a href="http://www.breathenh.org">www.breathenh.org</a>	(800) 835-8647 (603) 669-2411
<b>ARTHRITIS</b>	
Arthritis Foundation Northern New England Branch Web: <a href="http://www.arthritis.org/new-hampshire">www.arthritis.org/new-hampshire</a>	(603) 224-9322 or (800) 639-2113

## **AUTISM**

NH Council on Autism Spectrum Disorders	Web: <a href="http://www.nhcouncilonasd.org">www.nhcouncilonasd.org</a>
Asperger/Autism Network (AANE) Web: <a href="http://www.aane.org">www.aane.org</a>	(617) -393-3824

## **BLIND / VISUALLY IMPAIRED**

New Hampshire Association for the Blind Web: <a href="http://www.sightcenter.org">www.sightcenter.org</a>	(603) 224-4039
National Federation of the Blind (NFB) of NH Web: <a href="http://www.nfbnh">http://www.nfbnh</a>	(603) 357-4080
NFB Parents of Blind Children Web: <a href="http://www.nhpobc.org">www.nhpobc.org</a>	(603) 892-6355

## **BRAIN INJURY**

Brain Injury Association of New Hampshire Web: <a href="http://www.bianh.org">www.bianh.org</a>	(800) 773-8400 or (603) 225-8400
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## **CANCER**

Childhood Cancer Lifeline Web: <a href="http://www.childhoodcancerlifeline.org">www.childhoodcancerlifeline.org</a>	(603) 645-1489
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## **CARDIAC**

American Heart Association Web: <a href="http://www.heart.org">www.heart.org</a> (search for NH page)	(603) 669-5833
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## **CYSTIC FIBROSIS**

Cystic Fibrosis Foundation (Northern New England) Web: <a href="http://www.cff.org/Chapters/newengland">www.cff.org/Chapters/newengland</a>	(603) 598-8191 or (800) 757-0203
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## **Deaf and Hard of Hearing**

Northeast Deaf and Hard of Hearing Services Web: <a href="http://www.ndhhs.org">www.ndhhs.org</a>	(800) 492-0407 or TTY - 224-0691 or 224-1850
HEAR in New Hampshire Web: <a href="http://www.hearinnh.org">www.hearinnh.org</a>	(603) 624-4464

## **DIABETES**

Juvenile Diabetes Research Foundation Northern New England Branch Web: <a href="http://www.jdrf.org">www.jdrf.org</a>	(603) 222-2006
American Diabetes Association New England Web: <a href="http://www.diabetes.org">www.diabetes.org</a>	(617) 482-4580

## **DOWN SYNDROME**

Northern New England Down Syndrome Congress Web: <a href="http://nnedsc.org">http://nnedsc.org</a>	(603) 479-1589
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## **DWARFISM**

New England Chapter Little People of America	Web: <a href="http://www.lpadistrictone.org">www.lpadistrictone.org</a>
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## **FRAGILE X**

National Fragile X Foundation - Northeast Region Web: <a href="http://www.fragilexma.org">http://www.fragilexma.org</a>	(617) 858-0392
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## **HEMOPHILIA**

New England Hemophilia Association Web: <a href="http://www.newenglandhemophilia.org">www.newenglandhemophilia.org</a>	(781) 326-7645
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## **LIVER**

American Liver Foundation New England Chapter Web: <a href="http://www.liverfoundation.org/chapters/newengland">www.liverfoundation.org/chapters/newengland</a>	(617) 527-5600
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## **MENTAL HEALTH**

National Alliance for the Mentally Ill NH Chapter Web: <a href="http://www.naminh.org">www.naminh.org</a>	(800) 242-6264 (603) 225.5359
Granite State Federation of Families for Children's Mental Health Web: <a href="http://www.gsffcmh.org">www.gsffcmh.org</a>	(603) 296-0692

## **MULTIPLE SCLEROSIS**

National MS Society New England Chapter Web: <a href="http://www.nationalmssociety.org">www.nationalmssociety.org</a>	(800) 344-4867
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## **MUSCULAR DYSTROPHY**

Muscular Dystrophy Association  
Web: [www.mdausa.org](http://www.mdausa.org)

(603) 471-2722

## **PRADER - WILLI SYNDROME**

Prader-Willi Syndrome Assoc. of New England  
Web: [www.pwsane.org](http://www.pwsane.org)

(800) 926-4797

(603) 627-2775

## **RETINOBLASTOMA**

Retinoblastoma New England

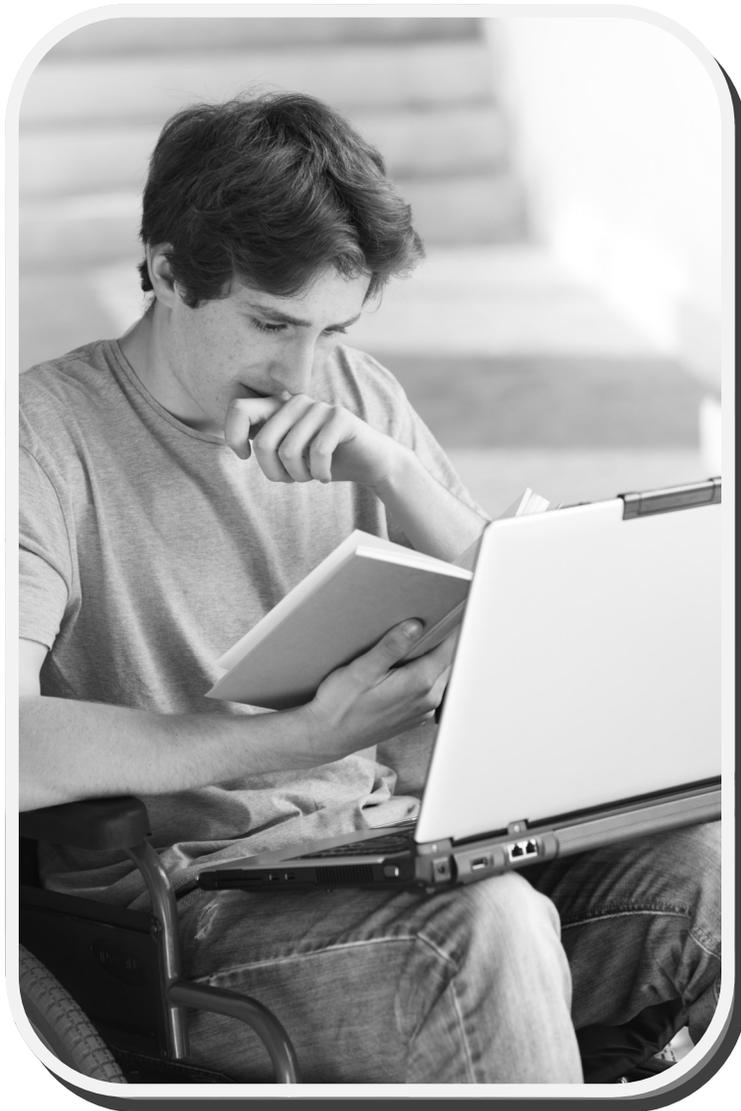
<http://rbne.wordpress.com>

## **SPINAL CORD INJURY**

NH Chapter National Spinal Cord Injury  
Association  
Web: [www.gsil.org](http://www.gsil.org)

(603) 228-9680

# *Transitioning to Adulthood.....*



# How To Find and Use Adult Health Care Providers

As you move into adulthood and if you have had a pediatrician, you will need to look for an adult doctor. Moving to a different town due to school or a change of employment will also create a need to find a new doctor, especially if you happened to grow up with chronic health condition. So, how do you find a doctor who will meet your medical needs, who will be covered by your health plan, and who will give you the care you are looking for?

Before you start looking for a new doctor, think about what you want:

- Is where the office located important? Will you need help with transportation?
- Do you need an office that is wheelchair accessible or do you need other special assistance in the doctor's office?
- Are office hours convenient? How do you contact the doctor at other times?
- What hospital do you want to use, and is this doctor on the staff there?
- Do you want someone who will take time with you during an office visit or are you comfortable being seen by someone who is "good" in his or her field but perhaps does not have the best bedside manner?
- Is it important that this new doctor is knowledgeable about your special health care needs or do you think you can provide that information or connect the new doctor with those who could provide medical insight?

Ways to look for a new doctor include:

- ♦ Ask your current doctor.
- ♦ Check out the doctor your parents or other family members see.
- ♦ Call a family support group or adult disability agency and check around.
- ♦ Ask adults who have health needs similar to yours for recommendations.
- ♦ Refer to your health insurance company booklet of approved providers.
- ♦ Ask a Vocational Rehabilitation or Independent Living Center counselor.
- ♦ Contact the Medical Society, or American Academy of Family Practitioners.

Since your wellness depends on the medical services you receive, it is important that you are comfortable talking with your new doctor and feel that he or she understands your concerns.

Consider scheduling a "get-acquainted" interview before you make a final choice of a new doctor. You will have to pay for this visit, as it is NOT covered by insurance benefits. An ideal interview time is about 15 minutes and should not waste your time or the doctor's.

The best time to see a new physician is when your health condition is stable so you aren't asking for crisis care while seeing if you can develop a working relationship.

Think about (and write down) questions that are important to you:

- ♦ Is the doctor knowledgeable about your health issues and/or willing to learn from you and from previous doctors?
- ♦ Do you like the communication style with the doctor and in the office?
- ♦ Are you satisfied with office practices and access during an emergency or in urgent situations?
- ♦ Do you have access to hospitals and specialists if you need them?

Doctors who like to care for children are different from doctors who like to care for adults. For this reason, young adults seeking health care need certain skills:

- ♦ Ability and willingness to tell the doctor about your history, current symptoms, lifestyle, and self-care in just a few minutes (including carrying your own records and a summary of your medical history).
- ♦ Ability to ask questions about your condition and how it will affect your school, work, recreation, and social life.
- ♦ Ability to tell the doctor about your needs for education, technology, and accommodations and how your condition affects or might be affected by these.
- ♦ Willingness to follow medical recommendations that have been mutually developed by you and your doctor.
- ♦ More independence in following up with referrals and keeping all agencies informed.
- ♦ More involvement in keeping yourself well with diet and weight control, exercise and recreation, following medication, treatment and hygiene regimens, limiting risk-taking behaviors (such as drinking alcohol, smoking, taking non-prescription drugs, or unsafe sexual practices), and getting help when you feel angry, lonely, or sad for long periods.
- ♦ Being more aware of your physical and mental health symptoms and health needs before you have a serious medical crisis and knowing when to inform your doctor.
- ♦ Developing a plan of action for when you need emergency care: when to consult with the doctor, what hospital to report to, what care you want and do not want, and naming someone who can let your wishes be known if you cannot (Health Care Durable Power of Attorney, see page 89).
- ♦ Understanding how the health care benefits / insurance plan you have works for you: when to call for pre-approval, how to get reimbursements, what services are not covered, and how to file an appeal if you do not agree with decisions from the plan.
- ♦ Recognizing that as you become more capable in directing your care that you, not your parents, should make medical appointments, be the most knowledgeable about your health needs, know when to seek guidance in solving problems, and demonstrate that you are capable and competent and ready for adulthood!

Reprinted from KY Commission for Children with Special Health Care Needs, KY TEACH Project 9/6/01

# Health Transition Resources

## *NH Family Voices*

Family to Family Health Information and Education Center  
129 Pleasant St.  
Concord, NH 03301  
Tel: (800) 852-3345 Ext 4525 or 271-4525  
Web: [www.nhfv.org](http://www.nhfv.org)

Assistance with healthcare financing, workshops and materials on healthcare transition, lending library of books for parents and adolescents on educational and health transition, sexuality, and independent living.

## *Youth for Education, Advocacy and Healthcare (YEAH)*

NH Family Voices  
Web: <http://yeah-councilnh.com>

YEAH Council comes together monthly to discuss issues involved in what it means to be a young adult with a chronic health condition, and how best to make the transition to the adult health care system. They work to educate other youth on how to handle their transition to adulthood, as well as educating the medical professionals about what they can do to facilitate the transition.

## *Steps Toward Adult Responsibility (STAR)*

Special Needs Support Center of the Upper Valley  
12 Flynn St.  
Lebanon, NH 03766  
Tel: (603) 448-1268  
Web: <http://snsc-uv.org/activities>

Teens in the program must be in grades 8 through 12 and have non-intellectual conditions. These conditions include but are not limited to: asthma, cancer, cardiology conditions, cerebral palsy, Crohn's disease/colitis, cystic fibrosis, diabetes, hearing impairment, juvenile rheumatoid arthritis, seizure disorders, and spina bifida. The monthly free dinner meetings are held from late September through May on the Dartmouth Campus from 6:00 to 8:00 pm. Parents participate in a concurrent but separate support group. Special mentor-teen events happen throughout the academic year as well.

## *Special Medical Services*

NHDHHS Division of Developmental Disabilities  
129 Pleasant St,  
Concord, NH 03301  
Telephone: (800) 852-3345 Ext. 4488 or (603) 271-4488  
Web: [www.dhhs.nh.gov/dcbcs/bds/sms](http://www.dhhs.nh.gov/dcbcs/bds/sms)

Services for youth 18-21 yrs. With chronic health, physical, and developmental needs transitioning into adult healthcare systems.

# Adult Education

## *NH Department of Education*

101 Pleasant Street

Concord NH 03301-3860

Telephone: (603) 271-3494

Web: [www.education.nh.gov/career/adult](http://www.education.nh.gov/career/adult)

The Bureau of Adult Education provides grants to school districts and private not-for-profit organizations for the purposes of offering educational services to adults who have not received a high school diploma or GED certificate, or do not read, write or speak English.

Adults are eligible for enrollment in any program supported by the Bureau of Adult Education if they are:

- at least 18 years of age
- have not received a high school diploma or high school equivalency certificate (GED)
- do not speak, read or write English
- are not currently enrolled in school

Programs include:

- Adult Basic Education
- English for Speakers of Other Languages
- Adult Learner Services (Adult Tutorial) Program
- High School Equivalency Preparation GED Testing Program
- Adult Diploma Program
- High School Equivalency Preparation (GED)

## *High School Equivalency Preparation Classes (GED)*

The GED® Tests have changed and are no longer being given in New Hampshire. The New Hampshire Department of Education adopted the HiSET™ Tests developed by Educational Testing Service to assess high school equivalency for NH students, effective January 1, 2014. The GED Testing Program gives adults and out-of-school youth an opportunity to demonstrate their academic skills and to earn the New Hampshire High School Equivalency Certificate.

- Students referred for HiSET testing may remain enrolled in school during the testing process
- HiSET Tests will assess reading, writing, math, science, and social studies
- The complete test battery takes about seven hours and cost \$95.00.
- HiSET Tests require that test-takers do better than 40% of high school seniors in a national random sample (the same standard used for GED Tests in the past.)
- Test-takers who pass all sections of the HiSET test battery will receive the New Hampshire Certificate of High School Equivalency signed by the Commissioner of Education.

In New Hampshire, students aged 16 and 17 can register for HiSET testing only if referred by school officials after demonstrating the ability to pass official practice tests. Referral forms will be similar to those used in the past for GED referrals. The forms are available on the NH Department of Education website. The following pages list the High School Equivalency Preparation Classes and the testing centers found throughout the state.

Bureau of Adult Education

## High School Equivalency Preparation Classes (GED)

City	Sponsor	Telephone/Web
Claremont	Adult Education	(603) 543-4224
Concord	Second Start	(603) 228-1341x4205 <a href="http://www.second-start.org">www.second-start.org</a>
Derry	Derry Center for Adult Learners	(603) 432-1245
Dover	Dover Adult Learning Center	(603) 742-1030 <a href="http://www.dalc-online.org">www.dalc-online.org</a>
Exeter	Exeter Adult Education	(603) 775-8457
Franklin	Franklin Adult Education	(603) 934-5441 X 451
Goffstown	GAP	(603) 497-4841 X 5302
Hillsborough	Project LIFT	(603)464-5285
Keene	Keene Community Education	(603) 357-9041
Laconia	Laconia Adult Education	(603) 524-5712 <a href="http://www.laconiaschools.org/adulted">www.laconiaschools.org/adulted</a>
Littleton	Adult Tutorial Program	(603) 444-6306
Manchester	Center for Adult Learning	(603) 628-6144 X 4130
Nashua	Adult Learning Center	(603) 882-9080 X 207 <a href="http://www.adultlearningcenter.org">www.adultlearningcenter.org</a>
Plymouth	Plymouth ABE/GED Program	(603) 536-1444 X2161
Portsmouth	RCA-Portsmouth Adult Basic Education	(603) 422-8233
Rochester	Dover Adult Learning Center of Strafford County	(603) 742-1030
Salem	Salem School for Continuing Education	(603) 893-7074 <a href="http://www.salemschooldistrictnh.com">www.salemschooldistrictnh.com</a>
Sanbornville/Wakefield	Adult Tutorial Program	(603) 986-1117 or 522-3401

## HiSET Testing Centers in New Hampshire

Contact a local HiSET Testing Center to find out about testing schedules and procedures. Register for HiSET testing by setting up an account through the HiSET website at [www.hiset.org](http://www.hiset.org). Schedule and pay for tests at the local testing center of your choice. You must make a testing appointment in advance. Some local testing centers require that you pass HiSET practice tests before you register for the official tests.

