

# Maneuvering Through The Maze



## A Family Resource Guide

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

2011



## About This Guide

*Maneuvering Through the Maze* was originally produced in 1991 by the Department of Health and Human Services, 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 illnesses 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. This information does not serve as an endorsement of any individual organization, agency or the quality of services.

NH Family Voices runs 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 of books & videos, specializes in books for children regarding a variety of disabilities, chronic illnesses, and social issues. We publish "Pass It On" a free resource and informational newsletter.

New Hampshire Family Voices  
Telephone: (800) 852-3345 X 4525  
or (603) 271-4525

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

(Guidebook is available on NHFV website for downloading)

**2011**

This guidebook was developed by NH Family Voices with funding from Health Resources and Services (HRSA)/Maternal Child Health Bureau (MCHB)/Division of Services for Children with Special Health Needs (DSCSHN), through grant # H84MC09488.

# Tips For Getting Answers to Your Questions

Families/parents/consumers need to find easy ways to get information about available resources and services to meet their needs. Here are some tips to help

## Keep Trying

*"It's about not giving up and about asking a lot of questions. Persistence is the word I use. Pushy, sometimes yes. But persistent is really it because you don't have to be pushy, you just have to not give up."*

- ♦ 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.

## 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.

# 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: \_\_\_\_\_

## Health Insurance Information

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

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

## Family Information

Number of members in household: \_\_\_\_\_

Income (annual gross): \_\_\_\_\_

## Service Providers that know your family member

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

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

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

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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 115 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 1500 grams)
  - Respiratory Distress Syndrome
  - Nutritional problems that interfere with growth and development
  - Parent age less than 18 years
- Established Condition. Examples include but are not restricted to:
  - Genetic disorder
  - Neurological disorder
  - Metabolic disorder
  - Severe attachment disorder

## For Statewide Information Contact:

Family-Centered Early Supports and Services

State Office Park South

105 Pleasant Street

Concord, NH 03301

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 supports 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 Intervention. 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

# What Happens At Age Three?

If your child continues to need therapies and educational services 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 the 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 to talk about your dreams and "wish list".
- Ask about a parent orientation packet to take home to 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.

# Child Development Evaluation Resources

## Child Development Services Network

The Child Development Services Network is a collaborative, community-based approach to the provision of state-of-the-art 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

<p style="text-align: center;"><b>Lebanon Area</b> Pediatrics and Child Development - DHMC Lebanon, NH Telephone: (603) 653-6087</p>	<p style="text-align: center;"><b>Lakes Region Area</b> Community Health &amp; Hospice , Inc. Laconia, NH 03246 Telephone: (800) 524-4339 X 346</p>
<p style="text-align: center;"><b>Manchester Area</b> Child Health Services Manchester, NH Telephone: (603) 606-5456 X 128</p>	<p style="text-align: center;"><b>Keene</b> Child and Family Services Manchester, NH Telephone: (603) 606-5456 X 128</p>
<p style="text-align: center;"><b>North Country Area</b> North Country Child Development Lancaster, NH Telephone: (603) 788-5304</p>	<p style="text-align: center;"><b>Seacoast Area</b> Seacoast Child Development Durham, NH Telephone: (603) 862-0561</p>

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

St. Joseph Hospital  
168 Kinsley St, Suite 3  
Nashua, NH 03061  
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**

182 West St.  
Conway, NH 03818  
Telephone: (603) 447-6356

Web: <http://childrenunlimitedinc.com>

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.

**Crotched Mountain**

1 Verney Drive  
Greenfield, NH 03047  
Telephone: (800) 258-1466 or (603) 547-3311 X1660

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

Individual and multi-disciplinary diagnostic evaluations of children with developmental and behavioral disorders, including those with genetic and neurological conditions. Referral by pediatrician or family practitioner required. Diagnostic hearing evaluations, including otoacoustic emission testing, for pediatric and adult populations. Complete hearing aid services: evaluation, fitting, counseling, instruction and repairs. Dispense a wide variety of products such as assistive listening devices, custom earmolds, swim plugs and hearing protection.

**Easter Seals NH**

555 Auburn Street  
Manchester, NH 03103  
Telephone: (800) 870-8728 or (603) 621-2481 (voice/TTY)

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

Provides developmental evaluation, and physical, occupational, and speech/language evaluations and treatments, audiological evaluation, psychological evaluation and counseling. Therapies provided in various settings for young children (4-6) and school aged children and adolescents (6-21 years).

## PARENT TIPS FOR GETTING EVALUATIONS PAID FOR

- ♦ 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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Notes

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Name:

Agency & #:

# Head Start

*Early Head Start* and *Head Start* are comprehensive child development programs that serve children from birth to age 5, pregnant women, and their families. They are child-focused programs and have the overall goal of increasing the school readiness of young children.

Fully including children with disabilities is a required element of the Head Start program. This initiative is beneficial to all involved: children with and without disabilities, parents of children with and without disabilities, and staff members.

## **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 Directors**

Belknap-Merrimack Head Start  
2 Industrial Park Drive.  
Concord, NH 03302  
Telephone: (603) 225-3295

Southern NH Services Head Start  
40 Pine St.  
Manchester, NH 03108  
Telephone: (603) 668-8010

Rockingham County Head Start  
7 Junkins Ave.  
Portsmouth, NH 03801  
Telephone: (603) 431-2911

Strafford County Head Start  
60 Charles St.  
Farmington, NH 03835  
Telephone: (603) 755-3108

Southwestern Community Services  
Head Start  
63 Community Way  
Keene, NH 03431  
Telephone: (603) 352-7512 X4167

Tri-County Head Start  
610 Sullivan St.  
Berlin, NH 03570  
Telephone: (603) 752-7138

## **State Head Start Collaboration Office**

Head Start Collaboration Administrator  
Division for Children, Youth and Families  
129 Pleasant Street  
Concord, NH 03301  
Telephone: (800) 852-3345 X 7190  
or (603) 271-4451

# Resources for Early Childhood Learning

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

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

151 A Manchester St, Suite 51

P. O. Box 2274, Concord, N H 03302

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 provided are:

- Developmental evaluation (in conjunction with early supports and services staff) with the emphasis on the impact of a visual/hearing impairment on learning and development;
- consultation and technical assistance provided to early supports and service teams;
- direct services to children and families.

## **HEAR in New Hampshire**

Riverside Park

11 Kimball Drive, Suite 103

Hooksett, NH 03106

Telephone: (603) 624-4464

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

HEAR in New Hampshire is a non-profit, privately funded organization that provides a comprehensive oral/aural education and therapeutic curriculum for young Deaf and Hard of Hearing children.

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

Ruth Littlefield, Preschool Education Consultant

Bureau of Special Education

New Hampshire Department of Education

101 Pleasant Street

Concord, NH 03301

Telephone: (603) 271-2178

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

## Resources for Early Childhood Learning

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

29 Commerce Drive

Bedford, NH 03110

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)**

26 South Main St.

PMB #290

Concord, NH 03301

Telephone: (603) 228-2040

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

E-mail: <http://www.eeinnh.org>

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, training, and public education via conferences, forums, roundtables, newsletter, and special projects.

### **Early Learning New Hampshire**

2 Delta Drive,

Concord, NH 03301

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

20 Park Street

Concord, NH 03301

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.

## Resources for Early Childhood Learning

### **NH Family Voices**

Family To Family Health Information and Education Center

129 Pleasant St.

Concord, NH 03301

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

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

A family organization that offers support, information and a lending library that specializes in children's books addressing special health, developmental, behavioral and physical needs.

### **Tales To Go / Gift of Reading**

8 Centerville Drive

Salem, NH 03079

Rockingham Community Action Program

Telephone: (800) 556-9300 or (603) 778-4770 or (603) 431-2911

Area Served: Rockingham County

Traveling literacy vans bring story times with related arts activities and healthy snacks to children (birth through third grade) and parents. Free, quality children's books are distributed to low-income preschool children, in collaboration with local libraries. Recreation programs and child care settings in Epping, Exeter, Hampton, Portsmouth, Raymond and Seabrook.

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

# Child Care Resource & Referral Network

The Child Development Bureau through the NH Department of Health and Human Services, contracts with several agencies to provide resource and referral services for child care in their communities.

These agencies provide lists of child care providers who have asked to have their names made available to families seeking child care. All types of child care for all ages of children are represented including accredited licensed child care, licensed center based care, licensed family homes and license-exempt family homes. Families are encouraged to visit several settings to find the best quality care. It is the family's responsibility to evaluate all aspects of any child care program they choose for their child.

NH Child Care Resource & Referral Network: [www.nhccrr.org](http://www.nhccrr.org)

Child Care Resource & Referral Network	
<p><b><i>Berlin/Littleton: Coos and Northern Grafton Counties</i></b></p> <p>E-mail: <a href="mailto:ccrr@ccsnh.edu">ccrr@ccsnh.edu</a>            Telephone: (800) 445-4525 or            (603) 752-1113 X3065 or X3066</p>	<p><b><i>Laconia: Belknap and Southern Grafton Counties</i></b></p> <p>E-mail: <a href="mailto:ccrr@lracs.org">ccrr@lracs.org</a>            Telephone: (800) 649-8817 X39 or            (603) 528-0274 or 524-1741 X39</p>
<p><b><i>Claremont: Sullivan and Western Grafton Counties</i></b></p> <p>E-mail: <a href="mailto:ccrr@claremont.k12.nh.us">ccrr@claremont.k12.nh.us</a>            Telephone: (877) 212-7267 or            (603) 543-4295</p>	<p><b><i>Manchester: Northern Hillsborough County</i></b></p> <p>E-mail: <a href="mailto:ManchesterCCRR@eastersealsnh.org">ManchesterCCRR@eastersealsnh.org</a>            Telephone: (800) 870-8728 or            (603) 621-3501            (603) 621-3512 Se Habla Español</p>
<p><b><i>Concord: Merrimack County</i></b></p> <p>E-mail: <a href="mailto:BowCCRR@eastersealsnh.org">BowCCRR@eastersealsnh.org</a>            Telephone: (800) 870-8728 or            (603) 226-3791 X24</p>	<p><b><i>Nashua: Southern Hillsborough County</i></b></p> <p>E-mail: <a href="mailto:ccrr@snhs.org">ccrr@snhs.org</a>            Telephone: (800) 852-0632 X 718 or            (603) 889-3440 X 641 or X</p>
<p><b><i>Conway: Carroll County</i></b></p> <p>E-mail: <a href="mailto:ccrr@whitemountainhealth.org">ccrr@whitemountainhealth.org</a>            Telephone: (866) 261-7555 or            (603) 367-9800</p>	<p><b><i>Portsmouth/Salem: Rockingham County</i></b></p> <p>E-mail: <a href="mailto:ccs@rcaction.org">ccs@rcaction.org</a>            Telephone: (800) 310-8333 or            (603) 893-8446</p>
<p><b><i>Keene: Cheshire County</i></b></p> <p>E-mail: <a href="mailto:KeeneCCRR@eastersealsnh.org">KeeneCCRR@eastersealsnh.org</a>            Telephone: (800) 870-8728 or            (603) 355-4341</p>	<p><b><i>Rochester: Strafford County</i></b></p> <p>E-mail: <a href="mailto:ccrr@rcaction.org">ccrr@rcaction.org</a>            Telephone: (800) 913-1912 or            (603) 994-3505</p>

# 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)*

# 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 I 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 concerns 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?

# Additional Child Care Resources

## **NH Department of Health and Human Services**

129 Pleasant St.  
Concord, NH 03301

**Child Development Bureau** - Telephone: (800) 852-3345 X4451 or (603) 271-4451  
TDD: (800) 735-2964  
Web: [www.dhhs.nh.gov/dcyf/cdb](http://www.dhhs.nh.gov/dcyf/cdb)

**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 (pg111).

**Bureau of Child Care Licensing** - Telephone: (800) 852-3345 X4624 or (603) 271-4624  
TDD: (800) 735-2964  
Web: [www.dhhs.nh.gov/oos/cclu/](http://www.dhhs.nh.gov/oos/cclu/)

The BCCL 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.

BCCL 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.

## **New Hampshire Family Child Care Association**

Early Learning NH  
2 Delta Dr, Concord NH 03301  
Telephone: (603) 226-7900  
Web: [www.earlylearningnh.org](http://www.earlylearningnh.org)

Non-profit organization that advocates for providers and consumers of quality family child care in New Hampshire.

# Notes

The Educational Years  
The Challenge of Learning  
Continues...

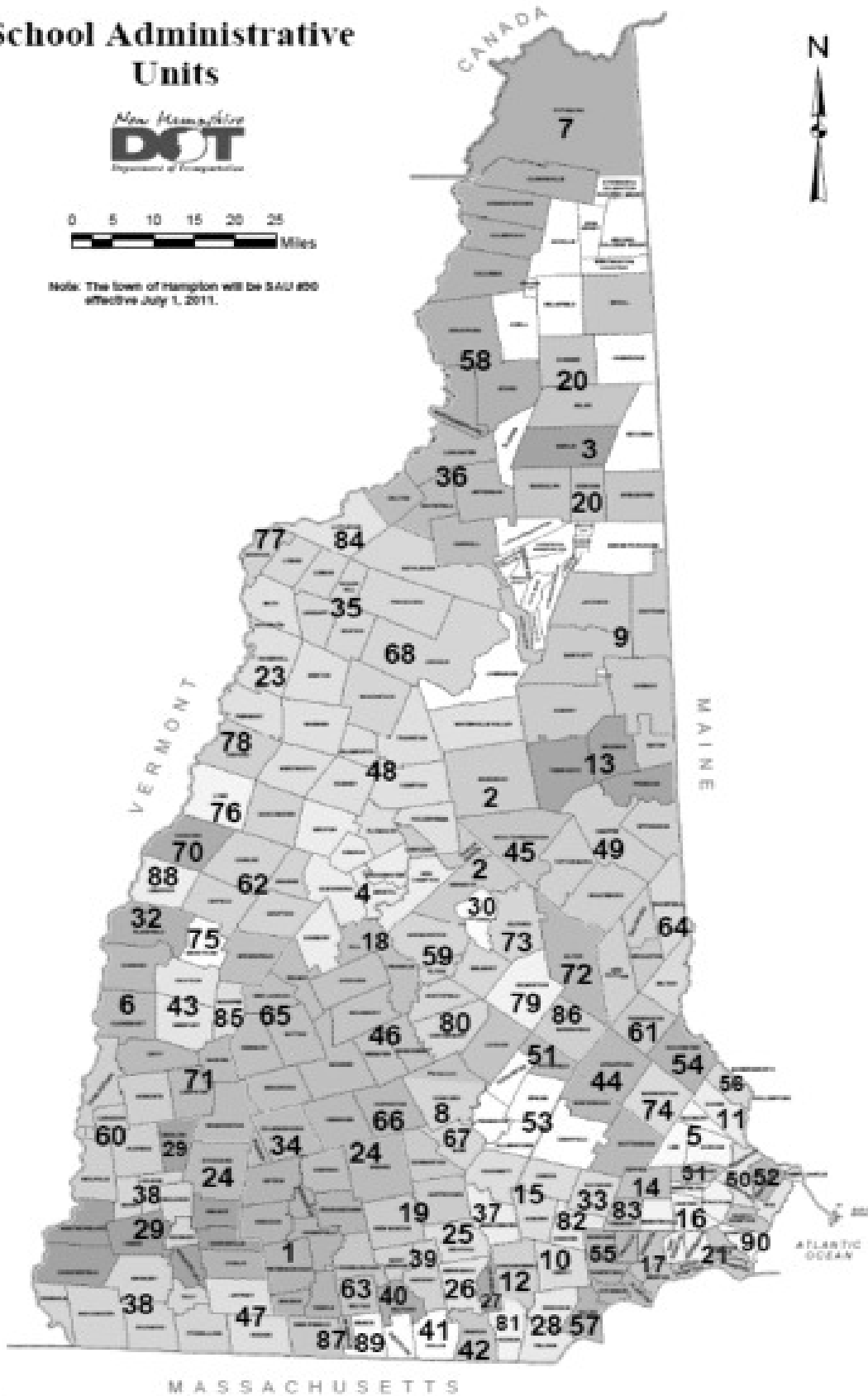


By Noah M

# School Administrative Units



Note: The town of Hampton will be SAU #00 effective July 1, 2011.



# 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 Program

NH Law RSA 186-C

## **NH Department of Education**

101 Pleasant Street

Concord NH 03301-3860

Telephone: (603) 271-3494

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 that enable New Hampshire residents to become fully productive members of society.

## **NH Department of Education, Bureau of Special Education**

101 Pleasant Street

Concord NH 03301-3860

Telephone: (603)-271-3741

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 here in NH.

# 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, Francestown, 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: 3 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., 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 List

**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 HAMPTON.** South Hampton, Winnacunnet Cooperative (9-12) including: Hampton, Hampton Falls, North 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 (John Stark Regional (9-12) including: Henniker, Weare) Address: 41 Liberty Hill, Bldg. #5, 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 WINDHAM.** Pelham, Windham. Address: 19 Haverhill Rd., P.O. Box 510, Windham, NH 03087. Telephone: (603) 425-1976

**SAU #29 KEENE.** Keene, Chesterfield, Harrisville, Marlborough, Marlow, Nelson, Westmoreland. Address: 34 West St., 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 List

**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.** Littleton, Bethlehem, Lafayette Regional, Landaff, Lisbon Regional, Profile (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: Mount Eustis Common, Ste #230, 262 Cottage St., 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 #38 MONADNOCK REGIONAL.** Hinsdale, Winchester (Monadnock Regional Cooperative (K-12) including: Fitzwilliam, Gilsum, Richmond, Roxbury, Sullivan, Surry, Swanzey, Troy. Address: 600 Old Homestead Highway, E. Swanzey, NH 03446. Telephone: (603) 352-6955

**SAU #39 AMHERST, SOUHEGAN COOPERATIVE.** Amherst, Souhegan Cooperative, Mont Vernon Souhegan Cooperative (9-12) including: Amherst, 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) 465-7118

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

**SAU #43 NEWPORT.** Newport, Croydon, Sunapee. 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.** Moultonboro. Address: P.O. Box 419, Moultonboro, NH 03254.  
Telephone: (603) 476-5247

## SAU List

**SAU #46 MERRIMACK VALLEY/ANDOVER** Andover, Merrimack Valley Regional Cooperative (1-12) including: Boscawen, Loudon, Penacook, Salisbury, Webster, Andover  
Address: 105 Community Drive, Penacook, NH 03303. Telephone:(603) 735-6561.

**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: PO Box 190, Wolfeboro, 03894. 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: Locke's Location, 175 Barnstead Road, Suite 3, Pittsfield, NH 03263. Telephone: (603) 435-5526

**SAU #52 PORTSMOUTH.** Portsmouth. Address: 50 Clough Drive, Portsmouth, NH 03801. Telephone: (603) 431-5080

**SAU #53 PEMBROKE.** Pembroke, Allenstown, Chichester, Deerfield, Epsom. Pembroke Academy, 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 ROLLINSFORD/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 List

**SAU #61 FARMINGTON.** Farmington, Middleton. Address: 356 Main 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: P.O. Box 789, Enfield, NH 03748. Telephone: (603) 632-5563

**SAU #63 WILTON-LYNDEBOROUGH COOPERATIVE.** Wilton-Lyndeborough Cooperative (7-12) Address: 1 Chalet Drive, Suite 105, PO Box 1149, Wilton, NH 03086. Telephone: (603) 878-8100

**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. 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: 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: P.O. Box 287, 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 List

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

**SAU #79 GILMANTON.** Gilmanton. Address: 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: Chester Academy, 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: 68 Main St., Sunapee, NH 03782. Telephone: (603) 763-4627

**SAU #86 BARNSTEAD.** Barnstead. Address: 10 Watson Rd., PO Box 250, Barnstead, NH 03218. Telephone: (603) 435-1510

**SAU #87 MASCENIC REGIONAL.** Greenville, New Ipswich. Address: 30 Tricnit Rd., Unit 5, New Ipswich, NH 03071. Telephone: (603) 721-0161

**SAU #88 LEBANON.** Lebanon. Address: 84 Hanover St., Lebanon, NH 03766. Telephone: (603) 448-1634

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

**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

♥ The NH Department of Education also puts out a *NH Department of Education Directory* every year. There is a cost for the directory.  
Contact the DOE at (603) 271- 3494

## NH Approved Private Special Education Programs

Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>BECKET FAMILY SERVICES 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	Emotional Disturbance Other Health Impairment Specific Learning Disability
<b>BIRCHTREE CENTER (THE)</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
<b>BRENTWOOD SCHOOL</b> Merrimack Telephone: (603) 424-4133 Web: <a href="http://www.brentwoodschoo.net">www.brentwoodschoo.net</a>	Day	9-12	12-21 Both	Emotional Disturbance Other Health Impairments Specific Learning Disability
<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	Specific Learning Disability Multiple Disabilities Speech-Language Impairments
<b>ECKERD YOUTH ALTERNATIVE CAMP E-TOH-ANEE</b> Stewartstown, NH Telephone: (603) 237-8755 Web: <a href="http://www.eckard.org">www.eckard.org</a>	R	6-12	11-17 Male	Emotional Disturbance Other Health Impairments Specific Learning Disability Speech-Language Impairments
<b>DIAMOND POND ACADEMY HIGH SCHOOL PROGRAM</b> Stewartstown, NH	D	6-12	11-21 Both	
<b>LAKES REGION ACADEMY</b> Tilton, NH	D	6-12	11-21 Both	
<b>CEDARCREST SCHOOL</b> Keene, NH Telephone: (603) 358-3384 Web: <a href="http://www.cedarcrest4kids.org">www.cedarcrest4kids.org</a>	Day & R	PK-11	2-18	(For both day & res.) Developmental Delay Traumatic Brain Injury Other Health Impairments Multiple Disabilities