<b>Town</b>	<b>Contact Number</b>
Berlin	(603) 752-1927
Claremont	(603) 543-4224 X 223
Concord	(603) 228-1341 X 4202
Conway	(603) 356-4343
Derry	(603) 432-1245
Dover	(603) 742-1030
Exeter	(603) 775-8457
Franklin	(603) 934-5441 X 3451
Keene	(603) 357-9041
Laconia	(603) 524-5712
Littleton	(603) 638-4325
Londonderry	(603) 432-6941 X 2130
Manchester	(603) 628-6144 X 4130
Nashua	(603) 882-9080
Plymouth	(603) 536-1444
Rochester	(603) 742-1030
Salem	(603) 893-7074
Wakefield	(603) 986-1116

## Bureau of Vocational Rehabilitation

Division of Adult Learning and Rehabilitation

### Bureau of Vocational Rehabilitation

21 S. Fruit St., Suite 20

Concord, NH 03301

Telephone: (603) 271-3471 (V/TTY)

Web: [www.ed.state.nh.us/vr](http://www.ed.state.nh.us/vr)

#### Federal Legislation

Rehabilitation Act of 1973,  
as amended; Title I, Parts A&B,  
Sec. 100-111, 29 U.S.C. 720-731

#### State Regulations

ED 1000

New Hampshire Vocational Rehabilitation (NHVR) is an agency within the Department of Education that helps persons with disabilities help themselves to get a job, keep the job, and develop a lifetime career. NHVR has seven regional offices throughout the state designed to assist persons who have physical, mental, emotional and learning disabilities.

A person is eligible if:

They have a disability, and their disability creates substantial problems in preparing for a job, getting a job, or keeping a job, and they require VR services to become employed or to stay employed.

Applying for VR services, is done through the local VR office. Tell them you have a disability and need help getting a job. You will get some initial information about VR and an appointment date. At this first appointment you will learn more about VR and we will start the process for determining eligibility.

With current medical information documenting your disability, a determination of eligibility for VR services may be made. For this reason, it would be helpful if any medical records that would assist in this process be brought to the first meeting. Also include any of the following: Transcript of Grades, Current IEP, Current Class Schedule, Vocational Evaluation, OT/PT/Speech Reports, Psychological/Psychiatric Evaluations, WISC/WAIS, Reading Evaluation, and any other disability related records you have on file.

#### Services Available

You will meet with a counselor to develop an employment plan designed to meet your specific needs. Each one of the services in the employment plan should move you one step closer to a chosen job. Not everyone will need every service. Some of the services provided are:

**Diagnostic Testing:** This involves, if necessary, medical or psychological exams. These exams may be used to determine your eligibility for VR services and your needs for specific types of services.

**Vocational Evaluation:** This involves aptitude, interest and other specific tests to assist in planning for the right job.

**Vocational Counseling:** Your counselor will help you decide which work opportunities are best for you. This may lead to training, including On-the-Job Training, Technical Training, and Academic Training.

**Job Placement:** These services help you learn the skills to find and keep the right job, and may include training in writing a resume, practicing in doing interview, and following job leads.

**Independent Living Services:** Information and Referral, Advocacy, Peer Counseling, Personal Care Attendant Coordination, and Assistive Technology may be available for individuals with severe disabilities.

**Special Services:** Physical and Mental Restoration: If you need medical treatment to correct, improve or prevent deterioration of your disability, this service may be provided so you can work.

**Transition From School to Work:** Transition services refer to the services for children with disabilities that require in order to make a successful adjustment to work and community living.

**Assistive Technology:** VR will supply appropriate application of technological devices to support you in performing in a job situation.

**Supported Employment:** These programs are designed for persons who need long-term support to hold a job in the community. Persons in supported employment are placed in competitive jobs with workers without disabilities and receive ongoing support services.

**Support Services**

- Interpreter Services - may include foreign language, sign language or oral interpreters.
- Transportation - as needed during the VR program for completion of the employment plan.

There is no charge for VR Services, however, customers may be required to financially participate in certain services in their Rehabilitation Program. Customers are also required to take advantage of any insurance or other programs for which they may be eligible.

## *Vocational Rehabilitation Regional Offices*

<p><b>Berlin Regional Office</b> 650 Main St. Berlin, NH 03570 Telephone (888) 300-9550 or (603) 752-2271 (V/TTY)</p>	<p><b>Concord Regional Office</b> 2 Industrial Park Drive, Concord, NH 03301 Telephone: (800) 299-1647 or (603) 271-2327 (V/TTY)</p>	<p><b>Keene Regional Office</b> 103 Roxbury Street, Suite 101 Keene, NH 03431 Telephone: (800) 620-7688 or (603) 357-0266 (V/TTY)</p>
<p><b>Lebanon Regional Office</b> Rivermill Complex 85 Mechanic St., Suite 260A Lebanon, NH 03766 Telephone: (800) 621-7876 or (603) 448-5793 (V/TTY)</p>	<p><b>Manchester Regional Office</b> Millwest Corporate Center 195 McGregor St., Suite 120 Manchester, NH 03103 Telephone: (800) 627-9304 or (603) 669-8733 (V/TTY)</p>	<p><b>Nashua Regional Office</b> 25 Riverside St., Suite 102 Nashua, NH 03063 Telephone: (800) 635-9614 or (603) 889-6844 (V/TTY)</p>
<p><b>Portsmouth Regional Office</b> 215 Commerce Way, Suite 3 Portsmouth, NH 03801 Telephone: (800) 882-2744 or (603) 436-8884 (V/TTY)</p>	<p><b>Services for Blind and Visually Impaired</b> 21 South Fruit St., Suite 20 Concord, NH 03301 Telephone: (800) 581-6881 or (603) 271-3471 (Voice or TTY)</p>	

## *Post - Secondary Education*

### *Institute on Disability/University Affiliated Programs*

University of New Hampshire  
10 West Edge Dr, Suite 101  
Durham, NH 03824-3522  
Telephone: (603) 862-4320 (V/TTY)  
Web: <http://iod.unh.edu>

The Institute has many projects addressing the needs of high school students and young adults with disabilities having success in post-secondary educational settings.

### *Great Bay Community College*

320 Corporate Drive - Business and Training Center  
Portsmouth, NH 03801  
Telephone: (603) 427-7651  
Web: <http://greatbay.edu>

*START Hospitality Certificate* is a Comprehensive Transition Program (CTP) for students with intellectual disabilities. Developed by the American Hotel and Lodging Educational Institute for workforce development, *START* is a one-year 180-hour classroom curriculum and 90 day internship program that gives students the real world knowledge and skills needed for a career in the Hospitality Industry.

*Project SEARCH* is a non-credit, two-semester, school-to-work program for students with cognitive and physical disabilities. Offering total workplace immersion, *Project SEARCH* facilitates a seamless combination of classroom instruction, career exploration and on-the-job training and support.

## *Financial Aid Information*

### *New Hampshire Higher Education Assistance Foundation*

4 Barrell Court  
PO Box 877  
Concord, NH 03302-0877  
Telephone: (800) 525-2577 or (603) 225-6612  
Web: [www.nhheaf.org](http://www.nhheaf.org)

Higher education planning and funding. The NHHEAF Network is comprised of three separate, private, non-profit organizations dedicated to helping families plan and fund education beyond high school.

### *NH Charitable Foundation*

37 Pleasant Street  
Concord, NH 03301  
Telephone: (603) 225-6641  
Web: [www.nhcf.org](http://www.nhcf.org)

Specialized Scholarships - There are many organizations and foundations that provide scholarships and financial assistance to various specific chronic illnesses and conditions.

# Job Training

## *DOE, Division of Adult Learning and Rehabilitation*

### *Bureau of Vocational Rehabilitation (VR)*

21 S. Fruit St., Suite 20

Concord, NH 03301

Telephone: (603) 271-3471 (V/TTY)

Web: [www.education.nh.gov/career/vocational](http://www.education.nh.gov/career/vocational)

Vocational Rehab can assist with transition services that are required in order to make a successful adjustment to work and community living. They supply appropriate application of technological devices to support a person in performing in a job situation. VR also has Supported Employment Programs that are designed for persons who need long-term support to hold a job in the community. Persons in supported employment are placed in competitive jobs with workers without disabilities and receive ongoing support services.

### *NH Employment Security*

32 South Main Street

Concord, NH 03301

Telephone: (800) 852-3400 or (603) 224-3311

Web: [www.nh.gov/nhes](http://www.nh.gov/nhes)

Operates a free public Employment Service through a statewide network of Resource Centers, providing a broad range of assisted and self directed employment and career related services, and labor market information to all clients.

### *Workforce Opportunity Council, Inc.*

64 Old Suncook Road

Concord, NH 03301

Telephone: (603) 228-9500

TDD: (800) 622-9180

Website: [www.nhworks.org](http://www.nhworks.org)

The Workforce Opportunity Council sponsors the *NH Works*

The Workforce Investment Act (WIA) youth programs are designed to help young people ages 14-21 to get a high school diploma or equivalent and to become job ready and career oriented. Programs provide a comprehensive range of services which can include education (tutoring and GED preparation), employment preparation (summer jobs, job shadows, career exploration), leadership development (community service and decision making), and support services (for transportation and other work-related costs). Programs are available for young people still in school as well as for young people who have dropped out of school and need a GED and work skills. Programs are delivered at schools and community-based organizations throughout the state though eligibility requirements must be met to qualify for these programs and programs are not available in every NH community.

Workforce Investment Act (WIA) Adult Services: Young people ages 18 and up are also eligible for all of the WIA services available at the NH Works Centers for adults. There are also eligibility requirements to qualify for these programs.

## *Driver Education*

### *NH Department of Safety*

Division of Motor Vehicles

23 Hazen Drive

Concord, NH 03301

Telephone: (603) 227-4075 Relay NH - (800) 735-2964

Web: [www.nh.gov/safety/dmv](http://www.nh.gov/safety/dmv)

### *Adaptive Driving Associates*

220 Holiday Drive, Suite 24

White River Junction VT 05001

Telephone: (802) 296-2004

Covers the greater Lebanon area, Littleton and points north in New Hampshire.

### *Driveability*

Exeter Hospital.

4 Alumni Drive

Exeter, NH 03833

Telephone: (603) 580-7927

Provides evaluations, education and training programs that allow people of all abilities to gain or regain their driving privileges.

### *Northeast Rehabilitation Hospital Network*

Salem: (603) 893-2900

Portsmouth: (603) 501-5500

Nashua: (603) 689-2400

Offers a comprehensive Driving Assessment Program for people who have had an illness, injury or a decline in skills that could affect one's ability to drive safely.

## *Help Lines*

Suicide Prevention Hotline (603) 225-9000

NH Help Line (Community Services Council) (800) 852-3388

Response to Sexual and Domestic Violence Hotline - (866) 644-3374

Alanon & Alateen (603) 645-9518 ([www.nhal-anon.org](http://www.nhal-anon.org))

Alcoholics Anonymous (AA) (603) 622-6967

# Guardianship

- ♦ RSA 464-A is the New Hampshire Statute that covers all guardianship procedures and
- ♦ RSA 547-B is the New Hampshire Statute that describes public guardianship programs.

Web: Circuit Court Probate Division - Guardianships - [www.courts.state.nh.us/probate/guardianship.htm](http://www.courts.state.nh.us/probate/guardianship.htm)

## *Guardianship*

Parents are guardians for their children until they turn 18. Once they turn 18 they are entitled to make all of their own decisions regarding where they live, how to manage their money and any decisions about their health care. If a young person is unable to make these decisions the courts can appoint a guardian to help them. An appointed guardian may be a parent, another family member, a friend or someone from the Public Guardians Office.

A guardian is appointed when a person is unable to process information and then recognize the consequences of the choices they make. A guardian can be appointed for different areas of a young person's life. For instance, a guardian who looks after an "estate". This would involve finances and any legal documents or contracts that may need to be signed. Someone may also be appointed as "Guardian of the Person". This means that the guardian would make decisions about things such as medical care and living arrangements. A guardian could be appointed over both of these areas of the person's life.

If you have questions about guardianship you can contact either of the agencies below or you may also be able to obtain information from a mental health center, area agency, or an attorney. To obtain the forms to file for guardianship you should contact your county probate court office.

## *Temporary Guardianship*

It is possible for someone to request guardianship for a temporary period of time. This is usually done under the Emergency Temporary Guardianship guidelines and will cover a 60 day period. This may be helpful during a crisis situation when a person may not be able to make a safe decision. The goal would always be to return guardianship to the individual as soon as they are able to make those decisions themselves.

## *Power of Attorney*

A person may choose to give Power of Attorney to someone if they would like them to be able to make decisions on their behalf regarding medical and/or financial concerns. This is a contract between two people and does not involve the courts. You can also cancel this agreement at any time for any reason. Most Power of Attorney agreements are prepared by a lawyer. A "Health Care Power of Attorney" form can usually be obtained from the hospital.

## *Less Restrictive Alternatives*

The law says the court should only appoint a guardian if there are no available alternative resources to make sure the person stays safe, well, and gets the services they need, and that their property and money is handled prudently. Some alternatives include:

- A mentor—Someone to assist in decision making.
- A representative payee for Social Security - This person receives a person's Social Security on their behalf and assists them in money management.

## *Less Restrictive Alternatives.. continued*

- ☑ **Revocable Power of Attorney.** A person may choose to give Power of Attorney to someone if they would like them to be able to make decisions on their behalf regarding medical and/or financial concerns. This is a contract between two people and does not involve the courts. This agreement can be cancelled at any time for any reason. Most Power of Attorney agreements are prepared by a lawyer. A "Health Care Power of Attorney" form can usually be obtained from a hospital.

## *Guardianship Resources*

### *Office of Public Guardian*

2 Pillsbury St., Suite 400  
Concord, NH 03301  
Telephone: (603) 224-8041  
Web: [www.opgnh.org](http://www.opgnh.org)

The Office of Public Guardian is a private non-profit corporation organized to provide guardianship and advocacy services to citizens of New Hampshire.

### *Tri-County CAP, Inc. Guardianship Services*

Main Office: 34 Jefferson Road  
Whitefield, NH 03598-1221  
Telephone: (603) 837-9561  
Concord Office: Telephone: (603) 224-0805  
Web: [www.gsqs.org](http://www.gsqs.org)

Provides quality guardianship, protective and fiduciary services to incapacitated residents of New Hampshire.

### *Disability Rights Center (DRC)*

64 North Main St. Suite 2 (3rd floor)  
Concord, NH 03301  
Telephone: (603) 228-0432  
Web: [www.drcnh.org](http://www.drcnh.org)

Resources and legal assistance with guardianship for people with disabilities.

# Social Security Administration

Social Security Online - [www.socialsecurity.gov](http://www.socialsecurity.gov)

## Supplemental Security Income (SSI )

Under the Supplemental Security Income (SSI) program, a child from birth to age 18 may receive monthly payments based on disability (or blindness) if:

- he or she has an impairment or combination of impairments that meets the definition of disability for children; and
- the income and resources of the parents and the child are within the allowed limits.

At age 18 a young person may apply for SSI, but will be found eligible under the requirements for adult. The parents income and resources will no longer be counted, but the young persons income and resources will be.

Supplemental Security Income (SSI) is a program financed through general tax revenues. SSI disability benefits are payable to adults or children who are disabled or blind, who have limited income and resources, who meet the living arrangement requirements, and are otherwise eligible. The monthly payment varies up to the maximum federal benefit rate which is standardized in all States, but not everyone gets the same amount because it may be supplemented by the State or decreased by other countable income and resources.

## Social Security Disability Insurance and Survivor's Benefits

Children may qualify for Social Security payments through a parent's disability or retirement benefits (SSDI) even after age 18. Social Security survivor's benefits can be paid to, among others:

- ♦ A widow or widower at any age if he or she takes care of the deceased's child who is under age 16 or disabled, and receives Social Security benefits.
- ♦ Unmarried children under 18, or under age 19 if they are attending elementary or secondary school full time.
- ♦ Children at any age who are disabled before age 22 and remain disabled.