## NH Approved Private Special Education Programs

Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>CENTER OF OPTIMUM LEARNING</b> Raymond, NH Telephone: (603) 895-5552 Web: <a href="http://www.learning2learn.com">www.learning2learn.com</a>	Day	4-8 Both	8-15 Male	Other Health Impairments Specific Learning Disability Speech-Language Impairments
<b>CHILDREN UNLIMITED</b> Conway, NH Telephone: (603) 447-6356 <a href="http://www.childrenunlimitedinc.com">www.childrenunlimitedinc.com</a> Kindergarten Preschool	Day	K & Pre	4-7 2-5 Both	Autism, Developmental Delay 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
<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	Specific Learning Disability Multiple Disabilities Speech-Language Impairments Traumatic Brain Injury
<b>DAVENPORT SCHOOL SELF CONTAINED PROGRAM</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

## NH Approved Private Special Education Programs

Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>EASTERSEALS LANCASTER</b> Lancaster, NH Telephone: (603) 788-0911 Web: <a href="http://www.easterseals.org">www.easterseals.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	11-21 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://granitehillschool.org">http://granitehillschool.org</a>	Day	6-12	12-21 Both	Emotional Disturbance Other Health Impairments Specific Learning Disability Autism
<b>HEAR IN NEW HAMPSHIRE</b> Hooksett, NH Telephone: (603) 624-4464 Web: <a href="http://hearinnh.org">http://hearinnh.org</a>	Day	Pre/K	2-7 Both	Deafness Hearing Impairments
<b>HUNTER SCHOOL</b> Rumney, NH Telephone: (603) 786-9427 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>LAKEVIEW NEURO-REHABILITATION CENTER</b> Effingham, NH Telephone: (603) 539-7451  Lakeview Elementary Lakeview High School	D & R	1-12	6-21 Both	Autism Developmental Delay Emotional Disturbance Multiple Disabilities Traumatic Brain Injury Visual Impairments Specific Learning Disability

## NH Approved Private Special Education Programs

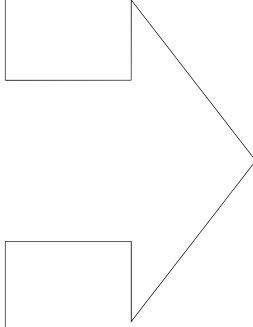
Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>LEARNING SKILLS ACADEMY</b> Rye, NH Telephone: (603) 964-4903 Web: <a href="http://www.learningskillsacademy.org">www.learningskillsacademy.org</a>	Day	4-12	8-21 Both	Specific Learning Disability Speech-Language Impairments Other Health Impairments
<b>MONARCH SCHOOL OF NEW ENGLAND</b> Rochester, NH Telephone: (603) 332-2848 Web: <a href="http://www.monarchschoolne.org">www.monarchschoolne.org</a>  Foss School Williams School	Day	K-12	5-21 Both	All Disabilities
<b>NFI NORTH—CONTOOCCOOK SCHOOL</b> Hopkinton, NH Telephone: (603) 746-7702 Web: <a href="http://www.nafi.com">www.nafi.com</a>  Bradford School Extension Bradford, NH	Day	6-12	11-21 Both	Emotional Disturbance Other Health Impairments Specific Learning Disability Autism
<b>NASHUA'S CHILDREN'S HOME SCHOOL</b> Nashua, NH Telephone: (603) 883-5925 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 Mental Retardation
<b>PARKER ACADEMY</b> Concord, NH Telephone: (603) 410-6241 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
<b>PINE HAVEN BOYS CENTER</b> Suncook, NH Telephone: (603) 485-7141 Web: <a href="http://www.pinehavenboyscenter.org">www.pinehavenboyscenter.org</a>	D & R	1-8	6-15 Male	Emotional Disability Mental Retardation Other Health Impairments Specific Learning Disability Developmental Delay

## State Approved Non-Public Special Education Schools

Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>REGIONAL SERVICES &amp; EDUCATIONAL CENTER, INC.</b> Amherst, NH Telephone: (603) 886-8500 Web: <a href="http://rsec.org">http://rsec.org</a>  Summit School RSEC Academy Longview School	Day	5-12	9-21 Both	Emotional Disturbance Specific Learning Disability Autism Deafness Emotional Disturbance Specific Learning Disability Other Health Impairments
<b>SEACOAST LEARNING COLLABORATIVE</b> Brentwood, NH Telephone: (603) 679-2021	Day	1-12	5-21 Both	Emotional Disturbance Specific Learning Disability Other Health Impairments Traumatic Brain Injury Autism
<b>SECOND START ALTERNATIVE HIGH SCHOOL PROGRAM</b> Concord, NH Telephone: (603) 228-1341	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	Pre-8	3-15 Both	Autism Deaf-Blindness Hearing Impairments Multiple Disabilities Other Health Impairments Specific Learning Disability Impairments Visual Impairments Developmental Delay
<b>SPAULDING YOUTH CENTER</b> Northfield, NH Telephone: (603) 286-8650 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

Program Name	Day or Residential	Grade Range	Age Range Gender	Educational Disability
<b>STRAFFORD LEARNING CENTER</b> Somersworth, NH Telephone: (603) 692-4411 Web: <a href="http://www.straaffordlearningcenter.org">www.straaffordlearningcenter.org</a> Charles Ott Academy PEP Preschool, Durham, NH	Day  Day	1-9  Pre	6-21 Both  2-5 Both	Speech-Language Impairments Emotional Disturbance Specific Learning Disability Other Health Impairments Specific Learning Disability  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	Speech Language Impairments Developmental Delay

People I have contacted: <div style="border: 1px solid black; height: 150px; width: 90%; margin-top: 10px;"></div>		Notes <div style="border: 1px solid black; height: 150px; width: 90%; 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.ed.state.nh.us/](http://www.ed.state.nh.us/) or for more information call the NHDOE/Home Education at (603) 271-3188.

## NH Home Schooling Resources

### **New Hampshire Home Schooling Coalition**

Concord, NH

Telephone: (603) 437-3547

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

## 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, DS, Brain Injured, as well as children with other diagnoses or no diagnosis.

# Educational Resources

## **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)

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)**

### **NH Vision/Hearing Network**

### **Technology Exploration Center (TEC)**

### **Refurbished Equipment Marketplace (REM)**

57 Regional Drive, Suite 7

Concord, NH 03301

Toll-free Phone: (800) 932-5837

Telephone: (603) 226-2900 V/TTY

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

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.

NH Vision/Hearing Network coordinates several projects that are of assistance to students who are blind, visually impaired, deaf, hard of hearing or deaf blind.

Technology Exploration Center (TEC) helps schools and individuals identify computer-based assistive technology solutions through exploration, demonstration, and loan along with on-going training and technical support.

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.

## Educational Resources

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

29 Commerce Drive  
Bedford, NH 03110  
(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.

### **Institute on Disability/UCEDD**

University of New Hampshire  
10 West Edge Drive, Suite 101  
Durham, NH 03824  
(603) 862-4320 (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.

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

#### **Talking Book Service**

NH State Library  
117 Pleasant St.  
Concord, NH 03301  
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 on online. The services are free.

## Educational Resources

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

P. O. Box 3724  
Concord, NH 03302  
Telephone: (603) 229-7355  
Web: [www.nhida.org](http://www.nhida.org)

The New Hampshire Branch was formed in 2002 to increase public awareness of dyslexia. The New Hampshire Branch serves New Hampshire, Maine and Vermont. Tutoring, testing, and other referral information can be obtained by calling the Branch or by visiting the Service Provider page of their website. They do not maintain an office, so when you call, you may be asked to leave a message. One of their Branch members will respond to your call within a reasonable time. You may also reach through e-mail: [information@nhida.org](mailto:information@nhida.org).

### **EdTech Associates**

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

4 Arrow Lane  
Amherst, NH 03031  
Telephone: (603) 424-4534  
Web: [www.edtech-associates.com](http://www.edtech-associates.com)

EdTech Associates offers Assistive Technology, consultation, evaluation and training services to parents of children with learning disabilities, dyslexia, and language and learning difficulties.

### **New Hampshire Partners in Education**

PO Box 2758  
Concord, NH 03301  
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.

### **New Hampshire Connections**

Linking Family, School and Community  
Parent Information Center  
P.O. Box 2405  
Concord, NH 03302-2405  
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.

## Educational Resources

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

57 Regional Drive

Concord, NH 03301

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.

### **The National Organization for Albinism and Hypopigmentation (NOAH)**

PO Box 959

East Hampstead, NH 03826-0959

Telephone: (800) 473-2310 or (603) 887-2310

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

NOAH is a nonprofit corporation organized to provide information and support to individuals and families with albinism and hypopigmentation; provide community outreach, enhance public awareness, and educate professionals about these conditions; and encourage research and funding of projects that will improve the diagnosis and management of albinism.

### **National Association for Parents of Children with Visual Impairments (NAPVI)**

P.O. Box 317

Watertown, MA 02471

Telephone: (800) 562-6265 or (617) 972-7441

Web: [www.spedex.com/napvi](http://www.spedex.com/napvi)

NAPVI provides leadership, support and training to assist parents in helping their children reach their potential. NAPVI is dedicated to giving emotional support, initiating outreach programs, networking, and advocating for educational needs and the welfare of children who are blind or visually impaired.

**NHBVI.com** is a website that contains general information, web links, agency information, the NH Agenda for the Education of Students who are Blind and Visually Impaired, and information on parent groups and resources. This is a comprehensive NH resource list for services and information relative to blindness and visual impairments.

Web site: [www.nhbvi.com](http://www.nhbvi.com)

## Educational Resources

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

P.O. Box 127

Concord, NH 03302

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

LDA-NH is non-profit, state affiliate of LDA, Inc. Our volunteer grassroots organization is made up of parents, professionals, and individuals with LD. We are dedicated to promoting better understanding, education, and services for individuals with learning disabilities.

### **Parents Assisting Special Educators, Inc.**

P.O. Box 3841

Nashua, NH 03061

Telephone: (603) 437-6286

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

PASE is a proactive parent organization dedicated to enhancing the education of children with special needs

### **Educational Law Resource Center, LLC**

P.O. Box 549

Warner, NH 03278

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

The Education Law Resource Center provides information to help parents, educators and other professionals understand legal requirements and meet student needs. The website contains information and resources about a variety of education law topics including physical restraints in schools, special education, and No Child Left Behind.