♥ You can get more information 24 hours a day by calling Social Security's toll-free number. Social Security also has an online benefits eligibility screening tool to help you find out what you are eligible for. Whenever you call, have the Social Security number handy.

## NH Social Security Administration Offices

<b>Concord SSA Office</b> 70 Commercial St. Suite 100, Concord, NH 03301 Telephone: (888) 397-9798	<b>Manchester SSA Office</b> 1100 Elm St., Manchester, NH 03201 Telephone: (866) 814-5408
<b>Nashua SSA Office</b> 175 Amherst St., Nashua, NH 03064 Telephone: (877) 444-0134	<b>Keene SSA Office</b> 34 Mechanic St., Keene, NH 03431 Telephone: (877) 405-3561
<b>Littleton SSA Office</b> 194 Main St., Littleton, NH 03561 Telephone: (877) 405-7658	<b>Portsmouth SSA Office</b> 80 Daniel St., Room 200, Portsmouth, NH 03801 Telephone: (888) 397-9796

## Granite State Independent Living Foundation (GSIL)

Statewide Office

21 Chenell Drive

Concord NH 03301

Telephone: (800) 826-3700 (V/TTY) or (603) 228-9680 (V/TTY)

Web: <http://gsil.org>

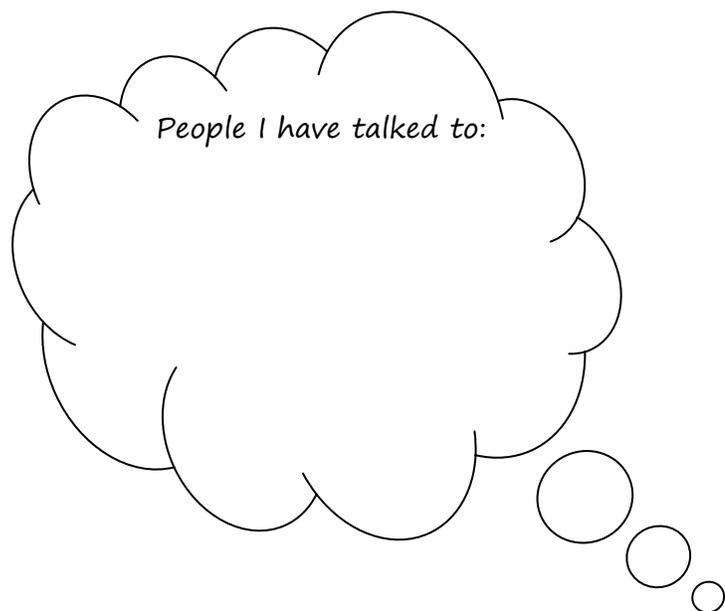
Granite State Independent Living (GSIL) is a non-profit, service, and advocacy organization whose mission is to promote life with independence for people with disabilities and those experiencing the natural process of aging through advocacy, information, education and support.

Core Services are advocacy, information, education, and support, which is embodied in their menu of services, which include:

- ♦ Independent living skills training
- ♦ Peer support
- ♦ Transportation
- ♦ Independent care
- ♦ Service coordination
- ♦ Information and referral
- ♦ Employment
- ♦ Housing Program
- ♦ Advocacy

### GSIL Offices

<p>Keene Office 105 Castle St. Room 7, Keene Telephone: (603) 228-9680</p>	<p>Manchester Office 50 Rogers St. Suite 207 Manchester Telephone: (603) 518-4600</p>
<p>Nashua Office 23 Factory St., Nashua Telephone: (603) 228-9680</p>	<p>Littleton Office 76 Main Street, Littleton Telephone: (603) 228-9680</p>
<p>Dover Office 750 Central Ave. Unit O, Dover Telephone: (603) 228-9680</p>	<p>Berlin Office 350 Glen Ave, Suite 3, Berlin Telephone: (603) 228-9680</p>



NOTES:

# NH Department of Health and Human Services (NHDHHS)

## NH State Service Delivery System

RSA 126-A:4 - Department Established

*Mission: To join communities and families  
in providing opportunities for citizens  
to achieve health and independence*

NH Department of Health and Human Services

Telephone: (800) 852-3345

Public Information Office: (603) 271-9389

Web: [www.dhhs.state.nh.us](http://www.dhhs.state.nh.us)



The New Hampshire Department of Health and Human Services (DHHS) is the largest agency in NH state government, responsible for the health, safety and well being of the citizens. DHHS provides services for individuals,

children, families and seniors and administers programs and services such as mental health, developmental disability, substance abuse and public health. This is accomplished through partnerships with families, community groups, private providers, other state and local government entities, and many citizens throughout the State.

Many programs and services are under the auspices of DHHS because the NH Legislative and Executive branches have recognized over the years that the majority of people who access Department services have multiple needs that require coordinated assistance from more than one program area. The Department is also charged with administering at the State level many federally enacted health and social service programs.

The DHHS *Public Information Office (PIO)* is the centralized resource for direct and immediate access to information about DHHS. The PIO is responsible for keeping residents informed about DHHS initiatives, public health issues and current events. The PIO does this through various methods, including, issuing news releases, coordinating press conferences, preparing electronic and printed newsletters, brochures, pamphlets and posters. The PIO assists in preparing outreach plans that detail how the Department will handle communications during public health emergencies. The PIO also oversees internal communication efforts and activities.

## *District Offices (DO's)*

There are eleven DHHS "field" offices, called District Offices (DO), providing a single point for individuals and families to access DHHS services within their own communities. District Office staff determine eligibility or provide help for individuals and families for a wide array of programs and services. Programs and services available at a DHHS District Office include: financial assistance, child support enforcement, nursing home care and long term care, protective services for elderly and disabled individuals, child protection, foster care, adoption, juvenile justice, food stamps, child care, Medicaid and other medical assistance programs.

### *Berlin Office*

650 Main St. Suite 200  
Berlin, NH 03570

Main Number: (603) 752-7800  
Toll Free Number: (800) 972-6111  
TDD Number: (800) 735-2964

### *Towns Served*

Berlin, Clarksville, Colebrook, Columbia, Dixville, Dummer, Errol, Gorham, Groveton, Milan, Millsfield, N. Stratford, Northumberland, Percy, Pittsburgh, Randolph, Shelburne, Stark, Stewartstown, Stratford, Wentworth's Location, W. Stewartstown

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### *Claremont Office*

17 Water Street Suite 301  
Claremont, NH 03743

Main Number: (603) 542-9544  
Toll Free Number: (800) 982-1001  
TDD Number: (800) 735-2964

### *Towns Served*

Acworth, Canaan, Charlestown, Claremont, Cornish, Croydon, Enfield, George's Mills, Goshen, Grafton, Grantham, Guild, Hanover, Langdon, Lebanon, Lempster, Lyme, Meriden, Newport, Orange, Orford, Plainfield, Springfield, Sunapee, Unity, Washington, West Lebanon

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### *Concord Office*

40 Terrill Park Dr.  
Concord, NH 03301

Main Number: (603) 271-6201  
Toll Free Number: (800) 322-9191  
TDD Number: (800) 735-2964

### *Towns Served*

Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Contoocook, Danbury, Dunbarton, Elkins, Epsom, Franklin, Henniker, Hill, Hillsboro, Hooksett, Hopkinton, Loudon, New London, Newbury, Northfield, Pembroke, Penacook, Pittsfield, Salisbury, Suncook, Sutton, Warner, Webster, Wilmot

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### *Conway Office*

73 Hobbs Street  
Conway, NH 03818

Main Number: (603) 447-3841  
Toll Free Number: (800) 552-4628  
TDD Number: (800) 735-2964

### *Towns Served*

Albany, Bartlett, Brookfield, Chatham, Chocorua, Conway, Eaton, Effingham, Freedom, Glen, Hale's Location, Hart's Location, Intervale, Jackson, Kearsarge, Madison, Melvin Village, Moultonborough, N. Conway, Ossipee, Sanbornville, Sandwich, Snowville, Tamworth, Tuftonboro, Wakefield, Wolfeboro

*Keene Office*

809 Court Street  
Keene, NH 03431

Main Number: (603) 357-3510  
Toll Free Number: (800) 624-9700  
TDD Number: (800) 735-2964

*Towns Served*

Alstead, Antrim, Ashuelot, Bennington, Chesterfield, Deering, Drewville, Dublin, Fitzwilliam, Frankestown, Gilsum, Greenfield, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Lyndeborough, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury, Sharon, Spoffard, Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Walpole, Westmoreland, Winchester, Windsor

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*Laconia Office*

65 Beacon Street W.  
Laconia, NH 03246

Main Number: (603) 524-4485  
Toll Free Number: (800) 322-2121  
TDD Number: (800) 735-2964

*Towns Served*

Alexandria, Alton, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Dorchester, Ellsworth, Gilford, Gilmanton, Groton, Hebron, Holderness, Laconia, Lakeport, Meredith, New Hampton, Plymouth, Rumney, Sanbornton, Silver Lake, Thornton, Tilton, Waterville Valley, Wentworth, Winnisquam

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*Littleton Office*

80 N. Littleton Road  
Littleton, NH 03561

Main Number: (603) 444-6786  
Toll Free Number: (800) 552-8959  
TDD Number: (800) 735-2964

*Towns Served*

Bath, Benton, Bethlehem, Carroll, Dalton, Easton, Franconia, Glencliff, Haverhill, Jefferson, Lancaster, Landaff, Lincoln, Lisbon, Littleton, Livermore, Lyman, Monroe, Piermont, Pike, Sugar Hill, Twin Mountain, Warren, Whitefield, Woodstock, Woodsville

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*Manchester Office*

195 McGregor St. South Tower, Suite 110  
Manchester, NH 03102

Main Number: (603) 668-2330  
Toll Free Number: (800) 852-7493  
TDD Number: (800) 735-2964

*Towns Served*

Auburn, Bedford, Chester, Goffstown, Manchester, New Boston, Weare

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*Seacoast District Office*

50 International Drive  
Portsmouth, NH 03801

Main Number (603) 433-8300  
Toll Free Number (800) 821-0326  
TDD Number (800) 735-2964

*Towns Served*

Brentwood, Candia, Deerfield, East Kingston, Epping, Exeter, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, North Hampton, Northwood, Nottingham, Portsmouth, Raymond, Rye, Seabrook, South Hampton, Stratham

### *Southern District Office*

3 Pine St. Extension, Suite Q  
Nashua, NH 03060  
Main Number (603) 883-7726  
Toll Free Number (800) 852-0632  
TDD Number (800) 735-2964

### *Towns Served*

Amherst, Atkinson, Brookline, Danville, Derry, Greenville, Hampstead, Hollis, Hudson, Litchfield, Londonderry, Mason, Merrimack, Milford, Mont Vernon, Nashua, Newton, Pelham, Plaistow, Salem, Sandown, Wilton, Windham

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### *Rochester Office*

150 Wakefield Street Suite 22  
Rochester, NH 03867  
Main Number (603) 332-9120  
Toll Free Number (800) 862-5300  
TDD Number (800) 735-2964

### *Towns Served*

Barrington, Dover, Durham, Farmington, Gonic, Lee, Madbury, Middleton, Milton, New Durham, Rochester, Rollinsford, Somersworth, Strafford, Union

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**Translators and interpretive services** are free to anyone. Contact a District Office for help with arrangements or contact the Language Line (interpretation services from English to over 100 languages), That available through several community agencies. (See page 118)

Northeast Deaf & Hard of Hearing Services - Telephone: (800) 492-0407 or (603) 224-1850  
TTY - (866) 634-4764 or (603) 224-0691

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## ***Division of Family Assistance (DFA)***

129 Pleasant Street  
Concord, NH 03301  
Telephone: (603) 271-9700 /TDD: (800) 735-2964 or 711  
Web: [www.dhhs.state.nh.us/dfa](http://www.dhhs.state.nh.us/dfa)

Client Services - (603) 271-9700  
Client Services TDD - (800) 735-2964 or 711  
EBT Electronic Benefit Client Questions - (888) 997-9777

The Division of Family Assistance (DFA) administers programs and services for eligible NH residents by providing financial, medical, food & nutritional assistance, help with child care costs and emergency help to obtain and keep safe housing. Family Services Specialists (FSS) determine initial and continuing eligibility and the amount of benefits, and benefits are delivered using federal and NH guidelines and policies. You can apply in person at one of the District Offices (pg. 94) or through NH EASY, NH's online Electronic Application System (<https://nheasy.nh.gov/>)

Programs available are:

- Food & Nutrition Programs: Food Stamp Program
- Medical Coverage: Medicaid Medicare - Savings Program (MSP) - Children's Medicaid (CM) - NH Health Protection Program (NHHPP)
- State Supplemental Programs (SSP - Cash): Old Age Assistance (OAA) - Aid to the Permanently and Totally Disabled (APTD) - Aid to the Needy Blind (ANB)
- Financial Assistance to Needy Families (FANF): NH Employment Program (NHEP) and Family Assistance Program (FAP) - Families With Older Children (FWOC) and Interim Disabled Parents (IDP) programs Child Care Assistance - Emergency Assistance - Employment and Training Programs and Support Services.

## *Office of Medicaid Business and Policy*

129 Pleasant Street  
Concord, NH 03301  
Telephone(603) 271-9384  
TDD Access Relay (800) 735-2964  
MCAC Telephone: (603) 271-9422  
Web: [www.dhhs.state.nh.us/ombp](http://www.dhhs.state.nh.us/ombp)

The Office of Medicaid Business and Policy (OMBP) has functional responsibility for the Medical Assistance program (Medicaid) as well as health planning, reporting, data and research. OMBP's development and facilitation of program policy and financial management for Medicaid services assists other DHHS program areas manage specialized Medicaid programs for children, seniors, the blind or disabled, including persons with mental illness, developmental disabilities, and those residing in long term care facilities.

### *Consumer Advisory*

The New Hampshire Medical Care Advisory Committee (MCAC) was created to advise the state agency Medicaid director regarding New Hampshire Medicaid policy and planning. The primary purpose of the MCAC is to serve as a source of consumer involvement in the Medicaid program.

♥ For a description of Medicaid for children see page 62.

### *Division of Public Health Services*

## *Bureau of Maternal and Child Health*

29 Hazen Drive  
Concord, NH 03301  
Telephone: (800) 852-3345 X4517 or (603) 271-4517  
TDD Number: (800) 735-2964  
Web: [www.dhhs.state.nh.us/dphs/bchs/mch](http://www.dhhs.state.nh.us/dphs/bchs/mch)

Bureau of Maternal and Child Health administers a broad array of programs. Community health agencies around the state receive funds through contracts with BMCH to deliver services to pregnant women and their infants including prenatal care, child health services, family planning and home visiting services. BMCH staff develop program guidelines based on best practices and monitor the performance and quality of services delivered.

BMCH also administers these programs:

- The Sudden Infant Death Syndrome (SIDS) Program offers information, support and resources to family and care providers of infants suspected to have died of SIDS.
- The Newborn Screening Program monitors the blood screening of all infants born in NH for as many as 32 potentially serious disorders and ensures immediate follow-up for abnormal results.
- The Early Hearing Detection & Intervention Program screens newborns for possible hearing loss or deafness to ensure timely and appropriate intervention.
- The Childhood Lead Poisoning Prevention Program - seeks to eliminate exposure to lead through development and enforcement of regulations, professional and public education, certification of lead paint professionals, inspections of suspected sources of lead, monitoring of reported blood lead levels and case management for individuals with elevated lead levels.

## ***NH DHHS Division for Children, Youth & Families***

97 Pleasant Street

Concord, NH 03301

Telephone: (800) 852-3345 X4451 or (603) 271-4451

TDD Number: (800) 735-2964

Web: [www.dhhs.state.nh.us/dcyf](http://www.dhhs.state.nh.us/dcyf)

The Division for Children, Youth and Families manages protective programs on behalf of NH's children, youth and their families. DCYF staff provide a wide range of family-centered services with the goal of meeting a parent's and a child's needs and strengthening the family system. Services are designed to support families and children in their own homes and communities whenever possible, as long as safety is not an issue. Some of DCYF programs are listed below.

***Bureau of Child Protection:*** Telephone: (800) 852-3345 X 6562 or (603) 271-6562

Child Abuse Report Line: (800) 894-5533 or (603) 271-6562

The Bureau of Child Protection works to protect children from abuse and neglect while attempting to preserve the family unit.