### **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.

## Educational Resources

### **NH Higher Education Assistance Foundation Network**

4 Barrell Court

PO Box 877

Concord, NH 03302

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.

### **AMITY Publications and Literacy Programs**

Layne Case

37 Rogers Run

Barrington, NH 03825

Telephone: (603) 664-9138

Email: [info@amitypublications.com](mailto:info@amitypublications.com)

Web: <http://amitypublications.com>

Offer literacy programs to help improve reading, writing, vocabulary, math, collaborative learning, and organizational skills for all children. Programs appropriate for children with special needs.

### **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.

## Guidelines for Choosing a Special Education Advocate

### **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 or 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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## **NH Special Education Advocacy Center**

Michael and Caryl Patten  
Bedford, NH  
Telephone: (603) 625-2600 /396-5273

## **Charlene Mayo**

Advocate for Families  
Concord, NH  
Telephone: (800) 947-700 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)

## **Suzanne Whitney Special Education Advocacy, LLC**

Merrimack, NH  
Telephone: (603) 249-6152  
Web: [www.suewhitney.com](http://www.suewhitney.com)

## **Esther Ross**

Nashua, NH 03061-3005  
Telephone: (603) 598-1831

## **ABC Educational Solutions, LLC**

Cynthia White  
North Conway, NH  
Telephone: (603) 356-6298  
Email: [mwvadvocate@aol.com](mailto:mwvadvocate@aol.com)

## **Angela D. Keef, M.Ed.**

Manchester, NH  
(603) 557-0400

## **SPED Solutions, LLC**

Serving Pupils with Educational Disabilities  
Fran Dobrowski  
Dover, NH  
Telephone: (603) 944-7125

## **Lou McIntosh**

c/o Merrywing Corporation  
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

## **Involved Families Case Coordination**

Judy Kuczvara  
Derry, NH  
Telephone: (603) 432-8833

## **Ellen Boudreau, Advocate**

Manchester, NH  
(603) 315-5835  
Email: [boudreau\\_ellen@yahoo.com](mailto:boudreau_ellen@yahoo.com)

For additional resources check:

**WrightsLaw Yellow Pages For Kids**

[www.yellowpagesforkids.com](http://www.yellowpagesforkids.com)

**NH Education Law (NHedLaw)**

Web: <http://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.

## **Guidelines for Choosing an Attorney**

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)

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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.

## Educational Transition Checklist

### The Role of the School

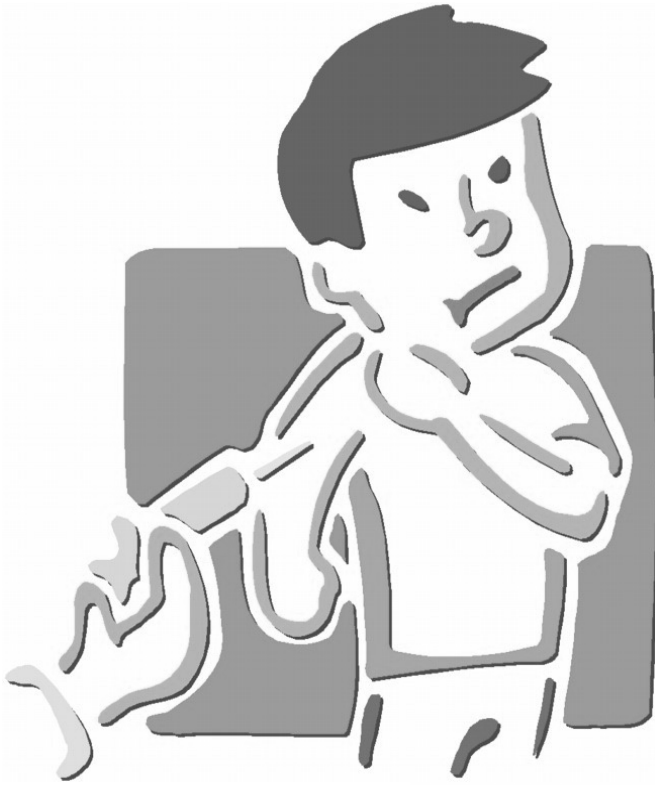
- Provide integrated education that emphasizes students' involvement with peers without disabilities and focuses on the building of integrated peer support networks.
- Involve students and parents in selecting valued activities for the transition IEP.
- Provide functional curriculum that emphasizes work, 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

# Children's Health and Supports ....



# 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 Healthy Kids, 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 or 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. These services are used primarily by children from birth through age ten, but are available for children up to age 19.

## Community Health Agencies

<p><b>PORTSMOUTH AREA</b></p> <p><b>Families First Health Center</b>            Portsmouth site: (603) 422-8208</p>	<p><b>ROCHESTER &amp; DOVER AREA</b></p> <p><b>Avis Goodwin Community Health Center</b>            Rochester site: (603) 749-2346 X 211            Dover site: (603) 749-2346 X 211</p>
<p><b>NEWMARKET, RAYMOND, AND NASHUA AREA</b></p> <p><b>Lamprey Health Care</b>            Newmarket site: (603) 895-3351            Raymond site: (603) 895-3351            Nashua site: (603) 883-1626</p>	<p><b>MANCHESTER AREA</b></p> <p><b>Manchester Community Health Care</b>            Manchester site: (603) 626-9500 x 9523  <b>Pediatric Primary Care &amp; Teen Clinic</b>            Child Health Services: (603) 668-6629</p>
<p><b>CONCORD AND HILLSBORO AREA</b></p> <p><b>Family Health Center</b>            Concord site: (603) 228-7200            Hillsboro site: (603) 464-3434</p>	<p><b>CONWAY AND WOLFEBORO AREA</b></p> <p><b>White Mt. Community Health Center</b>            Conway site: (603) 447-8900</p>

## Community Health

<p><b>WARREN, LITTLETON, WOODSVILLE AND WHITEFIELD AREA</b></p> <p><b>Ammonoosuc Community Health Services</b>          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</p>	<p><b>FRANKLIN AREA</b></p> <p><b>Health First Family Care Center</b>          Franklin site: (603) 934-1464          Laconia site: (603) 366-1070</p>
<p><b>NEW LONDON AREA</b></p> <p><b>New London Hospital Assoc.</b>          New London site: (603) 863-4100          Newport site: (603) 863-4100</p>	<p><b>BERLIN AREA</b></p> <p><b>Coos County Family Health Center</b>          Berlin site: (603) 752-2040</p>
<p><b>COLEBROOK AREA</b></p> <p><b>Indian Stream Health Center</b>          Colebrook site: (603) 388-2422</p>	<p><b>PLYMOUTH AREA</b></p> <p><b>Mid-State Health Center</b>          Plymouth site: (603) 536-4000          Bristol site: (603) 744-6200</p>
<p><b>LANCASTER AREA</b></p> <p><b>Weeks Medical Center</b>          Lancaster site: (603) 788-2521          Whitefield site: (603) 837-9005          Groveton site: (603) 636-1101</p>	

## Child and Family Health Support Services

<p><b>LACONIA AREA</b></p> <p><b>Community Health &amp; Hospice, Lakes Region</b>          (603) 524-4339 X 372</p>	<p><b>GORHAM AREA</b></p> <p><b>Family Resource Center of Gorham</b>          (603) 466-5190 X 303</p>
<p><b>CLAREMONT AREA</b></p> <p><b>Good Beginnings of Sullivan County</b>          (603) 542-1848</p>	<p><b>EXETER AREA</b></p> <p><b>Seacare Health Services</b>          (603) 772-8119</p>
<p><b>KEENE AREA</b></p> <p><b>VNA HCS, Inc.</b>          (603) 352-2253 X 202          Other sites: Peterborough &amp; Charlestown</p>	<p><b>LEBANON AREA</b></p> <p><b>VNA and Hospice of VT &amp; NH</b>          (603) 298-2827</p>

## Child and Family Health Support Services... continued

<b>WOLFEBORO AREA</b> <b>VNA/Hospice of Southern Carroll</b> <b>County &amp; Vicinity</b> <b>(603) 569-2729</b>	<b>LANCASTER AREA</b> <b>Weeks Medical Center</b> <b>(603) 788-5398</b>
<b>MANCHESTER AREA</b> <b>Child Health Services</b> <b>(603) 668-6629</b>	

## 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

Comprehensive Otolaryngology	3 Alumni Drive, Suite 302 Exeter, NH	(603) 658-1917
DHMC, Audiology Dept.	One Medical Center Drive Lebanon, NH	(603) 650-8126
Professional Audiology Center	62 Portsmouth Ave., Stratham, NH 03885	(603) 778-7620
Southern New Hampshire Rehabilitation Center	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) (or call NHFV)

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

NH DHHS Office of Community & Public Health

Women, Infants & Children Nutrition Services

29 Hazen Drive

Concord, NH 03301

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

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

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.

**Commodity Supplemental Food Program (CSFP):** a nutrition education program that provides free food and nutrition information to promote good health for children up to age 5 years and postpartum women for a year after the birth of a child as well as seniors age 60 and over.

**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 website.

## Community Health

### Childhood Lead Poisoning Prevention Program

NHDHHS Division of Public Health Services

29 Hazen Drive

Concord, NH 03301

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

Web: [www.dhhs.nh.gov/dphs/bchs/clpp](http://www.dhhs.nh.gov/dphs/bchs/clpp)

The program is a resource for NH residents who need help addressing the hazards of lead in their children's environment. The CLPPP conducts statewide surveillance; provides medical case management and home inspections for lead-poisoned children; and provides information and referral for reduction and abatement of lead hazards. Professional program staff provide free phone consultation and referral to lead screening providers, as well as free lead poisoning prevention information kits.

### Immunization Program

NHDHHS Division of Public Health Services

29 Hazen Drive

Concord, NH 03301

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

Web: [www.dhhs.nh.gov/dphs/immunization](http://www.dhhs.nh.gov/dphs/immunization)

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

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)

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

## **NH Healthy Kids**

1 Pillsbury St., Suite 300

Concord, NH 03301

Telephone: 1-877-464-2447 or (603) 228-8940

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

## **Healthy Kids Medical Insurance**

NH Healthy Kids provides free or low-cost health insurance to uninsured New Hampshire children. Healthy Kids (HK) premiums are based on family size and income. Income includes any income earned from working or self-employment and unearned income such as child support, alimony, Social Security Disability (SSDI), other Social Security payments, unemployment, Veteran's, or Worker's Compensation benefits, or any income received on a regular basis.

Your family's income may be adjusted to reflect certain additional expenses such as Child or Adult Day Care so you can work, Court-Ordered Child Spousal Support or Wage Garnishment.

The non-financial eligibility requirements are:

- **Age:** Your child must be under the age of 19.
- **Residency:** Your child must be a NH resident.
- **Citizenship:** Your child must be a US citizen or an eligible qualified non-citizen.
- **Insurance Status:** Your child may be eligible for Healthy-Kids Gold regardless of insurance status. In addition, children who qualify for the Healthy Kids Silver program must be uninsured for six consecutive months prior to enrolling. Children who qualify for the Healthy Kids Buy-In program must be uninsured for three consecutive months prior to enrolling. This rule may not apply for certain reasons. For example, if the child lost their coverage because their parent was laid off, this requirement may be waived.
- **Social Security Number:** Your child does not have to provide an SSN if your family's monthly income places your child in the Healthy-Kids Silver program. However, if your child is eligible for Healthy-Kids Gold, your child's SSN must be provided.

## **Healthy Kids Silver**

Healthy Kids Silver is low-cost health and dental coverage for eligible uninsured children in families whose income is above the limit for Healthy Kids Gold. Coverage is provided through a managed care plan from Harvard Pilgrim Health Care. Dental services are available through the Northeast Delta Dental network of dentists.

**Special Eligibility:** Your child must be uninsured for six consecutive months prior to enrollment. This requirement may be waived for good cause. Job loss or cases of domestic violence are examples of good cause reasons.

**Cost:** There is a monthly premium cost. Cost is based on income and family size. A co-payment (usually \$10/20) is required for some services. Co-payments are due at the time of the visit. Preventive care, including well-child and dental checkups, are fully covered.

## Health Insurance Resources

### Healthy Kids Silver... Continued

Premium costs have a family maximum for the number of children enrolled. The total of premiums and co-payments cannot exceed 5% of your yearly family income.

### Healthy Kids Buy-In

The Buy-In program does not receive any state or federal funding. Families who are not eligible for State sponsored coverage through Healthy Kids may be able to buy into the Silver program. Co-payments and benefits are the same, excluding maternity services, at a monthly cost per child. There are income guidelines for this program.

Eligibility for the Buy-In program is available to:

- Families with children ages 1 - 19 with the family's income falls within the Healthy Kids Buy-In income guidelines
- Non-citizen children who are legal residents may be enrolled in the Buy-In program
- Children over the age of 19 who are still enrolled full time in high school
- Children who have been uninsured for three consecutive months prior to enrollment

**Healthy Kids Gold** is the NH Medicaid program for children up to age 19 with income no higher than 185% of the federal poverty income limits or, if the child is younger than 1 year and has no other health insurance coverage, income can be no higher than 300% of the federal poverty income limits. (see page 159 for FPL) No premium.

### NH Medicaid Medical Assistance Eligibility

These are "doorways of eligibility" for qualifying for Health Kids Gold Medicaid services, or Medicaid for adults (over the age of 19). These require a medical eligibility determination in addition to a financial eligibility determination.

- ♦ Home Care for Children with Severe Disabilities (HC-CSD): commonly referred to as Katie Beckett: requires children to meet SSI eligibility criteria for children and an institutional (nursing facility) level of care. Only considers the child's income and resources for financial eligibility. The coverage is the same as Healthy Kids Gold.
- ♦ 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): an adult service category that requires individuals between ages 18 to 64 to meet the Social Security impairment severity requirements and to be unable to perform substantial gainful activity for 48 consecutive months as a result of the impairment.

## Health Insurance Resources

### NH HB 790 - Dependent Care Expansion

In July, 2007 the NH Legislature passed the "Dependent Care Expansion" that required certain insurance plans to expand the definition of dependent to include a subscriber's child who:

- ♦ is less than 26 years of age,
- ♦ is unmarried,
- ♦ is a resident of NH, **or** is enrolled at a public **or** private institution of higher education, and
- ♦ is not provided coverage as a named subscriber under any other group or individual health plan or entitled to benefits under certain governmental programs.

This gives families the opportunity to keep their child on their health insurance until their 26th birthday. For more information call the NH Insurance Department (below).

### 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.

# Minority Health Resources

## **NH DHHS Minority Health and Refugee Affairs**

97 Thayer Bldg, Concord, NH 03301

Telephone: (800) 852-3345 x3986 or (603) 271-3986 / TDD Number: (800) 735-2964

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

Eligibility for services provided by DHHS Minority Health and Refugee Affairs is based upon the need of individuals to resolve issues of access to DHHS services. The Refugee Program's major goal is to assist refugees in achieving economic self-sufficiency and social adjustment.

## **NH Minority Health Coalition**

25 Lowell Street, 3rd Floor

P.O. Box 3992

Manchester, NH 03105

Telephone: (866) 460-9933 or (603) 627-7703

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

The Minority Health Coalition's mission is to identify populations in the state with barriers to accessing appropriate healthcare, to advocate for adequate and appropriate services and to empower these populations to be active participants in their own health care. Services include educational programs, home visiting, and medical interpretation.

## **Latin American Center**

521 Maple Street

Manchester, NH 03104

Telephone: (603) 669-5661

Latin American Center activities are designed to support, strengthen and enhance the lives of the Hispanic community. Programs include:

- Escuelita (a summer enrichment program for inner city children);
- Bilingual assistance in completing forms and applications;
- Spanish interpretation and translation services; English as a Second Language (ESL) classes;
- Parenting classes;
- Mentoring and positive role modeling.

ALPHA Youth Services provides middle and high school youth with academic tutoring, resiliency training, computer skills, counseling life skills training, and recreational activities in a structured, supportive setting.

# Translators / Interpreters

## **New Hampshire Department of Education**

English for Speakers of Other Languages (ESOL) Program

New Hampshire Department of Education

101 Pleasant Street

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.

## **The New Hampshire Language Bank**

Lutheran Social Services of Northern New England

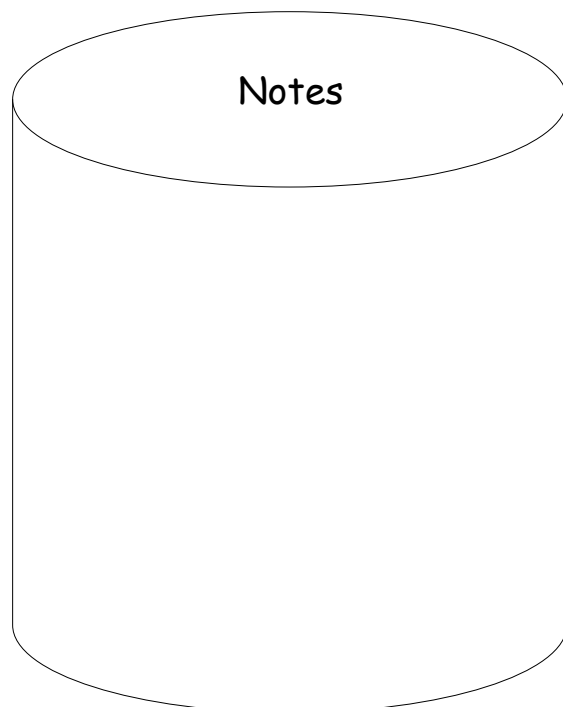
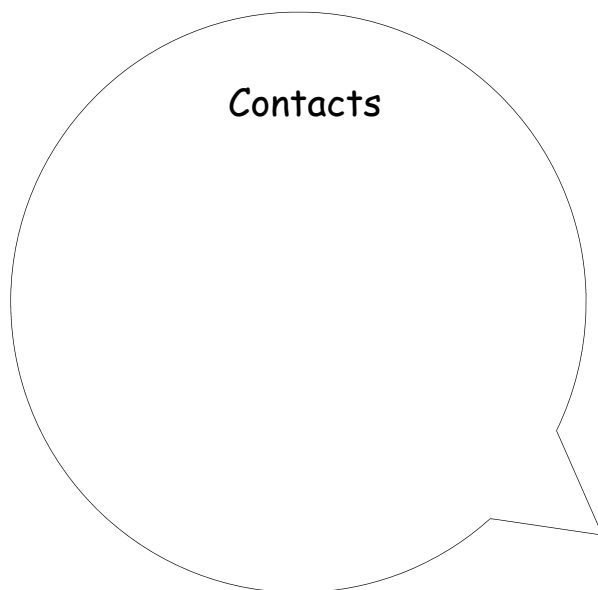
261 Sheep Davis Road, Suite A-1,

Concord, NH 03301.

Telephone: (800) 224-8119 or (603) 224-8111

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

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.



# Community Health Resources

## **New Hampshire Family Voices**

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

129 Pleasant St.

Concord, NH 03301

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**

129 Pleasant St.

Concord, NH 03301

Telephone: (603) 271-4408

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

Family Support Coordinators assist families to access appropriate services and resources, arrange for special needs during hospitalization and after discharge, will help with school planning and attend meetings with you. PIH also provides recreational and respite opportunities, will be your advocate, listen and respond quickly and meaningfully. Problem solving around financial concerns or just finding the information you need is an important aspect of the day-to-day work of local coordinators. Eligibility requirements are - being a child or adolescent 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. Below are the community based contacts and the towns they serve.

Region and Towns Served	Partners In Health Contact
<p><b>REGION 1</b>            Berlin, Carroll, Clarksville, Colebrook, Columbia, Dalton, Dixville, Dummer, Errol, Gorham, Grovetown, Jefferson, Lancaster, Milan, Northumberland, Pittsburg, Randolph, Shelburne, Stark, Stewartstown, Stratford, Wentworth, Whitefield.</p>	<p><b>Child and Family Services</b>            25 Main Street            Lancaster, NH 03584            Telephone: (603) 788-4172 or (800) 640-6486 X4243            Web: <a href="http://www.cfsnh.org">www.cfsnh.org</a></p>

## Community Health Resources

### Partners in Health ... continued

Region and Towns Served	Partners In Health Contact
<p><b>REGION 2</b>                      Acworth, Charlestown, Claremont, Cornish, Croydon, Goshen, Grantham, Langdon, Lempster, Newport, Plainfield, Springfield, Sunapee, Unity, Washington.</p>	<p><b>Child And Family Services</b>                      169 Main St. Suite 218                      Claremont, NH 03743                      Telephone: (603) 542-0053                      Web: <a href="http://www.cfsnh.org">www.cfsnh.org</a></p>
<p><b>REGION 3</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>Community Health and Hospice</b>                      780 N. Main St.                      Laconia, NH 03246                      Telephone: (603) 524-8444 X344                      Web: <a href="http://www.chnh.org">www.chnh.org</a></p>
<p><b>REGION 4</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>Community Bridges</b>                      70 Pembroke Rd                      Bow, NH 03304                      Telephone: (603) 225-4153                      Web: <a href="http://www.communitybridgesnh.org">www.communitybridgesnh.org</a></p>
<p><b>REGION 5</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>Monadnock Developmental Services</b>                      121 Railroad Avenue                      Keene, NH 03431                      Telephone: (603) 352-1304                      Web: <a href="http://www.mds-nh.org">www.mds-nh.org</a></p>
<p><b>REGION 6</b>                      Amherst, Brookline, Hollis, Hudson, Litchfield, Mason, Merrimack, Milford, Mont Vernon, Nashua, Wilton.</p>	<p><b>Gateways Community Services</b>                      144 Canal Street                      Nashua, NH 03064                      Telephone: (603) 459-2744                      Web: <a href="http://www.gatewayscs.org">www.gatewayscs.org</a></p>