***Juvenile Justice Services:*** Telephone: (603) 625-5471 is responsible for providing supervision and rehabilitative services to youth adjudicated under state law as delinquent or as Children In Need of Services (CHINS).

***Foster Care Program:*** Telephone: (800) 852-3345 X4711 or (603) 271-4711

Provides foster family homes and a family experience for children who cannot be safely cared for in their own homes. Specially trained Resource Workers recruit, train and license foster families, and match children in need of out-of-home care with a foster family best suited to meet the specific needs of each child.

***Adolescents Program:*** Telephone: (800) 852-3345 X4706 or (603) 271-4706

The Adolescent program is designed to ensure that the current and former DCYF and JJS youth obtain the preparation, resources and positive youth development they need to establish permanent connections and become healthy, self sufficient and successful adults.

***Adoption Program:*** Telephone: (800) 852-3345 X4711 or (603) 271-4711

Provides an array of services to families who adopt children through DCYF. These services include: Case management, Education, Information and referral, Financial assistance, Support groups, Assistance to adoptees searching for their birth families.

***Child Development Bureau:*** Telephone: (800) 852-3345 X 4242 or (603) 271-4242

The Child Development Bureau provides technical assistance and support to early care and education programs as well as provides consumer education and child care training programs to help communities develop and maintain child care programs.

***Head Start State Office:*** Telephone: (800) 852-3345 X 7190 or (603) 271-7190

The NH Head Start Collaboration Office fosters collaboration and teamwork among the Head Start community, and state and local public and private partners concerned with pregnant women and families of young children aged birth to five years.

## Child Welfare Resources

### NH Foster and Adoptive Parent Association

PO Box 2802

Concord, NH 03302

Telephone: (603) 777-5899

Web: [www.nhfapa.org](http://www.nhfapa.org)

The mission of the New Hampshire Foster & Adoptive Parent Association (FAPA) is to support foster and adoptive parents, and remain a consistent strong voice on behalf of all children. NH FAPA supports twelve local support groups across the state. Each support group works collaboratively with their DCYF District Office. Local associations meet regularly to connect foster and adoptive parents with peers who are experiencing the unique successes and challenges facing the parents in our community. Many local associations also sponsor frequent family activities, fundraisers, and other special events. These opportunities allow our youth in care to connect with other children, and offer parents a chance to network with other foster and adoptive parents.

*Relative Caregivers* - NH FAPA invites relative caregivers to participate in programming, support groups and other activities hosted & coordinated by NH FAPA.

### Child and Family Services

Manchester Headquarters

464 Chestnut St., PO Box 448, Manchester, NH 03105

Telephone: (800) 640-6486 or (603) 518-4000

Web: [www.cfsnh.org](http://www.cfsnh.org)

Child and Family Services is an independent nonprofit agency dedicated to advancing the well-being of children by providing an array of social services to strengthen family life and by promoting community commitment to the needs of children.

Lancaster Office 25 Main St., Lancaster Tel: (603) 788-4172	Claremont Office 169 Main St., Claremont Tel: (603) 542-0053	Colebrook Office 107 Main St Colebrook Tel: (603) 237-4884	Concord Office 103 N. State St., Concord Tel: (603) 224-7479
Dover Office 728 Central Ave., Dover Tel: (603) 742-5662	Derry Office 48 W. Broadway Derry Tel: (603) 432-8362	Exeter Office 9 Hampton Rd., Exeter Tel: (603) 772-3786	Franklin Office 841 Central St., Franklin Tel: (603) 934-1465
Keene Office 29 Center St., Keene Tel: (603) 357-8772	Lakes Region Office 719 North Main St. Laconia Tel: (603) 524-5835	Lancaster Office 25 Main St., Lancaster Tel: (603) 788-4172	Littleton Office 28 Lafayette Ave., Littleton Tel: (603) 444-0418
Nashua Office 112 West Pearl St., Nashua, Tel: (603) 889-7189	Portsmouth Office 1 Junkins Ave., Portsmouth, Tel: (603) 433-3109	Upper Valley W. Lebanon Village Plaza 3 Atwood Ave., W. Lebanon Tel: (603) 298-8237	

***Ascentria Care Alliance (formerly known as Lutheran Social Services of Northern New England***

261 Sheep Davis Road, Suite A-1

Concord, NH 03301

Telephone: (603) 224-8111

Web: [www.lssne.org](http://www.lssne.org)

Ascentria Care Alliance offers the following programs here in NH.

- Disability Services;
- Therapeutic Foster Care;
- In Home Care Services
- Good News Garage

***NH Catholic Charities***

215 Myrtle Street

PO Box 686

Manchester, NH 03105-0686

Telephone - (800) 562-5249 or (603) 669-3030

Web: <http://www.nh-cc.org>

New Hampshire Catholic Charities has ten district offices located throughout NH to provide counseling, information and referral, and community outreach services to the local area. Each office provides these services along with a variety of support groups and programs.

***Berlin District Office***

Telephone: (603) 752-1325

***Concord District Office***

Telephone: (603) 228-1108

***Keene District Office***

Telephone: (603) 357-3093

***Laconia District Office***

Telephone: (603) 528-3035

***Lebanon District Office***

Telephone: (603) 448-5151

***Littleton District Office***

Telephone: (603) 444-7727

***Manchester District Office***

Telephone: (603) 624-4717

***Nashua District Office***

Telephone: (603) 889-9431

***Rochester District Office***

Telephone: (603) 332-7701

***Salem District Office***

Telephone: (603) 893-1971

***NH Kids Count***

2 Delta Drive, Suite 201

Concord, NH 03301

Telephone: (603) 225-2264

Web: [www.nhkidscount.org](http://www.nhkidscount.org)

The NH Kids Count is a statewide, nonprofit advocacy organization with over a decade of experience working on behalf of the health and well being of the children of this state. Together with partners, they raise questions, seek answers, foster conversations, and advocate for changes to make New Hampshire the best place to be a kid.

## *Bureau of Developmental Services (BDS)*

105 Pleasant Street

Concord, NH 03301

Telephone: (800) 852-3345 X5034 or (603) 271-5034 /TDD: (800) 735-2964

Web: [www.dhhs.state.nh.us/dcbcs/bds](http://www.dhhs.state.nh.us/dcbcs/bds)

The Division of Developmental Services (DDS) works with NH's developmental services system to ensure public resources are used effectively to support individuals and families in their community. The NH developmental services system offers its consumers with developmental disabilities and acquired brain disorders a wide range of supports and services within their own communities. DDS is comprised of a main office in Concord and 10 designated non-profit and specialized service agencies that represent specific geographic regions of NH; the community agencies are commonly referred to as Area Agencies.

All direct services and supports to individuals and families are provided in accordance with contractual agreements between DDS and the Area Agencies. Supports include service coordination, day and vocational services, personal care services, community support services, assistive technology services, specialty services and flexible family supports including respite services and environmental modifications.

Funding for supports and services for people with developmental disabilities and acquired brain disorders in NH is provided through two primary mechanisms: the Medicaid Home and Community Based Care Waiver and funds commonly referred to as "state flexible funding."

DDS operates three Medicaid Home and Community Based Care Waivers. The Home and Community Based Care For Individuals with Developmental Disabilities waiver (HCBC-DD), The Home and Community Based Care For Individuals with Acquired Brain Disorders waiver (HCBC-ABD) and the In Home Supports (HCBC-HIS) for children with developmental disabilities.

## *Acquired Brain Disorder Services*

105 Pleasant Street

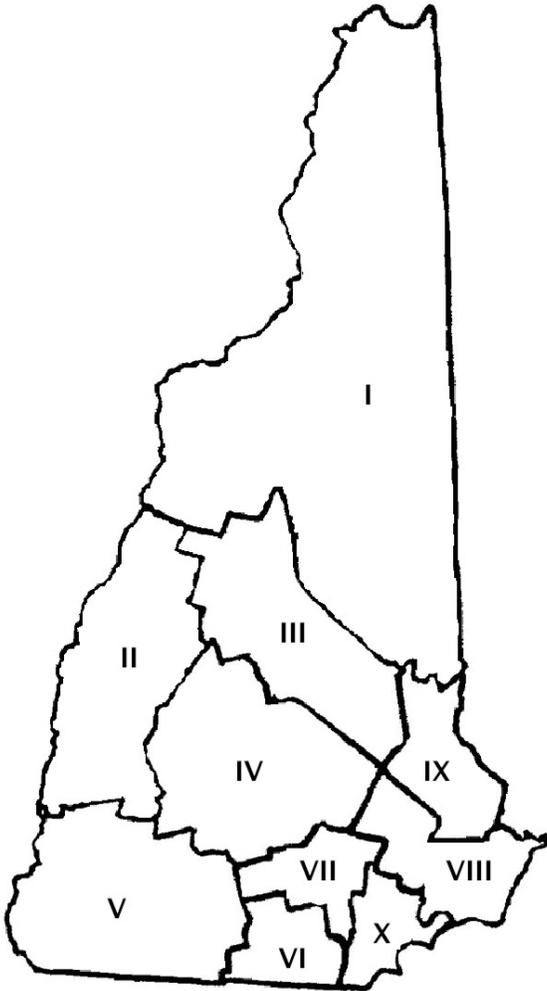
Concord, NH 03301-3857

Telephone: (800) 852-3345 X5034 or (603) 271-5034 /TDD: (800) 735-2964

Web: [www.dhhs.state.nh.us/dcbcs/bds/abd](http://www.dhhs.state.nh.us/dcbcs/bds/abd)

Offers eligible adults with acquired brain disorders and traumatic brain injuries a wide range of supports and services within their communities. All direct services and supports to individuals and families are provided through the Developmental Disabilities Area Agency system.

# The Area Agency System



## State Legislation

RSA 171-A, Services for the Developmentally Disabled

RSA 126-G, Family Support Services

RSA 137-K, Brain Injury Services

The NH developmental services system offers its consumers with developmental disabilities and acquired brain disorders a wide range of supports and services within their own communities. The Area Agency System is comprised of 10 designated non-profit and specialized service agencies

All direct services and supports to individuals and families are provided through the Area Agencies. Supports include service coordination, day and vocational services, personal care services, community support services, assistive technology services, specialty services and flexible family supports including respite services and environmental modifications.

## Family Support Services

The Developmental Services system offers consumers with developmental disabilities and acquired brain disorders a wide range of family supports and services within their own communities.

In 1989 the NH Legislature passed legislation spelling out NH's commitment to aiding families who care for children or adult family members with disabilities at home and created a comprehensive statewide family support network. The general court recognized that families are the greatest resource available to individuals who are disabled and they must be supported in their role as primary caregivers. Supporting families in their effort to care for their family members at home is efficient and cost effective.

Any NH family whose family member is found eligible for developmental services or acquired brain disorder services is eligible for family support services. Supports include respite services and environmental modifications along with more flexible family supports including information and referral, advocacy and assistive technology services.

Each local region has established a Regional Family Support Council consisting of members who have a family member with a disability. The Family Support Council provides advice to the area agency in the development of family support plans and monitors the services provided pursuant to the plan. Each local agency also has a family support coordinator to assist families to acquire supports and services.

# The Area Agency System

## Region 1 Northern Human Services

Conway, NH 03818

Telephone: (603) 447-3347

Web: [www.northernhs.org](http://www.northernhs.org)

### Towns served:

Albany	Bartlett	Bath	Benton	Berlin	Bethlehem
Brookfield	Carroll	Chatham	Clarksville	Colebrook	Columbia
Conway	Dalton	Dixville	Dummer	Easton	Effingham
Errol	Franconia	Gorham	Groveton	Hart's Location	Haverhill
Jackson	Jefferson	Lancaster	Landaff	Lincoln	Lisbon
Littleton	Livermore	Lyman	Madison	Milan	Millsfield
Monroe	Moultonboro	Northumberland	Ossipee	Piermont	Pittsburg
Randolph	Sanbornville	Sandwich	Shelburne	Stark	Stewartstown
Stratford	Sugar Hill	Warren	Tamworth	Tuftonboro	Union
Wakefield	Waterville Valley	Wentworth Location	Whitefield	Wolfeboro	Woodstock

## Region 2 Pathways of the River Valley

Claremont, NH 03743

Telephone: (603) 542-8706

Web: [www.pathwaysnh.org](http://www.pathwaysnh.org)

### Towns served:

Acworth	Canaan	Charlestown	Claremont	Cornish	Croydon
Dorchester	Enfield	Goshen	Grafton	Grantham	Hanover
Langdon	Lebanon	Lempster	Lyme	Newport	Orange
Orford	Plainfield	Springfield	Sunapee	Unity	Washington

Date called: \_\_\_\_\_

Talked with: \_\_\_\_\_

Notes:

**Region 3 Lakes Region Community Services Council**

Laconia, NH

Telephone: (800) 870-7555 or (603) 524-8811

Web: [www.lrcsc.org](http://www.lrcsc.org)

**Towns served:**

Alexandria	Alton	Ashland	Barnstead	Belmont	Bridgewater
Bristol	Campton	Center Harbor	Ellsworth	Gilford	Gilmanton
Groton	Hebron	Holderness	Laconia	Meredith	New Hampton
Plymouth	Rumney	Sanbornton	Thornton	Tilton	Wentworth

**Region 4 Community Bridges, Inc.**

Concord, NH

Telephone: (800) 499-4153 or (603) 225-4153

Web: [www.communitybridgesnh.org](http://www.communitybridgesnh.org)

**Towns served:**

Allenstown	Andover	Boscawen	Bradford	Bow	Canterbury
Chichester	Concord	Danbury	Deering	Dunbarton	Epsom
Franklin	Henniker	Hill	Hillsboro	Hopkinton	Loudon
Newbury	New London	Northfield	Pembroke	Pittsfield	Salisbury
Sutton	Warner	Weare	Webster	Wilmot	Windsor

**Region 5: Monadnock Developmental Services, Inc.**

Keene, NH 03431

Telephone: (800) 469-6082 or (603) 352-1304

Web: [www.mds-nh.org](http://www.mds-nh.org)

**Towns served:**

Alstead	Antrim	Bennington	Chesterfield	Dublin	Fitzwilliam
Francestown	Gilsum	Greenfield	Greenville	Hancock	Harrisville
Hindsdale	Jaffrey	Keene	Lyndeborough	Marlborough	Marlow
Nelson	New Ipswich	Peterborough	Richmond	Rindge	Roxbury
Sharon	Stoddard	Sullivan	Surry	Swanzey	Temple
Troy	Walpole	Westmoreland	Winchester		

**Region 6 Gateway Community Services**

Nashua, NH

Telephone: (603) 882-6333

Web: [www.gatewayscs.org](http://www.gatewayscs.org)

Towns served:

Amherst	Brookline	Hollis	Hudson	Litchfield	Mason
Merrimack	Milford	Mont Vernon	Nashua	Wilton	

**Region 7 Moore Center Services**

Manchester, NH

Telephone: (603) 668-5423

Web: [www.moorecenter.org](http://www.moorecenter.org)

Towns served:

Auburn	Bedford	Candia	Goffstown	Hooksett	Londonderry
Manchester	New Boston				

**Region 8 One Sky Community Services**

Portsmouth, NH

Telephone: (603) 436-6111 or (800) 660-4103

Web: [www.oneskyservices.org](http://www.oneskyservices.org)

Towns served:

Brentwood	Deerfield	East Kingston	Epping	Exeter	Fremont
Greenland	Hampton	Hampton Falls	Kensington	Kingston	New Castle
Newfields	Newington	Newmarket	North Hampton	Northwood	Nottingham
Portsmouth	Raymond	Rye	Seabrook	South Hampton	Stratham

**Region 9 Community Partners**

Dover NH

Telephone: (603) 516-9300

Web: [www.communitypartnersnh.org](http://www.communitypartnersnh.org)

Towns served:

Barrington	Dover	Durham	Farmington	Lee	Madbury
Middleton	Milton	New Durham	Rochester	Rollinsford	Somersworth
Strafford					

## Region 10 Community Crossroads

Atkinson, NH

Telephone: (603) 893-1299

Web: <http://communitycrossroadsnh.org>

Towns served:

Atkinson	Chester	Danville	Derry	Hampstead	Newton
Pelham	Plaistow	Salem	Sandown	Windham	

## Community Support Network

Concord, NH

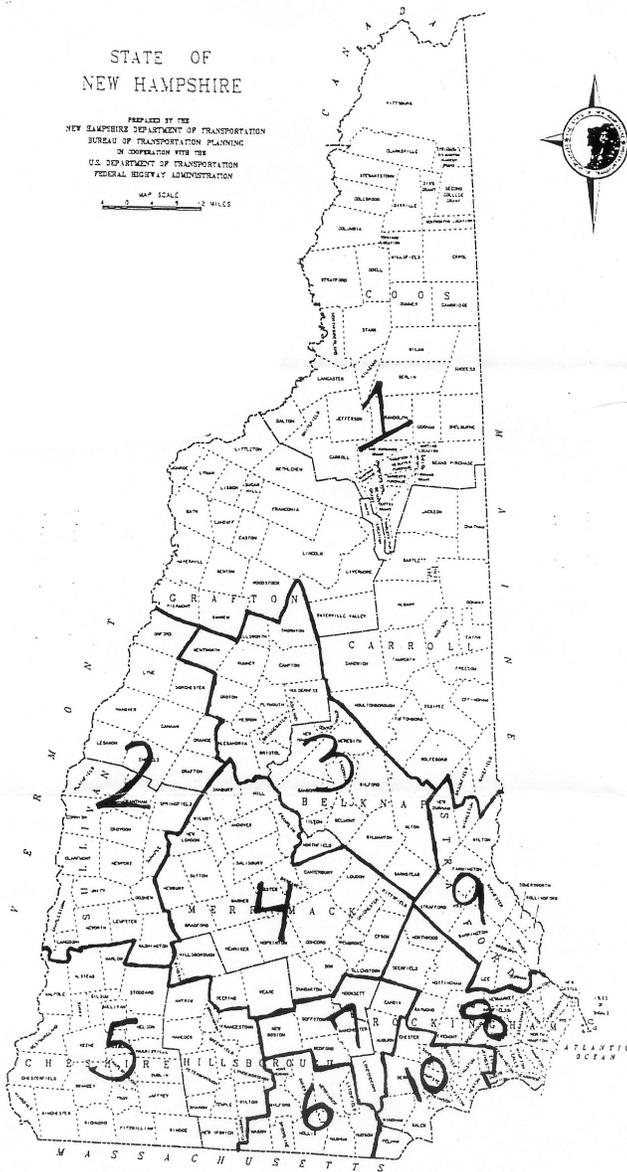
Telephone: (603) 229-1982

Web: [www.csni.org](http://www.csni.org)

Community Support Network, Inc. (CSNI) is a not-for-profit organization that works in support of the 10 Area Agencies throughout the state of New Hampshire that provide services to individuals with developmental disabilities and acquired brain injury and their families.

CSNI provides administrative and financial services to the Area Agencies, establishes policy positions on legislative or regulatory issues, and manages grant programs benefiting our constituents in the community of individuals with developmental disabilities. CSNI also serves as the communication and contact center on issues and services for those seeking information on developmental disability issues.

Notes:



## NH DHHS, Bureau of Behavioral Health Services

105 Pleasant Street  
 Concord, NH 03301-3857  
 Telephone: (800) 852-3345 X5000 or (603) 271-5000  
 TDD: (800) 735-2964  
 Web: [www.dhhs.state.nh.us/dcbcs/bbh](http://www.dhhs.state.nh.us/dcbcs/bbh)

The Bureau of Behavioral Health (BBH) promotes respect, recovery, and full community inclusion for adults, including older adults, who experience a mental illness and children with an emotional disturbance. The BBH has divided the entire state into community mental health regions. Each of the ten regions has a BBH contracted Community Mental Health Center and many regions have Peer Support Agencies.

### Psychiatric Emergency & Crisis Services

Services are available 24 hours a day, 7 days a week to any person in the state of New Hampshire who may be experiencing psychiatric distress. If you are dealing with an immediate crisis, please call 911, or call the statewide suicide hotline at 1-800-273-talk (1-800-273-8255), or visit the emergency room at your local hospital, or contact your local community mental health center.

For less urgent situations, please contact your local community mental health center, or your local peer support agency. Several of these agencies offer "Warm Lines" which provide telephone peer-to-peer support, understanding, sympathy, and advice.

## Community Mental Health Centers (CMHC)

The Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire. They are private not-for-profit agencies that have contracted with the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH), to provide publicly funded mental health services to individuals and families who meet certain criteria for services.

Services provided by CMHCs include: 24-hour Emergency Services, Assessment and Evaluation, Individual and Group Therapy, Case Management, Community Based Rehabilitation Services, Psychiatric Services, and Community Disaster Mental Health Support. All CMHCs have specialized programs for older adults, children, and families. The Community Mental Health Centers also provide services and referrals for short-term counseling and support.

Community Mental Health Centers are staffed by a variety of practitioners, including nurse practitioners, clinical social workers, clinical psychologists, psychiatric nurses, and mental health counselors. In addition, each center has a director of children's services. However, centers differ from each other in staffing, the way services are provided, and the role that families play in the treatment process.

If you find that you are not being included as a partner on your child's treatment team, step forward and speak to your child's case manager or therapist about becoming a part of the team. Since your signature will be required on the treatment plan, you should be a part of the treatment team that develops the treatment plan. Be certain that you receive a copy of the treatment plan after you sign it.

Community mental health services accept private insurance as well as Medicaid and Medicare. Check to see if your insurance company will cover the services of CMHCs. CMHCs also offer a sliding scale of fees based on your family's ability to pay.

## Community Mental Health Centers

### Region 1 Northern Human Services

Conway, NH

Telephone: (603) 447-3347

Web: [www.northernhs.org](http://www.northernhs.org)

#### Towns served:

Albany	Bartlett	Bath	Benton	Berlin	Bethlehem
Brookfield	Carroll	Chatham	Clarksville	Colebrook	Columbia
Conway	Dalton	Dixville	Dummer	Easton	Effingham
Errol	Franconia	Gorham	Groveton	Hart's Location	Haverhill
Jackson	Jefferson	Lancaster	Landaff	Lincoln	Lisbon
Littleton	Livermore	Lyman	Madison	Milan	Millsfield
Monroe	Moultonboro	Northumberland	Ossipee	Piermont	Pittsburg
Randolph	Sanbornville	Sandwich	Shelburne	Stark	Stewartstown
Stratford	Sugar Hill	Warren	Tamworth	Tuftonboro	Union
Wakefield	Waterville Valley	Wentworth Location	Whitefield	Wolfeboro	Woodstock

### Region 2 Western Central Behavioral Health

Lebanon, NH

Telephone: (603) 448-0126

Web: [www.wcbh.org](http://www.wcbh.org)

#### Towns served:

Acworth	Canaan	Charlestown	Claremont	Cornish	Croydon
Dorchester	Enfield	Goshen	Grafton	Grantham	Hanover
Langdon	Lebanon	Lempster	Lyme	Newport	Orange
Orford	Plainfield	Springfield	Sunapee	Unity	Washington

**Region 3 Genesis Behavioral Health**

Laconia, NH

Telephone: (603) 524-1100

Web: [www.genesisbh.org](http://www.genesisbh.org)

**Towns served:**

Alexandria	Alton	Ashland	Barnstead	Belmont	Bridgewater
Bristol	Campton	Center Harbor	Ellsworth	Gilford	Gilmanton
Groton	Hebron	Holderness	Laconia	Meredith	New Hampton
Plymouth	Rumney	Sanbornton	Thornton	Tilton	Wentworth

**Region 4 Riverbend Community Mental Health, Inc.**

Concord, NH

Telephone: (603) 228-1551

Web: [www.riverbendcmhc.org](http://www.riverbendcmhc.org)

**Towns served:**

Allenstown	Andover	Boscawen	Bradford	Bow	Canterbury
Chichester	Concord	Danbury	Deering	Dunbarton	Epsom
Franklin	Henniker	Hill	Hillsboro	Hopkinton	Loudon
Newbury	New London	Northfield	Pembroke	Pittsfield	Salisbury
Sutton	Warner	Weare	Webster	Wilmot	Windsor

**Region 5: Monadnock Family Services**

Keene, NH 03431

Telephone: (603) 357-4400

Web: [www.mfs.org](http://www.mfs.org)

**Towns served:**

Alstead	Antrim	Bennington	Chesterfield	Dublin	Fitzwilliam
Fracestown	Gilsum	Greenfield	Greenville	Hancock	Harrisville
Hindsdale	Jaffrey	Keene	Lyndeborough	Marlborough	Marlow
Nelson	New Ipswich	Peterborough	Richmond	Rindge	Roxbury
Sharon	Stoddard	Sullivan	Surry	Swanzy	Temple
Troy	Walpole	Westmoreland	Winchester		

**Region 6 Greater Nashua Mental Health Center at Community Council**

Nashua, NH

Telephone: (603) 889-6147

Web: [www.ccofnashua.org](http://www.ccofnashua.org)

Towns served:

Amherst	Brookline	Hollis	Hudson	Litchfield	Mason
Merrimack	Milford	Mont Vernon	Nashua	Wilton	

**Region 7 The Mental Health Center of Greater Manchester**

Manchester, NH

Telephone: (603) 668-4111

Web: [www.mhcgm.org](http://www.mhcgm.org)

Towns served:

Auburn	Bedford	Candia	Goffstown	Hooksett	Londonderry
Manchester	New Boston				

**Region 8 Seacoast Mental Health Center, Inc.**

Portsmouth, NH

Telephone: (603) 431-6703

Web: [www.smhc-nh.org](http://www.smhc-nh.org)

Towns served:

Brentwood	Deerfield	East Kingston	Epping	Exeter	Fremont
Greenland	Hampton	Hampton Falls	Kensington	Kingston	New Castle
Newfields	Newington	Newmarket	North Hampton	Northwood	Nottingham
Portsmouth	Raymond	Rye	Seabrook	South Hampton	Stratham

**Region 9 Community Partners**

Dover NH

Telephone: (603) 749-4015

Web: [www.communitypartnersnh.org](http://www.communitypartnersnh.org)

Towns served:

Barrington	Dover	Durham	Farmington	Lee	Madbury
Middleton	Milton	New Durham	Rochester	Rollinsford	Somersworth
Strafford					

**Region 10 Center for Life Management Behavioral Health Systems**

Derry, NH

Telephone: (603) 434-1577

Web: [www.centerforlifemanagement.org](http://www.centerforlifemanagement.org)

**Towns served:**

Atkinson	Chester	Danville	Derry	Hampstead	Newton
Pelham	Plaistow	Salem	Sandown	Windham	

**Peer Support Agencies**

The Peer Support Agencies (PSAs) are private not-for-profit agencies that have contracted with the NHDHHS, Bureau of Behavioral Health (BBH). Peer support agencies provide services to people with mental illness who are 18 years of age or older and self-identify as a recipient, former recipient, or as at significant risk of becoming a recipient of publicly funded mental health services.

Peer support services are provided by and for people with a mental illness and are designed to assist people with their recovery. Services include, but are not limited to: face-to-face and telephone peer support; out-reach; monthly educational events; activities that promote self-advocacy; wellness training; after hours warm line; crisis respite (24 hours, short-term, non-medical crisis program).

The Bureau of Behavioral Health 's website has a list and links to these programs at:

[www.dhhs.state.nh.us/dcbcs/bbh/peer.htm](http://www.dhhs.state.nh.us/dcbcs/bbh/peer.htm)

# *Behavioral Health Resources*

## *NAMI New Hampshire*

(National Alliance for the Mentally Ill New Hampshire Chapter)

85 North Main St.

Concord, NH 03301

Telephone: (800) 242-6264 or (603) 225-5359

Web: [www.naminh.org](http://www.naminh.org)

NAMI NH is a statewide grassroots network of affiliate chapters, staff and volunteers that provide information, education and support to families and consumers of mental health services. NAMI NH serves adults with mental illness and children with severe emotional disturbance and their families.

## *National Alliance for the Mentally Ill (NAMI)*

Telephone: (703) 524-7600

Information Helpline: 1-800-950-NAMI (6264)

Web: [www.nami.org](http://www.nami.org)

NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raise awareness and build a community for hope for all of those in need. NAMI is the foundation for hundreds of NAMI State Organizations, NAMI Affiliates and volunteer leaders who work in local communities across the country to raise awareness and provide essential and free education, advocacy and support group programs.

## *The Federation of Families for Children's Mental Health, NH Chapter*

497 Hooksett Road #258

Manchester, NH 03104

Telephone: (603) 296-0692

Web: [www.gsffcmh.org](http://www.gsffcmh.org)

The Federation provides leadership in the field of children's mental health and develop the necessary human and financial resources to meet the goals, which are:

- To address the unique life needs from birth through transition to adulthood of children and youth with emotional, behavioral and/or mental disabilities, and their families.
- To ensure the rights of full citizenship, support, and access to community based services for all children and youth with emotional, behavioral and mental disabilities and their families.
- To offer information and training and to engage in advocacy regarding research, prevention, early intervention, family support, education, transition services, and other services needed by children and their families.

## *National Federation of Families for Children's Mental Health*

Telephone: (240) 403-1901

Web: [www.ffcmmh.org](http://www.ffcmmh.org)

The National Federation of Families for Children's Mental Health is a national family-run organization linking more than 120 chapters and state organizations focused on the issues of children and youth with emotional, behavioral, or mental health needs and their families.

## Resources

### *Depression and Bipolar Support Alliance (DBSA)*

Telephone: (800) 826-3632

Web: Depression and Bipolar Support Alliance - [www.dbsalliance.org](http://www.dbsalliance.org)

The Balanced Mind Parent Network: [www.thebalancedmind.org](http://www.thebalancedmind.org)

The Balanced Mind Parent Network (BMPN), a program of the Depression and Bipolar Support Alliance (DBSA), guides families raising children with mood disorders to the answers, support and stability they seek. The Depression and Bipolar Support Alliance (DBSA) is a peer-directed national organization focusing on the two most prevalent mental health conditions, depression and bipolar disorder.

### *Trichotillomania Learning Center, Inc.*

Telephone: (831) 457-1004

Web: [www.trich.org](http://www.trich.org)

### *Schizophrenia and Related Disorders Alliance of America*

Telephone: (800) 493-2094

Web: [www.sardaa.org](http://www.sardaa.org)

### *Anxiety Disorders Association of America*

Telephone: (240) 485-1001

Web: [www.adaa.org](http://www.adaa.org)

### *International OCD Foundation*

Telephone: (617) 973-5801

Web: [www.ocfoundation.org](http://www.ocfoundation.org)

## Web Resource

### *US Department of Health and Human Services – Substance Abuse and Mental Health Services Administration (SAMHSA) – National Mental Health Information Center*

Web: [www.samhsa.gov](http://www.samhsa.gov)

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation.

### *HealthyPlace.com*

Web: [www.healthyplace.com](http://www.healthyplace.com)

HealthyPlace.com is a consumer mental health site, providing comprehensive, trusted information on psychological disorders and psychiatric medications from both a consumer and expert point of view. They have an active mental health social network for support, online psychological tests, breaking mental health news, mental health videos, a live mental health TV and radio show, unique tools like our "mood journal" and more.

## *Bureau of Elderly and Adult Services (BEAS)*

129 Pleasant Street

Concord, NH 03301

Telephone: (800) 351-1888 or (603) 271-9203 TDD: (800) 735-2964

Web: [www.dhhs.state.nh.us/dcbcs/beas](http://www.dhhs.state.nh.us/dcbcs/beas)

The Bureau of Elderly and Adult Services (BEAS) provides a variety of social and long-term supports to adults age 60 and older and to adults between the ages of 18 and 60 who have a chronic illness or disability. All services and supports are intended to assist people to live as independently as possible in safety and with dignity.

A major partnership between DEAS and local communities is ServiceLink, a statewide network of community-based resources for seniors, adults living with disabilities and their families. ServiceLink partners promote the independence and well-being of the people they serve at thirteen primary locations and many satellites throughout NH.

### *New Hampshire Family Caregiver Support Program*

Web: [www.dhhs.state.nh.us/dcbcs/beas/familycaregivers.htm](http://www.dhhs.state.nh.us/dcbcs/beas/familycaregivers.htm)

A family caregiver is anyone who provides regular care for a relative, a partner or a friend. The amount of care that the family member or other individual provides may have increased over time, or they may have found themselves in that role suddenly, without notice. For many it is a labor of love but it can also be physically and emotionally demanding. It is important to keep a balance between caring for another individual while caring for oneself. Through the National Family Caregiver Support Program, the Bureau of Elderly and Adult Services and the NH ServiceLink Resource Centers provides the following services for family caregivers. These services can include:

- Information about community programs and local resources.
- Assistance in assessing individual caregiving needs, help in identifying options, and accessing local providers.
- Individual counseling and access to support groups.
- Education and training to help develop caregiving skills.
- Respite care services to provide a temporary break for eligible full time family caregivers, and limited services that compliment the care the family caregiver is providing that can include: chore services, assistive equipment, home modifications, and transportation services.