## Community Health Resources

### Partners in Health ... continued

Region and Towns Served	Partners In Health Contact
<p><b>REGION 7</b>            Auburn, Bedford, Candia, Goffstown,            Hooksett, Londonderry, Manchester,            New Boston</p>	<p><b>VNA of Manchester and Southern NH</b>            33 South Commercial St. Suite 401            Manchester, NH 03101            Telephone: (603) 622-3781            Web: <a href="http://www.manchestervna.org">www.manchestervna.org</a></p>
<p><b>REGION 8</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>Families First Health Center</b>            100 Campus Drive Suite 12            Portsmouth, NH 03801            Telephone: (603) 422-8208            Web: <a href="http://www.familiesfirstseacoast.org">www.familiesfirstseacoast.org</a></p>
<p><b>REGION 9</b>            Barrington, Dover, Durham, Farmington, Lee,            Madbury, Middleton, Milton, New Durham,            Rochester, Rollinsford, Somersworth,            Strafford</p>	<p><b>Community Partners</b>            Forum Court, 113 Crosby Rd. #1            Dover, NH 03820            Telephone: (603) 749-4015            Web: <a href="http://www.bhdssc.org">www.bhdssc.org</a></p>
<p><b>REGION 10</b>            Atkinson, Chester, Danville, Derry,            Hampstead, Newton, Pelham, Plaistow,            Salem, Sandown, Windham</p>	<p><b>Gateways Community Services</b>            144 Canal Street            Nashua, NH 03064            Telephone: (603) 459-2763            Web: <a href="http://www.gatewayscs.org">www.gatewayscs.org</a></p>
<p><b>REGION 11</b>            Albany, Bartlett, Brookfield, Chatham,            Conway, Eaton, Effingham, Freedom, Hart's            Location, Jackson, Madison, Moultonboro,            Ossipee, Sandwich, Tamworth, Tuftonboro,            Wakefield, Wolfeboro</p>	<p><b>White Mountain Community Health Center</b>            298 White Mountain Highway            PO Box 2800            Conway, NN 03818            Telephone: (603) 447-4240            Web: <a href="http://whitemountainhealth.org">http://whitemountainhealth.org</a></p>
<p><b>REGION 12</b>            Canaan, Dorchester, Enfield, Grafton,            Hanover, Lebanon, Lyme, New London,            Orange, Orford</p>	<p><b>Child and Family Services</b>            3 Atwood Avenue            W. Lebanon, NH 03784            Telephone: (603) 518-4348            Web: <a href="http://www.cfsnh.org">www.cfsnh.org</a></p>

## Community Health Resources

### Partners in Health ... continued

Region and Towns Served	Partners In Health Contact
<b>REGION 13</b> Bath, Benton, Bethlehem, Easton, Franconia, Haverhill, Landaff, Lincoln, Lisbon, Littleton, Livermore, Lyman, Monroe, Piermont, Sugar Hill, Warren, Waterville, Woodstock .	<b>Ammonoosuc Community Health Services</b> 25 Mount Eustis Road Littleton, NH 03561 Telephone: (603) 444-5962 Web: <a href="http://achs-inc.org">http://achs-inc.org</a>

### **Council for Children & Adolescents with Chronic Health Conditions**

21 South Fruit St. Ste. 22  
 Concord, NH 03301  
 Telephone: (603) 271-7045  
 Web: [www.ccachc.org](http://www.ccachc.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.

### **Chronic Conditions Information Network (CCIN)**

PO Box 3,  
 Cavendish, VT 05142  
 Telephone: (802) 226-7807  
 Web: [www.cc-info.net](http://www.cc-info.net)

CCIN of Vermont and New Hampshire, is an independent, non profit organization, providing a free electronic network of information and resources for those living in New Hampshire and Vermont who are affected by chronic illness/injury, CCIN has developed a comprehensive website to address the multiple problems and issues that can occur.

## Community Health Resources

### **Dental Clinic - NH Technical Institute**

31 College Drive

Concord, NH 03301

Telephone: (603) 271-7160

Sponsor: NH Technical Institute

Web: [www.nhti.edu/dentalclinic.html](http://www.nhti.edu/dentalclinic.html)

Area Served: Concord

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). Clinic runs Sept-April.

### **Seacare Health Services**

11 Downing Court

Exeter, NH 03833

Telephone: (603) 772-8119

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

Area Served: 21 towns in Lower Rockingham County

SeaCare is a non-profit organization, that provides assistance to those who can't afford health insurance. SeaCare Children's Connection is a home visiting program that assists families in accessing health care and promotes growth and development in children.

### **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)

Area Served: Statewide

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. The Association promotes the delivery of responsible, high quality health care in the home by offering education and networking opportunities for home care professionals, providing leadership on home care issues, and serving as a home care advocate in the public policy arena.

## Community Health Resources

### **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.

**Outpatient Services:** Aquatic Therapy, Audiology, Assistive Technology, Developmental Pediatric Diagnostic Evaluations and follow-up consultation, Dysphagia and Functional Assessment of Swallowing Disorders, Occupational Therapy, Physical Therapy, Psychological and Neuropsychological Assessments, Sensory Integration Therapy, Speech and Language Assessments and Wheelchair Seating & Mobility Assessments.

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

1 Medical Center Drive

Lebanon, NH

CHaD Information Line. (603) 650-KIDS

Web: <http://chad.dartmouth-hitchcock.org>

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

### **New Hampshire Poison Information Center**

If you have a poisoning emergency, call 1-800-222-1222 immediately.

## Notes:

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## NH Dental Centers with Sliding Fee Scales

Geographic Region	Dental Center	Address	Eligibility Requirements	Telephone
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	Any child enrolled in Healthy Kids Gold and Silver and adults who are medical patients of the health center	749-2346
Dover	Wentworth Douglass Community Dental Center	668 Central Ave Dover	Children enrolled in Healthy Kids Gold and Silver 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
Laconia	Lakes Region Hospital, Dental Resource Center	80 Highland St. Laconia	Adults and children enrolled in Health Link	527-7112

## Dental Programs

Geographic Region	Dental Center	Address	Eligibility Requirements	Telephone
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	Medicaid enrolled children statewide; adults statewide able to pay discounted fees; uninsured children and adults from Nashua and surrounding towns	879-9314
Portsmouth	Families First of the Greater Seacoast	100 Campus Drive Portsmouth	Underserved children without access to care/or enrolled in Medicaid from the NH seacoast and Maine; and adult medical patients of the health center	422-8208
Rochester	Avis Goodwin Community Health Center	22 South Main St. Rochester	Avis Goodwin CHC- Children statewide enrolled in Healthy Kids Gold (Medicaid) and Silver and medical 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
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

# 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 an RN, LPN, LNA (Licensed Nurse Assistant), or a Personal Care Attendant (PCA).

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 Providers

<b>Agency</b>	<b>Services Provided</b> (This does not represent all services)	<b>Type of Payment Accepted</b>
<p>Androscoggin Valley Home Care Services 795 Main Street , Berlin, NH Tel: (603) 752-7505</p>	<p>Home Health Aide, Personal Care, Private Duty, Respite Care</p>	<p>Medicaid Private Insurer Private Pay Sliding Fee</p>
<p>Benda HomeCare Solutions 1039 Islington St., Suite 16 Portsmouth, NH Tel: (603) 431-0505 Web: <a href="http://www.bendahomecare.com">www.bendahomecare.com</a></p>	<p>Pediatric High Tech, Personal Care, Physical Therapy, Private Duty, Respite Care</p>	<p>Medicaid Medicare Private Insurer Private Pay</p>
<p>Carroll County Health &amp; Home Care Services PO Box 420, 448 White Mt Hgw. Chocorua, NH Tel: (603) 323-9394</p>	<p>Nursing, Personal Care, Private Duty, Respite Care</p>	<p>Medicaid Private Insurer Private Pay Sliding Fee</p>
<p>Concord Regional Visiting Nurse Association 30 Pillsbury St., Concord, NH Tel: (800) 924-8620 or (603) 224-4093 Web: <a href="http://www.crvna.org">www.crvna.org</a></p>	<p>Pediatric High Tech, Personal Care, Physical Therapy, Private Duty, Respite Care,</p>	<p>Medicaid Medicare Private Insurer Private Pay Sliding Fee</p>
<p>Connecticut Valley Home Care 958 John Stark Highway Newport, NH Tel: (603) 543-6800</p>	<p>Pediatric High Tech, Personal Care, Physical Therapy, Private Duty, Psychiatric Nursing, Rehab Nursing, Respite Care,</p>	<p>Medicaid Medicare Private Insurer Private Pay Sliding Fee</p>
<p>Healthy At Home, Inc. 45 High Street #2 Nashua, NH Tel: (603) 595-4243 Web: <a href="http://www.HealthyAtHome.org">www.HealthyAtHome.org</a></p>	<p>HIV Program, Home Health Aide, Intravenous Therapy, Maternal/Child Health, Medical Social Services, Personal Care, Private Duty, Respite Care</p>	<p>Medicaid Medicare Private Insurer Private Pay Sliding Fee</p>

## Home Health Care Providers

Agency	Services Provided (This does not represent all services)	Type of Payment Accepted
Home Health & Hospice Care - Merrimack 80 Continental Blvd. Merrimack, NH Tele: (603) 882-2941 Web: <a href="http://www.hhhc.org">www.hhhc.org</a>	Respite Care, Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Home Health & Hospice Care - Nashua 22 Prospect Street Nashua, NH Tel: (603) 882-2941 Web: <a href="http://www.hhhc.org">www.hhhc.org</a>	Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing, Respite	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Home Health VNA 360 Merrimack Street Lawrence, MA Tel: (978) 552-4000 Web: <a href="http://www.homehealthvna.org">www.homehealthvna.org</a>	Pediatric High Tech, Personal Care, Physical Therapy, Private Duty, Psychiatric Nursing, Respite Care,	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Home Healthcare, Hospice & Community Services - Keene PO Box 564, 312 Marlboro St Keene, NH Tel: (603) 352-2253 Web: <a href="http://www.hcsservices.org">www.hcsservices.org</a>	Intravenous Therapy, Pediatric High Tech, Personal Care, Private Duty, Rehab Nursing, Respite Care,	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Home Healthcare, Hospice and Community Services - Charlestown PO Box 316, Arborway Charlestown, NH Tel: (603) 826-3322	Pediatric High Tech, Personal Care, Physical Therapy, Private Duty, Rehab Nursing, Respiratory Therapy, Respite Care	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Home Healthcare, Hospice and Community Services - Peterborough Route 202, Peterborough, NH Tel: (603) 532-8353	Pediatric High Tech, Personal Care, Physical Therapy, Private Duty, Rehab Nursing, Respiratory Therapy, Respite Care	Medicaid Medicare Private Insurer Private Pay Sliding Fee