### *Grandparents and Relatives Raising Children*

Through the NH Family Caregiver Support Program eligible grandparents and relatives can receive respite services such as in-home child care, after school programs and camps.

## Service Link

Service Link Resource Centers are a statewide network of locally-administered, community-based resources for seniors, adults with disabilities and their families. There is never a cost related to using ServiceLink and it is available to anyone who needs assistance, advice or help with an issue relating to a senior member or disabled adult living in the community.

ServiceLink Resource Center Toll Free Number (1-866) 634-9412

Web: [www.nh.gov/serviceLink](http://www.nh.gov/serviceLink)

<b>Belknap County</b> 67 Water St. Suite 105, Laconia, NH Telephone: (603) 528-6945	<b>Carroll County</b> 448 White Mountain Highway, Tamworth, NH Telephone: (603) 323-9394
<b>Monadnock Region</b> 105 Castle St., Keene, NH Telephone: (603) 357-1922	<b>Coos County</b> 610 Sullivan St., Suite 6, Berlin, NH Telephone: (603) 752-6407
<b>Grafton County-Littleton</b> 262 Cottage St. Suite G-25 Mt. Eustis Commons, Littleton, NH Telephone: (603) 444-4498	<b>Grafton County-Lebanon</b> 10 Campbell St., Lebanon, NH Telephone: (603) 448-1558
<b>Hillsborough County -Manchester</b> 555 Auburn St., Manchester, NH Telephone: (603) 644-2240	<b>Hillsborough County -Nashua</b> 70 Temple St., Nashua, NH Telephone: (603) 598-4709
<b>Merrimack County</b> 2 Industrial Park Drive, Concord, NH Telephone: (603) 228-6625	<b>Rockingham County-Seacoast</b> 30 International Drive, Suite 202, Portsmouth, NH Telephone: (603) 334-6594
<b>Rockingham County-Salem</b> 8 Commerce Drive, Unit 802, Atkinson, NH Telephone: (603) 893-9769	<b>Strafford County</b> 1 Old Dover Road, Suite 6, Rochester, NH Telephone: (603) 332-7398
<b>Sullivan County</b> 1 Pleasant St. Suite 105, Claremont, NH Telephone: (603) 542-5177	

## NHDHHS

### *Office of Minority Health & Refugee Affairs (OMHRA)*

Office of Minority Health & Refugee Affairs  
NH Department of Health & Human Services  
97 Pleasant Street  
Concord, NH 03301  
Web: [www.dhhs.state.nh.us/omh](http://www.dhhs.state.nh.us/omh)  
Telephone: (603) 271-3986  
TDD Access Relay (800) 735-2964

The Refugee Program's major goal is to assist refugees in achieving economic self-sufficiency and social adjustment. This fits well with the social determinants of health frame used by OMHRA to achieve its objectives of reducing disparities and promoting health equity.

There are three primary areas of responsibility for the Office of Minority Health & Refugee Affairs:

- Provides a sustained focus on the provision of culturally and linguistically appropriate services to NH's residents by DHHS;
- Maintains communication with racial, ethnic and other medically underserved populations to create partnerships to enhance the overall health of the communities by developing combined opportunities and resources to address health disparities; and
- Collaborates and partners with federal and regional state minority health offices and NH health and community agencies regarding various regional, national and state health disparity initiatives. A great example of a successful regional partnership is the bi-annual New England Regional Minority Health Conference.

#### *New Hampshire Refugee Program*

The primary goal of the Refugee Program is to assist refugees in their quest for economic self-sufficiency and successful integration.

*The New Hampshire Health Profession Opportunity Project (HPOP)* is a five year initiative led by OMHRA. This effort works to increase workforce training opportunities for low-income individuals who desire training in healthcare occupations.

### *Voluntary Agency (VOLAG)*

A Voluntary Agency (VOLAG) provides sponsorship and initial resettlement services to refugees entering the United States. In New Hampshire there are currently three VOLAGs which contract with the US Department of State, Bureau of Population and Migration to provide services such as reception, orientation, counseling, housing, and basic health services. The following is a list of New Hampshire's voluntary agencies:

#### *The International Institute of New Hampshire in Manchester (IINH)*

315 Pine Street  
Manchester, NH 03103  
Telephone: (603) 647-1500  
Web: [www.refugees.org](http://www.refugees.org)

### ***The Interfaith Refugee Resettlement Program (IRRP)***

Ascentria Care Alliance (formerly Lutheran Social Services of Northern New England)  
261 Sheep Davis Road, Suite A1  
Concord, NH 03301  
Telephone: (603) 224-8111  
Web: [www.ascentria.org](http://www.ascentria.org)

### ***New Hampshire Catholic Charities (NHCC)***

215 Myrtle Street  
Manchester, NH 03103  
Web: <http://www.nh-cc.org>  
Telephone: (603) 669-3030

## ***Resources***

### ***St. Anselm College – English for New Americans Program***

First Congregational Church  
508 Union St.  
Manchester, NH 03103  
Web: [www.anselm.edu](http://www.anselm.edu)  
Telephone: (603) 622-1511

### ***New American Africans***

4 Park Street  
P.O. Box 2501  
Concord, NH 03302  
Telephone: (603) 219-5219  
Web: <http://newamericanaficans.wordpress.com>

New American Africans (NAA) is a self-supportive community group for refugees living in New Hampshire. Formed to help newly arrived Africans integrate into their new community by building bridges with local institutions to help families meet their basic needs. NAA addresses institutional barriers through outreach, education and advocacy efforts with key providers and decision makers, while also providing classes and programs to educate and empower refugees and immigrants.

### ***Bhutanese Community of New Hampshire***

90 Airport Rd., Concord, NH 03301  
Telephone: (603) 856-7507  
510 Chestnut St., Manchester, NH 03101  
Telephone: (603) 935-9620  
Web: <http://bhutanesecommunitynh.org>

Services to help Bhutanese communities in NH to obtain the basic resources, community base services, and dissemination of information related to various jobs, skills and health trainings to build productive and self-sufficient Bhutanese community in the state and to create an enduring legacy for future generations of Bhutanese community in NH through stewardship of Bhutanese heritage.

## *Translators / Interpreters*

### *The New Hampshire Language Bank*

*Ascentria Care Alliance* (formerly Lutheran Social Services of Northern New England)

Concord, NH

Telephone: (603) 410-6183

Web: [www.ascentria.org](http://www.ascentria.org)

Language Bank can provide trained professional interpreters in over 20 language and dialects, and additional languages are being added as needed. Language Bank services are cost competitive with phone interpretation services.

### *New Hampshire Department of Education*

#### *English for Speakers of Other Languages (ESOL) Program*

New Hampshire Department of Education

Concord, NH 03301

Telephone: (603) 271-3196 or (603) 271-3887

Web: [www.education.nh.gov/instruction/integrated/title\\_iii\\_information\\_translators.htm](http://www.education.nh.gov/instruction/integrated/title_iii_information_translators.htm)

On the Department of Education's web site is a Directory of translators /interpreters by name as well as an alphabetical listing of translators/interpreters by language.

*Information / Referral Programs  
And Family Support*



# Family Resource Centers

Family Resource Centers offer a welcoming atmosphere for family-oriented programs, resources, activities and classes to strengthen families and promote positive parenting. A Family Resource Center is a non-profit, community-based setting available and accessible to all families in that community. The center has services and programs that are designed to meet the needs of the community it serves. Individuals may access services not only in times of need, but as a regular part of day-to-day life.

Web: [www.nhchildrenstrust.org/program/family-resource-center](http://www.nhchildrenstrust.org/program/family-resource-center)

## Serving Families Statewide

### Family Connections Center – Department of Corrections

Telephone: (603) 271-2255 or 271-2255

Web: [www.nh.gov/nhdoc/fcc](http://www.nh.gov/nhdoc/fcc)

### Belknap County

#### Lakes Region Community Services and Family Resource Center

719 N. Main St., Laconia, NH

Telephone: (603) 524-1741

Web: [www.lrcs.org](http://www.lrcs.org)

### CARROLL COUNTY

#### Children Unlimited, Inc.

182 W. Main St, Conway, NH

Telephone: (603) 477-6356

Web: [www.childrenunlimitedinc.org](http://www.childrenunlimitedinc.org)

### Cheshire County

#### The River Center, A Family and Community Resource Center

46 Concord St. Peterborough, NH

Telephone: (603) 924-6800

Web: [www.rivercenter.us](http://www.rivercenter.us)

### Coos County – Gorham/Berlin

#### Family Resource Center of Gorham–Berlin

123 Main St., Gorham, NH

Telephone: (603) 466-5190

Web: [www.family-resource-center.org](http://www.family-resource-center.org)

### GRAFTON COUNTY

#### Littleton Area Family Resource Center at Child and Family Services

28 Lafayette Ave., Littleton, NH

Telephone: (603) 444-0418

Web: [www.cfsnh.org](http://www.cfsnh.org)

#### Whole Village Family Resource Center

258 High St., Plymouth, NH

Telephone: (603) 536-3720

Web: [www.lruw.org/index/wholevillage/WVFRChome.asp](http://www.lruw.org/index/wholevillage/WVFRChome.asp)

### HILLSBORO COUNTY

#### Easter Seals Child Development and Family Resource Center

555 Auburn St., Manchester, NH

Telephone: (603) 666-5982 X36

Web: [www.easterseals.com/nh](http://www.easterseals.com/nh)

#### Family Resource Center of Greater Nashua at the Boys and Girls Club

47 Grand Ave., Nashua, NH

Telephone: (603) 883-0523 X215

Web: <https://sites.google.com/site/familyresourcectrnashua/>

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*HILLSBORO COUNTY*

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*Grapevine Family & Community Resource Center*

4 Aiken St., Antrim, NH  
Telephone: (603) 588-2620  
Web: <http://grapevinenh.org>

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*The Family Education Collaborative at the YWCA*

72 Concord St., Manchester, NH  
Telephone: (603) 625-5785  
Web: [www.ywcanh.org](http://www.ywcanh.org)

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*MERRIMACK COUNTY*

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*Concord Connections at Child and Family Services*

103 North State St., Manchester, NH  
Telephone: (603) 223-7479  
Web: [www.cfsnh.org](http://www.cfsnh.org)

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*The Children's Place and Parent Education Center*

27 Burns Ave., Concord, NH  
Telephone: (603) 224-9920  
Web: [www.thechildrensplacenh.org](http://www.thechildrensplacenh.org)

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*ROCKINGHAM COUNTY*

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*Families First*

100 Campus Drive, Portsmouth, NH  
Telephone: (603) 422-8208  
Web: <http://familiesfirstseacoast.org>

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*Salem Family Resources - Success by Six*

171 Zion Hill Road, Salem, NH  
Telephone: (603) 898-5493  
Web: [www.salemfamilyresources.org](http://www.salemfamilyresources.org)

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*The Upper Room, A Family Resource Center*

36 Tsienneto Road, Derry, NH  
Telephone: (603) 437-8477  
Web: [www.urteachers.org](http://www.urteachers.org)

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*Strafford County*

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*Community Action Partnership of Strafford County*

150 Wakefield St., Rochester, NH  
Telephone: (603) 516-8108  
Web: [www.straffordcap.org](http://www.straffordcap.org)

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*Sullivan County*

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*Good Beginnings of Sullivan County*

109 Pleasant St., Claremont, NH  
Telephone: (603) 542-1848  
Web: [www.gbnh.org](http://www.gbnh.org)

# ADVOCACY ORGANIZATIONS

## *New Hampshire Council on Developmental Disabilities (DDC)*

21 South Fruit St. Suite 22

Concord, NH 03301

Telephone: (800) 852-3345 Ext. 3236 or (603) 271-3236

TDD: (800) 735-2964

Web: [www.nhddc.org](http://www.nhddc.org)

The New Hampshire Council on Developmental Disabilities is a federally funded agency that supports public policies and initiatives that remove barriers and promote opportunities in all areas of life. The Council is independent of State government and the agencies that provide services to people with disabilities. The Council develops a State Plan every five years to establish specific goals, objectives and strategies to address the most important issues affecting people with developmental disabilities in New Hampshire. The Council carries out its mission through education, advocacy and the funding of innovative projects that make a difference in people's lives.

## *Disabilities Rights Center (DRC)*

64 N Main St.

Concord, NH 03301

Telephone: (800) 834-1721 V/TTY or (603) 228-0432

Web: [www.drcnh.org](http://www.drcnh.org)

Disabilities Rights Center (DRC) is a statewide organization that is independent from state government or service providers and is dedicated to the full and equal enjoyment of civil and other legal rights by people with disabilities. The DRC is New Hampshire's designated Protection and Advocacy agency and authorized by federal statute "to pursue legal, administrative and other appropriate remedies" on behalf of individuals with disabilities. The DRC provides information, referral, advice, and legal representation and advocacy to individuals with disabilities on a wide range of disability-related problems.

## *The Governor's Commission on Disability*

121 Fruit St., Suite 101

Concord, NH 03301

Telephone: (800) 852-3405 (Voice) or (603) 271-2773 (Voice)

(603) 271-2774 (TTY)

Web: [www.nh.gov/disability](http://www.nh.gov/disability)

The Governor's Commission on Disability provides information about the many services, laws, and regulations that affect citizens with disabilities. The Commission also serves as state affiliate for the Institute for Human Centered Design - New England ADA Center.

### ***People First of NH***

4 Park St. Suite 304B  
Concord, NH 03301  
Telephone: (800) 852-3345 X3236 or (603) 271-3236  
Web: [www.peoplefirstofnh.org](http://www.peoplefirstofnh.org)

Statewide self-advocacy organization that includes NH Young Adult Self-Advocates, Contact is through NH Council. On Developmental Disability

### ***Granite State Independent Living (GSIL)***

21 Chenell Dr.  
Concord, NH 03301  
Telephone: (603) 228-9680  
Web: [www.gsil.org](http://www.gsil.org)

GSIL staff works with consumers on an individual basis and in groups to help protect their civil, legal, and human rights and to expand community accessibility.

### ***Advocates Building Lasting Equality (ABLE NH)***

21 South Fruit St. Suite 22  
Concord, NH 03301  
Telephone: (800) 852-3345 X3236 or (603) 271-2336  
Web: [www.ablenh.org](http://www.ablenh.org)

Advocates Building Lasting Equality (ABLE) of New Hampshire advocates for the civil and human rights of all children and adults with disabilities and promotes full participation by improving systems of supports, connecting families, inspiring communities, and influencing public policy.

### ***NH Kids Count (formerly Children's Alliance of NH)***

2 Delta Drive  
Concord, NH 03301  
Telephone: (603) 225-2264  
Web: [www.childrennh.org](http://www.childrennh.org)

New Hampshire Kids Count is dedicated to improving the lives of all children by advocating for public initiatives that make a real difference.

### ***NH Voices for Health***

4 Park St., Suite 403  
Concord, NH 03301  
Telephone: (603) 369-4767  
Web: <http://www.nhvoicesforhealth.org>

NH Voices for Health was created to meet a need for greater coordination among advocates working toward improved access to quality, affordable health care in New Hampshire.

# Family Support Organizations

## *NH Family Voices*

129 Pleasant St.  
Concord, NH 03301  
Telephone: (800) 852-3345 X4525 or (603) 271-4525  
Web: [www.nhfv.org](http://www.nhfv.org)

Parent support, lending library, resources, information as well as specialized supports for families having children with special health care needs and disabilities. (See page 64)

## *Parent Information Center*

P.O. Box 2405  
Concord, NH 03302-2405  
Telephone: (800) 232-0986 or (603) 224-7005 (V/TTY)  
Web: [www.parentinformationcenter.org](http://www.parentinformationcenter.org)

Provides information, referrals, workshops and support to families of children with disabilities. (see page 37)

## *NAMI New Hampshire*

(National Alliance for the Mentally Ill New Hampshire Chapter)  
15 Green St.  
Concord, NH 03301  
Telephone: (800) 242-6264 or (603) 225-5359  
Web: [www.naminh.org](http://www.naminh.org)

NAMI NH is a statewide grassroots network of affiliate chapters, staff and volunteers that provide information, education and support to families and consumers of mental health services. NAMI NH serves adults with mental illness and children with severe emotional disturbance and their families.

## *Special Needs Support Center of the Upper Valley*

12 Flynn St.  
Lebanon, NH 03766  
Telephone: (800) 698-5465 or (603) 448-6311  
Web: [www.snsc-uv.org](http://www.snsc-uv.org)

Provides family support services, support groups, educational advocacy and a respite program for families having children with special needs in the Upper Valley region.

## *NH Family Ties*

Telephone: 1-800-499-4153 x241  
Web: [www.nhfamilyties.org](http://www.nhfamilyties.org)

Offering parent matching between supporting parent and referred parent of a child with special needs. State wide network of regional parent to parent coordinators.

### ***Brain Injury Association of New Hampshire***

109 North State St. Suite 2  
Concord, NH 03301  
Telephone: (800) 773-6400 or (603) 225-8400  
Web: [www.bianh.org](http://www.bianh.org)

Consumer-based organization for people surviving brain injury, brain tumor or stroke and their caregivers. A chartered state affiliate of the Brain Injury Association of America (BIAA; biauxa.org).

### ***Partners In Health***

129 Pleasant St.  
Concord, NH 03301  
Telephone: (603) 271-4408  
Web: [www.dhhs.state.nh.us/dcbcs/bds/sms/pih/index.htm](http://www.dhhs.state.nh.us/dcbcs/bds/sms/pih/index.htm)

Family Support Coordinators assist families to access appropriate services and resources. (See page 64)

### ***Child and Family Services***

464 Chestnut St.  
Manchester, NH 03105  
Telephone: (800) 640-6486 or (603) 518-4000  
Web: [www.cfsnh.org](http://www.cfsnh.org)

Offers many family support programs. Examples include: Parenting Plus, Families Connecting Family Skills. These programs offer emotional support and practical solutions in managing family life. In home supports help to develop skills in areas of discipline, communication, budgeting, nutrition, conflict resolution and resourcefulness. There is no fee for this support. Offered through regional offices (see page 99).

### ***Family Resource Connection NH State Library***

20 Park St.  
Concord, NH 03301  
Telephone: (800) 298-4321 or (603) 271-1188  
Web: [www.nh.gov/nhsl/frc](http://www.nh.gov/nhsl/frc)

The Family Resource Connection is a lending library with topics relating to families with children.

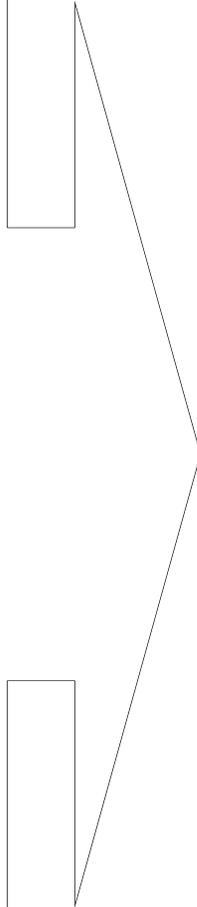
### ***Family Support New Hampshire (FSNH)***

c/o NH Children's Trust  
10 Ferry St., Suite 315  
Concord, NH 03301  
Telephone: (603) 224-1279  
Web: [www.fsnh.org](http://www.fsnh.org)

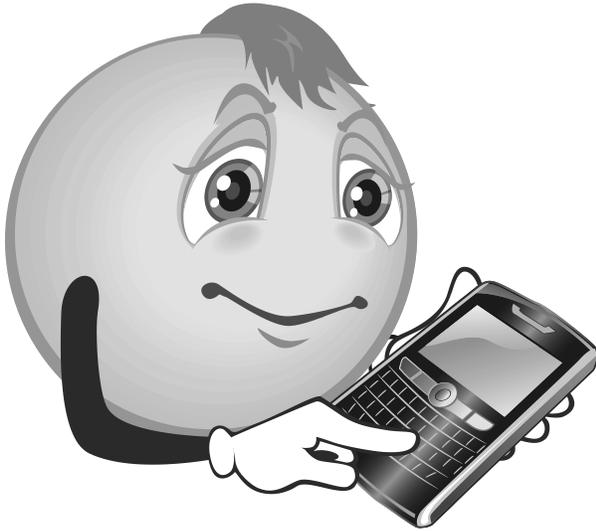
Family Support NH is a coalition of non-profit family resource centers (FRC) and family support programs (FSP) that are designed to meet the needs of the communities they serve.

**I'VE TALKED TO.....**

**NOTES:**



# Additional Resources



## **NH 211**

*is an easy to remember  
phone number to call.*

*To access many different health and  
human services available, callers anywhere  
in the state can dial 2-1-1. For no  
charge, you are connected to a trained  
information and referral specialist who  
can provide you with the information  
you need to get help.*

*Online data base is very user friendly.*

[www.211nh.org](http://www.211nh.org)



## Community Action Programs (CAP)

Community Action Offices house many programs for citizens, families, children, and elderly. Health, nutritional, fuel assistance, weatherization assistance, and electric assistance are a few examples.

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### *Belknap and Merrimack Counties*

Community Action Program Belknap-Merrimack Counties Inc.

2 Industrial Park Drive, Concord, NH

Telephone: (603) 225-3295

Web: [www.bm-cap.org](http://www.bm-cap.org)

### *Rockingham County*

Rockingham Community Action Inc.

4 Cutts St., Portsmouth, NH

Telephone: (800) 556-9300 or (603) 431-2916

Web: [www.rcaction.org](http://www.rcaction.org)

### *Hillsborough County*

Southern New Hampshire Services, Inc.

40 Pine St., Manchester, NH

Telephone: (800) 322-1073 or (603) 668-8010

Web: [www.snhs.org](http://www.snhs.org)

### *Strafford County*

Strafford County Community Action

61 Locust St., Dover, NH

Telephone (603) 516-8126

Web: <http://straffcap.org>

### *Cheshire County*

Southwestern Community Services Cheshire County

63 Community Way, Keene, NH

Telephone: (800) 529-0005 or (603) 352-7512

Web: [www.scshehelps.org](http://www.scshehelps.org)

### *Sullivan County*

Southwestern Community Services

96 Main St, Claremont, NH

Telephone: (800) 529-0005 or (603) 542-9528

Web: [www.scshehelps.org](http://www.scshehelps.org)

### *Coos, Carroll and Grafton Counties*

Tri-County Community Action

30 Exchange St., Berlin, NH

Telephone: (800) 552-4617 or (603) 752-7001

Web: [www.tccap.org](http://www.tccap.org)

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## Emergency Preparedness

### *ReadyNH*

NH Department of Safety

Web: [www.nh.gov/readynh](http://www.nh.gov/readynh)

To increase the preparedness of individuals and households in the State of New Hampshire, the NH Department of Safety Division of Homeland Security and Emergency Management created ReadyNH. The materials presented here are intended to help individuals, families, businesses and other organizations prepare for emergencies. Special needs considerations are included.

## Housing Resources

### NH Housing Finance Authority

32 Constitutional Drive, Bedford, NH

Littleton Field Office, 41 Cottage St., Littleton

Telephone: (800) 640-7239 or (603) 472-8623 TDD: (603) 472-2089

Web: [www.nhhfa.org](http://www.nhhfa.org)

New Hampshire Housing is your statewide housing resource! Through a broad range of rental and homeownership programs, New Hampshire Housing promotes, finances and supports affordable housing for Granite State residents.

Home Ownership  
(800) 649-0470  
(603) 472-8623

Rental Assistance  
(800) 439-7247  
(603) 472-8623

Littleton Field Office  
(Rental and Housing)  
(800) 622-5266  
(603) 310-9400

Finance & Accounting  
Mortgage Servicing  
(800) 640-7239  
(603) 472-8623

### Web Resource

#### State of NH Foreclosure Prevention Initiative

Web: [www.homehelpnh.org](http://www.homehelpnh.org)

HomeHelpNH is a program that provides at-risk homeowners with free, professional, objective homeownership counseling and, for those who qualify, free or low-cost legal advice to help them decide the best options for their housing situation. The counseling is provided by eight regionally-based nonprofit housing agencies that provide free comprehensive foreclosure intervention and counseling services.

## Legal Resources

### NH Legal Assistance

117 North State St., Concord, NH

Telephone: (800) 921-1115 or (603) 223-9750

Web: [www.nhla.org](http://www.nhla.org)

New Hampshire Legal Assistance offers legal services in civil matters to seniors and eligible low-income persons. NHLA provides high quality legal services to vulnerable low-income people, ranging from simple legal information and advice to vigorous and thorough representation in all of New Hampshire's courts and before many of the local, state and federal agencies which play large roles in the lives of low-income people.

#### Berlin

1131 Main St.

Telephone (800) 698-8969 or (603) 752-1102

#### Claremont

24 Opera House Square, Suite 206

Telephone: (800) 562-3994 or (603) 542-8795

#### Manchester

1850 Elm St.

Telephone: (800) 562-3174 or (603) 668-2900

#### Portsmouth

154 High St

Telephone: (800) 334-3135 or (603) 431-7411

## ***New Hampshire Public Defenders Office***

Administration Office  
10 Ferry St., Concord, NH  
Telephone: (603) 224-1236  
Web: [www.nhpd.org](http://www.nhpd.org)

The New Hampshire Public Defender is a private, nonprofit corporation created to give NH a cost-effective means of providing high-quality, reliable representation to indigent defendants. The Program's attorneys serve clients facing criminal and delinquency prosecution who cannot afford to retain private counsel. The attorneys work out of nine offices located in communities throughout the State.

<b><i>Concord</i></b> 10 Ferry St Telephone: (603) 224-1236	<b><i>Dover</i></b> 15 Fourth St. Ste 3 Telephone: (603) 749-5540	<b><i>Keene</i></b> One West St. Telephone: (603) 357-4891
<b><i>Laconia</i></b> 408 Union Avenue Telephone: (603) 524-1831	<b><i>Littleton</i></b> 134 Main Street Telephone: (603) 444-1185	<b><i>Manchester</i></b> 20 Merrimack Street Telephone: (603) 669-7888
<b><i>Nashua</i></b> 44 Franklin St. Telephone: (603) 598-4986	<b><i>Orford</i></b> Route 10, RR #1, Box 42A Telephone: (603) 353-4440	<b><i>Stratham</i></b> 142 Portsmouth Avenue Telephone: (800) 778-479-0656

## ***Disabilities Rights Center (DRC)***

64 N Main St.  
Concord, NH 03301  
Telephone: (800) 834-1721 V/TTY or (603) 228-0432  
Web: [www.drcnh.org](http://www.drcnh.org)

DRC is the New Hampshire's designated Protection and Advocacy agency and authorized by federal statute "to pursue legal, administrative and other appropriate remedies" on behalf of individuals with disabilities. The DRC is a statewide organization that is independent from state government or service providers. The DRC provides information, referral, advice, and legal representation and advocacy to individuals with disabilities and families on a wide range of disability-related problems.

## ***New Hampshire Legal Aid***

Legal Advice & Referral Center  
16 Green St., Concord, NH  
Telephone: (800) 639-5290  
Web: <http://www.larcnh.org>

This website is a cooperative effort of the legal services agencies serving New Hampshire's low income population. NH Legal Services is a community of agencies dedicated to the ideal of equal access to justice. Working together, we provide a range of services to low income people across the state. Legal Advice & Referral Center, the Pro Bono Program of the New Hampshire Bar Association, and others to provide representation, legal advice, information and support to clients with legal problems.

## *NH Bar Association – Lawyer Referral Service*

2 Pillsbury St. Suite 300

Concord, NH 03301

Telephone: (603) 229-0002

Web: [www.newhampshirelawyerreferral.com](http://www.newhampshirelawyerreferral.com)

Trained staff will match you with a qualified attorney who practices in the area of law you need. LRS attorneys are insured members in good standing of the NH Bar Association and will provide up to a 30-minute consultation.

## *New Hampshire Civil Liberties Union (ACLU)*

The New Hampshire Civil Liberties Union

18 Low Avenue

Concord, NH 03301

Telephone: (603) 225-3080

Web: [www.nhclu.org](http://www.nhclu.org)

The New Hampshire Civil Liberties Union (NHCLU) is the state affiliate of the American Civil Liberties Union (ACLU). A nonpartisan organization that defends civil liberties in the courtroom and in the legislature and seeks to expand awareness of individual rights in the classroom, in civic groups and in the media.

## *Human Rights Commission*

2 Chenell Drive #2

Concord, NH 03301-8501

Telephone: (603) 271-2767

Web: [www.state.nh.us/hrc](http://www.state.nh.us/hrc)

The state agency established by RSA 354-A for the purpose of eliminating discrimination in employment, public accommodations and the sale or rental of housing or commercial property, because of age, sex, sexual orientation, race, creed, color, marital status, familial status, physical or mental disability or national origin. The commission has the power to receive, investigate and pass upon complaints of illegal discrimination and to engage in research and education designed to promote good will and prevent discrimination.

## *Medical Equipment*

### *The Refurbished Equipment Marketplace*

84A Iron Works Road

Concord, NH 03301

Telephone: (800) 427-3338 or (603) 224-7630

Web: [www.rem.crotchedmountain.org](http://www.rem.crotchedmountain.org)

The Refurbished Equipment Marketplace sells, rents and loans reconditioned Durable Medical Equipment (wheelchairs, mobility aids, hospital beds, bath aids, lift chairs, portable ramps, etc.) to persons who find the cost of new technology prohibitive. The REM Equipment Rental program offers an affordable option for those who require short-term equipment solutions. Should a change in circumstances occur, rental payments may be applied to the purchase of the device.

# Recreational Resources

## Sports Organizations

### *New England Handicapped Sports Association*

1398 Route 103  
Newbury, NH 03255  
Telephone: (603) 763-9158  
Web: [www.NEHSA.org](http://www.NEHSA.org)

NEHSA is a group of people who pool their knowledge, skill and courage to participate in sports activities. Skiing, however, is still the central sport because of its amazing adaptability to many types of disabilities. NEHSA winter programs are on Mount Sunapee. Summer program offers Kayak/Paddle and row activities at Lake Sunapee Rowing Club.

### *Northeast Passage*

Hewitt Hall  
4 Library Way  
Durham, NH 03824  
Telephone: (603) 862-0070, TTY: NH Relay 800-735-2964  
Web: [www.nepassage.org](http://www.nepassage.org)

Develops, delivers, and evaluates innovative barrier-free recreation and health promotion programs. Guiding principles are promoting client independence through education and problem solving, creating opportunities, and collaborating with others to create a strong network of accessible recreation.

### *NH Special Olympics*

650 Elm Street  
Manchester, NH 03101  
Telephone: (603) 624-1250  
Web: [www.sonh.org](http://www.sonh.org)

An organization providing sports training and athletic competition for children and adults with intellectual disabilities.

### *New Hampshire Fish and Game Department*

11 Hazen Drive  
Concord, NH 03301  
Telephone: Licensing Division - (603) 271-3421  
Web: [www.wildlife.state.nh.us/Hunting/hunt\\_accessibility.htm](http://www.wildlife.state.nh.us/Hunting/hunt_accessibility.htm)

The NH Fish and Game Department offers several permits for people with physical disabilities. Applicants must present a letter from his or her doctor stating that the applicant is permanently and totally disabled. Fish and Game's Hunter Education Program customizes its courses for people with special needs so they can enjoy the outdoors safely.