## Home Health Care Providers

Agency	Services Provided (This does not represent all services)	Type of Payment Accepted
Interim HealthCare - Keene 403 Winchester St., Keene Tel: (603) 352-7290 Web: <a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a>	Respite Care, Rehab Nursing, Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Interim HealthCare - Laconia 277 Union Avenue, Laconia Tel: (603) 524-7212 Web: <a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a>	Respite Care, Rehab Nursing, Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Interim HealthCare - Manchester PO Box 1780, Manchester Tel: (603) 668-6956 Web: <a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a>	Respite Care, Rehab Nursing, Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing, Newborn Assess- ment, Homemaker, Home Health Aide	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Interim HealthCare - Nashua 76 Northeastern Blvd, Nashua Tel: (603) 880-4412 Web: <a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a>	Respite Care, Rehab Nursing, Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Interim HealthCare - Portsmouth 875 Greenland Road Portsmouth Tel: (603) 436-4155 Web: <a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a>	Respite Care, Rehab Nursing, Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing	Medicaid Medicare Private Insurer Private Pay Sliding Fee
Interim HealthCare - West Lebanon 1 Glen Rd. Plaza Ste 222 Tel: (603) 298-7411 Web: <a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a>	Respite Care, Rehab Nursing, Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing, Newborn Assess- ment, Homemaker, Home Health Aide	Medicaid Medicare Private Insurer Private Pay Sliding Fee

## Home Health Care Providers

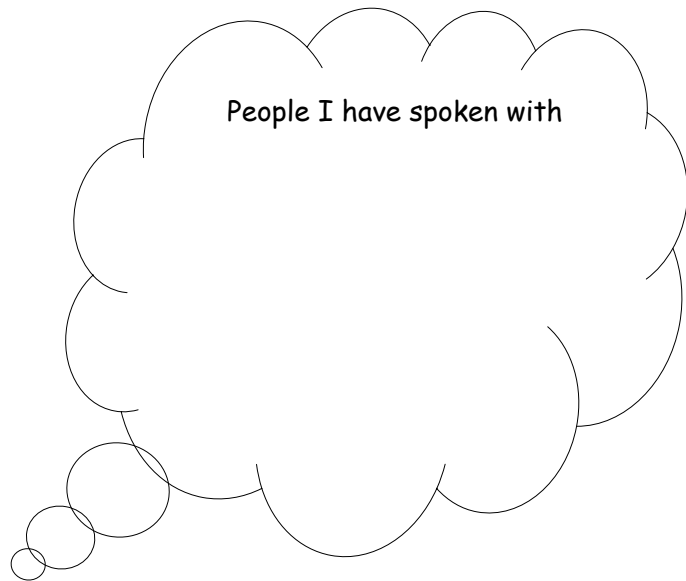
Agency	Services Provided (This does not represent all services)	Type of Payment Accepted
<p>Lake Sunapee Region VNA &amp; Hospice 107 Newport Rd. New London, NH Tel: (603) 526-4077 Web: <a href="http://www.lakesunapeevna.org">www.lakesunapeevna.org</a></p>	<p>Respite Care, Respiratory Therapy, Rehab Nursing, Pediatric High Tech Nursing, Psychiatric Nursing</p>	<p>Medicaid Medicare Private Insurer Private Pay Sliding Fee</p>
<p>Lakes Region Nursing Care and Comfort 102 Court Street Laconia, NH Tel: (603) 528-5020</p>	<p>Psychiatric Nursing, Private Duty, Pediatric High Tech Nursing, Intravenous Therapy</p>	<p>Medicaid Private Insurer Private Pay</p>
<p>Live Free Health Care 365 Lake St. Bristol, NH Tel: (603) 346-4214 Web: <a href="http://www.LiveFreeHomeHealthCare.com">www.LiveFreeHomeHealthCare.com</a></p>	<p>Private Duty, Pediatric High Tech Nursing, Intravenous Therapy, Respite Care</p>	<p>Medicaid Private Insurer Private Pay</p>
<p>Maxim Healthcare Service Manchester 228 Maple St 3rd Floor Manchester, NH 03103 Tel: (603) 644-5003</p>	<p>Private Duty, Pediatric High Tech Nursing, Newborn Assessment, Homemaker, Home Health Aide</p>	<p>Medicaid Medicare Private Insurer Private Pay</p>
<p>Nurses PRN, Inc. PO Box 122, 22 Greeley St Merrimack, NH Tel: (603) 424-9479 Web: <a href="http://www.nursesprninc.com">www.nursesprninc.com</a></p>	<p>Intravenous Therapy, Pediatric High Tech, Personal Care, Private Duty, Psychiatric Nursing</p>	<p>Medicaid Medicare Private Insurer Private Pay</p>
<p>Visiting Nurse Association of Franklin 75 Chestnut Street Franklin, NH Tel: (603) 934-3454 Web: <a href="http://www.vnafnh.org">www.vnafnh.org</a></p>	<p>Pediatric High Tech, Private Duty, Psychiatric Nursing, Respite Care</p>	<p>Medicaid Medicare Private Insurer Private Pay Sliding Fee</p>

## Home Health Care Providers

Agency	Services Provided (This does not represent all services)	Type of Payment Accepted
Visiting Nurse Association of Manchester & Southern NH, 33 South Commercial St. Manchester, NH Tel: (603) 622-3781 Web: <a href="http://www.manchestervna.org">www.manchestervna.org</a>	Pediatric High Tech, Private Duty, Psychiatric Nursing, Respiratory Therapy, Respite Care	Medicaid Medicare Private Insurer Private Pay Sliding Fee

♥ 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.

NOTES



NOTES

# Out of Home Respite and Residential Options

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

1 Verney Drive

Greenfield, NH 03047

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:** provides round-the-clock nursing care and medical supervision by a team of physicians who specialize in the care of children who have experienced a traumatic injury or who were born with a developmental delay. Accepts children between the ages of 2 and 22 and who are medically stable. Applicants can be admitted with tracheotomy, catheters, feeding tubes, and orthopedic needs. The program rates are generally covered by private health insurers or Medicaid.

**Respite Services:** The respite program serves families throughout NH who are caring for children with complex medical needs and who need a break from a sometimes stressful home schedule. Weekend, a week or longer respite is available.

## **Cedarcrest**

91 Maple Avenue

Keene, NH 03431

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 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.

### AIDS / HIV

Dartmouth-Hitchcock Medical Center - Infectious Diseases Clinic	(603) 650-8840
Merrimack Valley Assistance Program Web: <a href="http://www.mvap.org">www.mvap.org</a>	(603) 226-0607
Greater Manchester Assistance Program	(603) 623-0710
NH Department of Health STD/ HIV Program	(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

### ALLERGIES / ASTHMA

The Food Allergy Group of Southern NH	(603) 888-9536 or (603) 888-1108
New England Asthma & Allergy Foundation of America Web: <a href="http://www.asthmaandallergies.org">www.asthmaandallergies.org</a>	(877)2ASTHMA (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

### ARTHRITIS

Arthritis Foundation Northern New England Branch Web: <a href="http://www.arthritis.org/chapters/northern-and-southern-new-england/">www.arthritis.org/chapters/northern-and-southern-new-england/</a>	(603) 224-9322 or (800) 639-2113
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## AUTISM

Autism Society of New Hampshire Web: <a href="http://www.autism-society-nh.org">www.autism-society-nh.org</a>	(603) 679-2424
Jacob's Bridge Through Autism	Web: <a href="http://www.jbtautism.org">www.jbtautism.org</a>
Asperger's Association of New England (AANE) Web: <a href="http://www.aane.org">www.aane.org</a>	(617) -393-3824

## BLIND / VISUALLY IMPAIRED

NH Blind and Visually Impaired (NHBVI)	<a href="http://www.nhbvi.com">www.nhbvi.com</a>
NH Chapter of the National Association for Parents of Children with Visual Impairments (NAPVI) Web: <a href="http://www.spedex.com/napvi">www.spedex.com/napvi</a>	(617) 972-7441
New Hampshire Association for the Blind Web: <a href="http://www.sightcenter.com">www.sightcenter.com</a>	(800) 464-3075 (603) 224-4039
National Federation of the Blind (NFB) of NH Web: <a href="http://www.nfb.org">www.nfb.org</a>	(603) 357-4080

## 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
American Cancer Society Web: <a href="http://www.cancer.org">www.cancer.org</a>	(603) 472-8899 or (800) ACS-2345

## CARDIAC

American Heart Association Web: <a href="http://www.americanheart.org">www.americanheart.org</a>	(603) 669-5833
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## CYSTIC FIBROSIS

Cystic Fibrosis Foundation , Northern New England Chapter 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

NH Chapter of the Juvenile Diabetes Research Foundation Web: <a href="http://www.jdrf.org">www.jdrf.org</a>	(603) 222-2006
American Diabetes Association NH Branch Web: <a href="http://www.diabetes.org">www.diabetes.org</a>	(603) 627-9579

## DOWN SYNDROME

Northern New England Down Syndrome Congress Web: <a href="http://nnedsc.org">http://nnedsc.org</a>	(603) 622-6904
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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

New Hampshire Fragile X Resource Group Web: <a href="http://www.fragilex.org/html/new_hampshire.htm">www.fragilex.org/html/new_hampshire.htm</a>	(603) 329-4632
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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 New  
Hampshire Chapter  
Web: [www.naminh.org](http://www.naminh.org)

(800) 242-6264  
(603) 225.5359

## MITOCHONDRIAL

Marcel's Way  
Website: [www.marcelsway.org](http://www.marcelsway.org)

(877) 412-4141  
(603) 487-5500

## MULTIPLE SCLEROSIS

National MS Society New England Chapter  
Web: [www.nationalmssociety.org](http://www.nationalmssociety.org)

(800) 344-4867

## MUSCULAR DYSTROPHY

Muscular Dystrophy Association  
Web: [www.mdaua.org](http://www.mdaua.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  
(508) 478-2065

## RETINOBLASTOMA

New England Retinoblastoma Support  
Web: [www.spedex.com/napvi](http://www.spedex.com/napvi)

(800) 562-6265

## SPINAL CORD INJURY

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

(800) 826-3700  
(603) 228-9680

## TOURETTE SYNDROME

Maine /New Hampshire Chapter Tourette  
Syndrome Association  
Web: [www.tsa-maine.org](http://www.tsa-maine.org)

(207) 699-4258

# 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, that 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, American Academy of Family Practitioners, or Internal Medicine Society.