## Therapeutic Riding / Hippotherapy Programs

<p><i>Horse Power at Touchstone Farm</i> 13 Pony Farm Lane Temple, NH Telephone: (603) 654-6308 Web: <a href="http://www.touchstone-farm.org">www.touchstone-farm.org</a></p>	<p><i>Upreach Therapeutic Riding Center</i> 153 Paige Hill Rd Goffstown, NH Telephone: (603) 497-2343 Web: <a href="http://www.upreachtrc.org">www.upreachtrc.org</a></p>	<p><i>The Carriage Barn</i> Trundle Bed Lane Kensington NH Telephone: (603) 378-0140 Web: <a href="http://www.carriage-barn.com">www.carriage-barn.com</a></p>
<p><i>First Light Farm</i> 300 Page Rd. Cornish, NH Telephone: (603) 675-9176 Web: <a href="http://www.firstlightfarm.com">www.firstlightfarm.com</a></p>	<p><i>UNH Therapeutic Riding</i> 278 Mast Rd. Extension Durham, NH 03824 Telephone: (603) 862-0131 Web: <a href="http://www.trp.unh.edu">www.trp.unh.edu</a></p>	<p><i>Horse Talk Therapeutic Svc.</i> 24 Galloway Lane Bedford, NH 03110 Telephone: (603) 472-3144 Web: <a href="http://www.nhorsetalk.com">www.nhorsetalk.com</a></p>
<p><i>Back in the Saddle Equine</i> 334 College Hill Rd. Hopkinton, NH 03229 Telephone: (603) 746-5681 Web: <a href="http://www.bitsetc.org">http://www.bitsetc.org</a></p>	<p><i>Miracles in Motion</i> 118 Wyman Rd, Keene, NH 03431 Telephone: (603) 357-7282 Web: <a href="http://www.mimnh.org">www.mimnh.org</a></p>	<p><i>Dream on Curls Riding Ctr.</i> Top O' The Hill Farm 153 Kirk Meadow Rd. Springfield, VT 05156 Telephone: (802) 885-9101 Web: <a href="http://www.vermontel.net/~top/dreamoncurls.htm">www.vermontel.net/~top/dreamoncurls.htm</a></p>
<p><i>Wings and Hooves Therapeutic Riding, Inc.</i> 8 Freeman Street East Kingston, NH 03827 Phone: (603) 642-3722 <a href="http://www.wingsandhooves.org">www.wingsandhooves.org</a></p>	<p><i>It's Ability Pediatric Therapy Ctr.</i> 129 Hall St. Suite H Concord, NH Telephone: (603) 224-4540 Web: <a href="http://www.itsabilitypt.com">www.itsabilitypt.com</a></p>	

## Adaptability Plus Adaptive Sports

Web: [www.abilityplus.org](http://www.abilityplus.org)

Mount Snow, VT, Program Director : (800) 287-8415 x103

Attitash/Wildcat, NH Program Director: (800) 287-8415 x104

AbilityPLUS serves a diverse population of individuals, from people with severe physical disabilities to people with autism, across the spectrum. Winter sports, skiing, snowboarding as well as summer watersports, hiking and golf. They teach and work with people regardless of their age, disability or financial constraints. They have adaptive ski programs that operate out of Mount Snow, Vermont and in Mount Washington Valley, NH (Attitash & Wildcat) with partnership and affiliate programs throughout New England.

### *New England Disabled Sports at Bretton Woods*

Telephone: (603) 745-9333

Web: [www.nedisabledsports.org/default.aspx](http://www.nedisabledsports.org/default.aspx)

New England Disabled Sports at Bretton Woods offers adaptive sports instruction and equipment to individuals with physical and cognitive disabilities. Sports include skiing, snowboarding, cycling, golf, tennis and fishing.

### *Lakes Region Disabled Sports*

Gunstock Mountain Resort

Telephone: (603) 737-4365

Web: [http://www.gunstock.com/winter/learning-center/lakes-region-disabled-sports-/](http://www.gunstock.com/winter/learning-center/lakes-region-disabled-sports/)

Adaptive skiing instruction by volunteer instructors trained to work with the diverse abilities of adaptive students. Whether the challenges are physical, sensory or developmental.

### *Waterville Adaptive Snow Sports Program*

Waterville Valley Resorts

Telephone: (603) 236-8311

Web: [www.watervilleadaptive.com](http://www.watervilleadaptive.com)

Snow programs for physically and mentally challenged children and adults team up with extraordinary volunteers and learn to fly - at least that's how their students describe the freedom of sliding down a snowy slope unencumbered by a wheelchair or braces. Group and private lessons are available any day, including holiday periods. Daily lesson prices range from \$65 to \$95, and include an all-mountain lift ticket, the use of specially designed adaptive ski equipment, and one-on-one instruction. Seasonal programs, race training for Special Olympics and Paralympic Sports are ongoing all season long.

### *Zebra Crossings*

Telephone: (603) 312-2052

Web: [www.zebra-crossings.org](http://www.zebra-crossings.org)

Zebra Crossings, provides a broad range of day and overnight programs throughout the year for children with a chronic health condition. Programs are held at various locations throughout the NH Seacoast. Activities include recreational activities, such as art projects, sports, group games, archery, swimming, climbing wall, ropes course, kayaking, and more. If your willing to travel, anyone in NH can participate.

### *Manchester Community Music School*

Manchester, NH

Telephone: (603) 644-4548

Web: [www.mcmusicschool.org](http://www.mcmusicschool.org)

Music Therapy Programs for students with special needs, some of these being mental health challenges, traumatic brain injury and autism spectrum disorder. The Music School employs 3 board certified Music Therapists.

## *Concord Community Music School*

Telephone: (603) 228-1196

Web: [www.ccmusicschool.org](http://www.ccmusicschool.org)

Offers music therapy in a variety of settings for special needs children and adults.

## *UNH Cooperative Extension Services*

### **UNH Cooperative Extension Services**

59 College Road, Taylor Hall

Durham, NH 03824

Telephone: (603) 862-4582

Web: <http://extension.unh.edu>

A multitude of programs on family, home and agriculture. Everything from food safety, nutrition, youth involvement in communities, parenting, to financial solutions. Offices can be found within your county.

### *Belknap County*

635 Main St. 3rd Floor

Laconia, NH

Telephone: (603) 527-5475

### *Cheshire County*

800 Park Avenue

Keene, NH

Telephone: (603) 352-4550

### *Grafton County*

1930's Nursing Home Bldg, 1st Floor

3855 Dartmouth College Highway, Box 5

North Haverhill, NH

Telephone: (603) 787-6944

### *Merrimack County*

315 Daniel Webster Hwy

Boscawen, NH

Telephone: (603) 796-2151

### *Rockingham County*

113 North Road

Brentwood, NH

Telephone: (603) 679-5616

### *Carroll County*

75 Main Street

Conway, NH

Telephone: (603) 477-3834

### *Coos County*

629A Main Street

Lancaster, NH

Telephone: (603) 788-4961

### *Hillsborough County*

329 Mast Road

Goffstown, NH

Telephone: (603) 641-6060

### *Strafford County*

268 County Farm Rd.

Dover, NH

Telephone: (603) 749-4445

### *Sullivan County*

24 Main Street

Newport, NH

Telephone: (603) 863-9200

## Vehicles

### *Good News Garage*

340 Granite St., 3rd Floor  
Manchester, NH 03103  
Telephone: (877) 400-6065  
(603) 669-6937

Web: [www.goodnewsgarage.org](http://www.goodnewsgarage.org)

Provides affordable and reliable  
transportation options for people in need.

### *Ride-Away*

54 Wentworth Ave.  
Londonderry, NH 03053  
Telephone: (888) 743-3292

Web: [www.ride-away.com](http://www.ride-away.com)

Conversions, adaptations and modified vehicles

## NH Resource Guides

The following are other resource guides available in NH.

### *“Guidebook for Caregivers of Children and Adolescents with Serious Emotional Disorders”*

NAMI NH, 15 Green St., Concord, NH 03301  
Telephone: (800) 242-6264 or (603) 225-5359  
Available on web: [www.naminh.org/we-educate/publications](http://www.naminh.org/we-educate/publications)

### *“Resource Guide for Alcohol and Drug Prevention and Treatment Services”*

NHDHHS Bureau of Drug and Alcohol Services  
105 Pleasant St., Concord, NH 03301  
Telephone: (800) 804-0909 or (603) 271-6738  
Available on web: [www.dhhs.nh.gov/dcbcs/bdas/documents/guide.pdf](http://www.dhhs.nh.gov/dcbcs/bdas/documents/guide.pdf)

### *A Resource Guide for New Hampshire Relative Caregivers*

NHDHHS Division for Children, Youth and Families  
129 Pleasant St., Concord, NH 03301  
Telephone: (800) 852-3345 X 4451 or (603) 271-4451  
Available on the web: [www.dhhs.nh.gov/dcyf/documents/relativecaregivers.pdf](http://www.dhhs.nh.gov/dcyf/documents/relativecaregivers.pdf)

# Acronyms

This will help you define acronyms and words that you may find in reading "*Maneuvering Through the Maze*" as well as other documents related to disabilities and government programs. An *acronym* is a word formed from the first letter of other words.

<b>AA</b>	Area Agency for Developmental Services
<b>ANB</b>	Aid to the Needy Blind
<b>APTD</b>	Aid to the Permanently and Totally Disabled
<b>CAP</b>	Community Action Program
<b>CCW</b>	Community Care Waiver
<b>CPSW</b>	Child Protection Social Worker
<b>CSD</b>	Children with Severe Disabilities
<b>CSHCN</b>	Children with Special Health Care Needs
<b>DCYF</b>	Division of Children, Youth and Families
<b>DD</b>	Developmental Disabilities
<b>DDC</b>	Developmental Disability Council
<b>DFA</b>	Division of Family Assistance
<b>DHHS</b>	Department of Health and Human Services
<b>DO</b>	District Office
<b>DOE</b>	Department of Education
<b>DRC</b>	Disability Rights Center
<b>EEIN</b>	Early Education and Intervention Network
<b>EPSDT</b>	Early Periodic Screening, Diagnosis and Treatment
<b>ESS</b>	Abbreviated for the Family Centered Early Supports and Services Program
<b>EBT</b>	Electronic Benefit Transfer
<b>FANF</b>	Financial Assistance to Needy Families
<b>FC</b>	Foster Care
<b>FDA</b>	Food and Drug Administration (Federal)
<b>FEMA</b>	Federal Emergency Management Agency
<b>FMLA</b>	Family Medical Leave Act
<b>FPL</b>	Federal Poverty Levels
<b>GED</b>	General Educational Development
<b>HCBC-ABD</b>	Home and Community Based Care for Individuals with Acquired Brain Disorder
<b>HCBC-DD</b>	Home and Community Based Care for the Developmentally Delayed
<b>HCBC-ECI</b>	Home and Community Based Care for the Elderly and Chronically Ill
<b>HCBC-HIS</b>	Home and Community Based Care In Home Supports (also referred to as Independence Plus Waiver)
<b>HC-CSD</b>	Home Care for Children with Severe Disabilities (also referred to as Katie Beckett)
<b>HUD</b>	Housing and Urban Development (Federal)
<b>I&amp;R</b>	Information and Referral
<b>ICC</b>	NH Interagency Coordination Council
<b>ICF</b>	Intermediate Care Facility
<b>IDEA</b>	Individuals with Disability Education Act
<b>IEP</b>	Individual Education Plan

## Acronyms

<b>IFSP</b>	Individual Family Support Plan
<b>IMH</b>	Infant Mental Health
<b>INS</b>	Immigration and Naturalization Services (Federal)
<b>JPPPO</b>	Juvenile Probation and Parole Officer
<b>LTC</b>	Long Term Care
<b>MA</b>	Medical Assistance
<b>MICE</b>	Multi-Sensory Intervention Through Consultation and Education
<b>MEAD</b>	Medicaid for Employed Adults with Disabilities
<b>NAMI NH</b>	National Alliance for the Mentally Ill, NH
<b>NHEP</b>	NH Employment Program
<b>NHES</b>	NH Employment Security
<b>NOD</b>	Notice of Decision
<b>OAA</b>	Old Age Assistance
<b>OTC</b>	Over the Counter
<b>PBIS</b>	Positive Behavioral Interventions and Supports
<b>PCA</b>	Personal Care Assistant
<b>PIC</b>	Parent Information Center
<b>PIH</b>	Partners in Health Program
<b>Section 504</b>	Section 504 of the Rehabilitation Act of 1973 (civil rights law)
<b>SMS</b>	Special Medical Services Bureau
<b>SNAP</b>	Food Stamps Program
<b>SSA</b>	Social Security Administration
<b>SSDI</b>	Social Security Disability Income
<b>SSI</b>	Supplemental Security Income
<b>TWWIA</b>	Ticket to Work and Work Incentive Improvement Act
<b>USDA</b>	United State Department of Agriculture
<b>VA</b>	Veterans Administration
<b>WIC</b>	Woman, Infant and Children (Special Supplemental Food Program)

# Federal Poverty Guidelines

## 2015 Health and Human Services Poverty Guidelines

The Poverty Guidelines are updated annually in the Federal Register by the U.S. Department of Health and Human Services under the authority of section 673(2) of the Omnibus Budget Reconciliation Act of 1981. For the 2015 FPL - <http://familiesusa.org/product/federal-poverty-guidelines>

### 2015 US HHS Federal Poverty Guidelines

Family Size	100% Annually	133% Annually	150% Annually	200% Annually	300% Annually
1	\$ 11,670	\$ 15,521	\$ 17,505	\$ 23,340	\$ 35,010
2	\$ 15,730	\$ 29,921	\$ 23,595	\$ 31,460	\$ 47,190
3	\$ 19,790	\$ 26,321	\$ 29,685	\$ 39,580	\$ 59,370
4	\$ 23,850	\$ 31,721	\$ 35,775	\$ 47,700	\$ 71,550
5	\$ 27,910	\$ 37,120	\$ 41,865	\$ 55,820	\$ 83,730
6	\$ 31,970	\$ 42,520	\$ 47,955	\$ 63,940	\$ 95,910
7	\$ 36,030	\$ 47,920	\$ 54,045	\$ 72,060	\$ 108,090
8	\$ 40,090	\$ 53,320	\$ 60,135	\$ 80,180	\$120,270

## NHDHHS Public Assistance Programs Income Eligibility

### NH DHHS, Division of Family Assistance Monthly Income Limits (January 2015)

#### Cash Program and Emergency Assistance

Family Size	FANF Max. Income (Limit is lower for those with shelter expenses of less than \$368)	OAA, APTD, ANB in an Independent Living arrangement	OAA, APTD, ANB in a Residential Care Facility	OAA, APTD, ANB in a Community Residence
1	\$ 539	\$ 747	Eligibility is always determined individually	\$809 (subsidized) \$869 (unsubsidized) \$927 (enhanced Family care)  Eligibility is always determined individually
2	\$ 606	\$ 101		
3	\$ 675	\$ 1,455*		
4	\$ 738	* A three person group applies if there is a needy essential person and a couple in the home		
5	\$ 798			
6	\$ 879			

## NH DHHS, Division of Family Assistance Monthly Income Limits (January 2015)

\*Note: You must give your gross income. Each program may have certain "disregards" and "deductions" that are allowed. They subtract these disregards and deductions from your gross income to come up with a program-specific figure that we call your "net" income. Your "net" income is then compared against the income limits below. You can also go to <https://nheasy.nh.gov> for a quick and easy way to see if you might be eligible.

### Medicaid

AG	Medically Needy & In and Out Medicaid	Parent/ Caretaker Relative	NH Health Protection Program (NHHPP) ≤ 133%	Children's Medicaid (CM), Children with Severe Disabilities (CSD), Pregnant Women MA, Family Planning MA ≤ 196%	Expanded Children's Medicaid (CM) > 196%, but ≤ 318%	MEAD (Premium Program) ≤ 450%
1	\$591	\$670	\$1,294	\$1,907	\$1,907 - \$3,093	\$4,377
2	\$675	\$816	\$1,744	\$2,570	\$2,570 - \$4,169	\$5,899
3	\$683	\$965	\$2,194	\$3,233	\$3,233 - \$5,245	
4	\$691	\$1,108	\$2,644	\$3,896	\$3,896 - \$6,321	
5	\$698	\$1,247	\$3,094	\$4,559	\$4,559 - \$7,397	
6	\$779	\$1,408	\$3,544	\$5,222	\$5,222 - \$8,473	
7	\$842	\$1,551	\$3,994	\$5,885	\$5,885 - \$9,548	
8	\$935	\$1,723	\$4,444	\$6,549	\$6,549 - \$10,624	

### Food Stamps (January 2015)

Family Size	Gross Income Limits for Households with NO members who are Disabled or Age 60 or older (130%)*	Net Income for ALL Households (100%)*	Net Income Limits for Expanded Categorical Eligibility (185%)
1	\$1,265	\$973	\$1,800
2	\$1,705	\$1,311	\$2,426
3	\$2,144	\$1,650	\$3,051
4	\$2,584	\$1,988	\$3,677
5	\$3,024	\$2,326	\$4,303
6	\$3,464	\$2,665	\$4,929
7	\$3,904	\$3,003	\$5,555
8	\$4,344	\$3,341	\$6,181

♦ Gross and net income limits do not apply to households in which all members receive DFA cash benefits and/or SSI.

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# Notes

# Additions or Corrections?

Did we leave out an important resource? Please let us know. If you notice that a particular resource has changed or is incorrect, please send us any corrections.

## Addition:

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Please return to:  
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# Feedback

We would like to know who our readers are and your thoughts about this guide.

## *Maze User*

- Parent of a child with special needs
- Professional
- Parent/Professional

## *Maze for personal use or work?*

- Work
- Home
- Both

## *Format Preference*

- Hard copy (printed)
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We would appreciate suggestions for future guides and additional comments you may have. Please fill in the space below.

Thank-you,  
*NH Family Voices Staff*

## *Comments:*

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*Empowering and informing families and professionals caring  
for children with special health care needs and disabilities.*

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