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 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 40-41).
- ♦ 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  
150 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 Educating Adults on HealthCare Advisory Council (YEAH)**

NH Family Voices  
Web: [www.yeah-councilnh.com](http://www.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.

## **STAR (Steps Toward Adult Responsibility)**

Special Needs Support Center of the Upper Valley  
12 Flynn St.  
Lebanon, NH 03766  
Tel: 448-6310  
Web: <http://starprogram.net>

The STAR Program assists teens in meeting the challenges that both adolescence and chronic health conditions pose. The program welcomes adolescents thirteen years of age and older who have chronic medical condition.

## **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 16 years of age
- have not received a high school diploma or GED certificate
- do not speak, read or write English
- are not currently enrolled in school

Programs include:

- Adult Basic Education
- English for Speakers of Other Languages
- GED Testing Program
- Adult Diploma Program
- GED Preparation

## General Educational Development (GED)

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.

Courses are not a requirement, but preparation is recommended. The GED exam is made up of 5 tests:

- Language Arts, Writing (2 parts including writing an essay)
- Social Studies
- Science
- Language Arts, Reading
- Mathematics

★ For more information and necessary forms go to the NH Department of Education website to Bureau of Adult Education.

## Bureau of Adult Education

### GED Preparation Classes

City	Sponsor	Telephone/Web
Claremont	Claremont Adult Learning Center	(603) 543-4224 <a href="http://www.claremont.k12.nh.us">www.claremont.k12.nh.us</a>
Concord	Second Start	(603) 228-1341 <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 356
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) 624-6490 X 219
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
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

## GED Testing Centers

NH Department of Education, **Adult Education, GED Administrator** call: (603) 271-6698

Contact a local GED Testing Center to find out about testing schedules and to apply for GED testing. You must make a testing appointment in advance. Some local testing centers require that you pass a GED practice test before you register for the official test.

<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 451
Keene	(603) 357-0088
Laconia	(603) 524-5712
Lincoln	(603) 745-2214
Littleton	(603) 638-4325
Londonderry	(603) 432-6941 X 2130
Manchester	(603) 624-6490 X 219
Nashua	(603) 882-9080
Plymouth	(603) 536-1444
Salem	(603) 893-7074
Wakefield	(603) 986-1116

## Bureau of Vocational Rehabilitation

### 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.

By bringing current medical information documenting the disability, a determination of eligibility for VR services may be made at the first meeting. For this reason, it would be helpful if any medical records that would assist in this process be brought to the first meeting.

A counselor meets with the client to develop an employment plan designed to meet their specific needs. Each one of the services in the employment plan assists in reaching a chosen job. Not everyone will need every service. Some of the services provided are:

### Primary VR Services:

**Diagnostic Testing:** This involves, if necessary, medical or psychological exams. These exams may be used to determine eligibility for VR services and the need 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:** The counselor will help the client decide which work opportunities are best. Services could include: help with the skills to find and keep the right job, writing a resume, practice in doing interviews, and following job leads. Academic training could include college or technical courses.

## Bureau of Vocational Rehabilitation

### Special Services:

**Physical and Intellectual Disabilities** : If medical treatment is needed to correct, improve or prevent deterioration of a disability, this service may be provided.

**Transition From School to Work:** Transition services refer to the services that youth with disabilities 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 a person's performance 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.

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

### 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 services; however, clients may be required to financially participate in certain services in their Rehabilitation Program. Clients are also required to take advantage of any insurance or other programs for which they may be eligible.

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

## Vocational Rehabilitation Regional Offices

### **BERLIN REGIONAL OFFICE**

650 Main St.  
Berlin, NH 03570  
Telephone (888) 300-9550  
or (603) 752-2271 (V/TTY)

### **CONCORD REGIONAL OFFICE**

2 Industrial Park Drive,  
Concord, NH 03301  
Telephone: (800) 299-1647  
or (603) 271-2327 (V/TTY)

### **KEENE REGIONAL OFFICE**

103 Roxbury Street  
Keene, NH 03431  
Telephone: (800) 620-7688  
or (603) 357-0266 (V/TTY)

### **LEBANON OFFICE**

Rivermill Complex  
85 Mechanic St., Suite 260A  
Lebanon, NH 03766  
Telephone: (800) 621-7876  
or (603) 448-5793 (V/TTY)

### **MANCHESTER REGIONAL OFFICE**

Millwest Corporate Center  
195 McGregor St., Suite 120  
Manchester, NH 03103  
Telephone: (800) 627-9304  
or (603) 669-8733 (V/TTY)

### **NASHUA REGIONAL OFFICE**

25 Riverside St., Suite 102  
Nashua, NH 03063  
Telephone: (800) 635-9614  
or (603) 889-6844 (V/TTY)

### **PORTSMOUTH REGIONAL OFFICE**

215 Commerce Way, Suite 3  
Portsmouth, NH 03801  
Telephone: (800) 882-2744  
or (603) 436-8884 (V/TTY)

## 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.

### **New Hampshire Adult Education**

NH Department of Education,  
Telephone: (603) 271-6698  
Web: [www.education.nh.gov/career/adult](http://www.education.nh.gov/career/adult)

Assists with adult basic education, learn to read tutors, GED programs and testing, English as a second language, and high school diploma and enrichment programs.

## 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, nonprofit 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)

Scholarship Information.

**Specialized Scholarships** - There are many organizations and foundations that provide scholarship and financial assistance to various specific chronic illnesses and conditions. Many may be found by web browsing. NH Family Voices maintains a listing of many of these opportunities. Call 1-800-852-3345 X4525.

# 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, 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.

**Job Corps**

**Workforce Opportunity Council**

64 Old Suncook Rd,

Concord, N.H. 03301

Telephone: (603) 228-9500

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

Job Corps is a residential program that offers educational and vocational training. The program is federally funded for youths 16 -24 years of age who have the desire and motivation to make a better future.

## NH Job Training

### **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 system through use of Workforce Investment Act funds.

### **Youth can access workforce services in three ways:**

- group youth programs administered through the Department of Education (ages 14-21),
- adult services administered by the Community Action Programs (ages 18 and up), and
- self-service informational services at the NH Works centers (all ages)

### **Group Youth Programs:**

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)

## **Crotched Mountain**

1 Verney Drive

Greenfield, NH 03047

Telephone: (603) 547-3311

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

Under Outpatient Rehab Crotched Mountain offers assessment, driving instruction and adapted equipment consultation.

## **Adaptive Driving Associates**

220 Holiday Drive, Suite 24

White River Junction VT 05001

Telephone: (802) 296-2004

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

## **Driveability**

Exeter Healthcare, Inc.

4 Alumni Drive

Exeter, NH 03833

Telephone: (603) 580-7927

Offers assessment, driving instruction and equipment consultation

## **Help Lines**

TeenLine (confidential, for any problem) "Head Rest" (800) 639-6095

National Youth Crisis Hotline (800) 442-4673

Domestic and Sexual Assault Support (603) 883-3044

Alanon & Alateen (877) 825-2666

Alcoholics Anonymous (AA) (800) 593-3330

Suicide Hotline (800) 852-3388

# 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.

## **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:

## Guardianship

Less Restrictive Alternatives.. continued

- ☑ 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 assist them in money management.
- ☑ 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.

# Social Security Administration

## 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, 1-800-772-1213. Social Security also has an online benefits Eligibility Screening Tool to help you find out what you are eligible for - website: [www.ssa.gov](http://www.ssa.gov). Whenever you call, have the Social Security number handy.

## Social Security Administration Offices

<p><b>Concord SSA Office</b>          70 Commercial St. Suite 100          Concord, NH 03301          Telephone: (800) 772-1213 or (603) 224-1939          TTY: (603) 225-8475</p>	<p><b>Manchester SSA Office</b>          2 Wall St. Suite 301          Manchester, NH 03201          Telephone: (800) 772-1213          or (603) 641-2180          TTY: (603) 645-5230</p>
<p><b>Nashua SSA Office</b>          175 Amherst St.          Nashua, NH 03064          Telephone: (800) 772-1213          or (603) 880-0295          TTY: (603) 889-5270</p>	<p><b>Keene SSA Office</b>          34 Mechanic St.          Keene, NH 03431          Telephone: (800) 772-1213          or (603) 352-3487          TTY: (603) 357-2034</p>
<p><b>Littleton SSA Office</b>          177 Main St.          Littleton, NH 03561          Telephone: (800) 772-1213 or (603) 444-2945          TTY: (603) 444-4028</p>	<p><b>Portsmouth SSA Office</b>          80 Daniel St.          Room 200          Portsmouth, NH 03801          Telephone: (800) 772-1213          or (603) 433-0716          TTY: (603) 436-3086</p>

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

### 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
- ♦ Information and referral

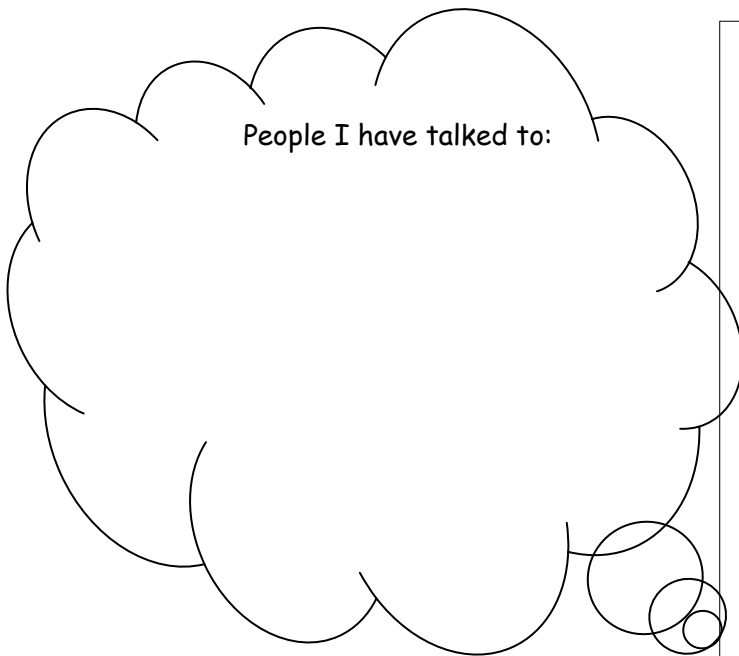
## Granite State Independent Living Foundation

- ♦ Peer support
- ♦ Transportation
- ♦ NH Spinal Cord Injury Association
- ♦ Independent care
- ♦ Deaf and Hard of Hearing services
- ♦ Advocacy
- ♦ Employment
- ♦ Housing Program
- ♦ ASL Interpreter referral
- ♦ Access modification
- ♦ Service coordination

These are the locations of the GSIL offices around the state.

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

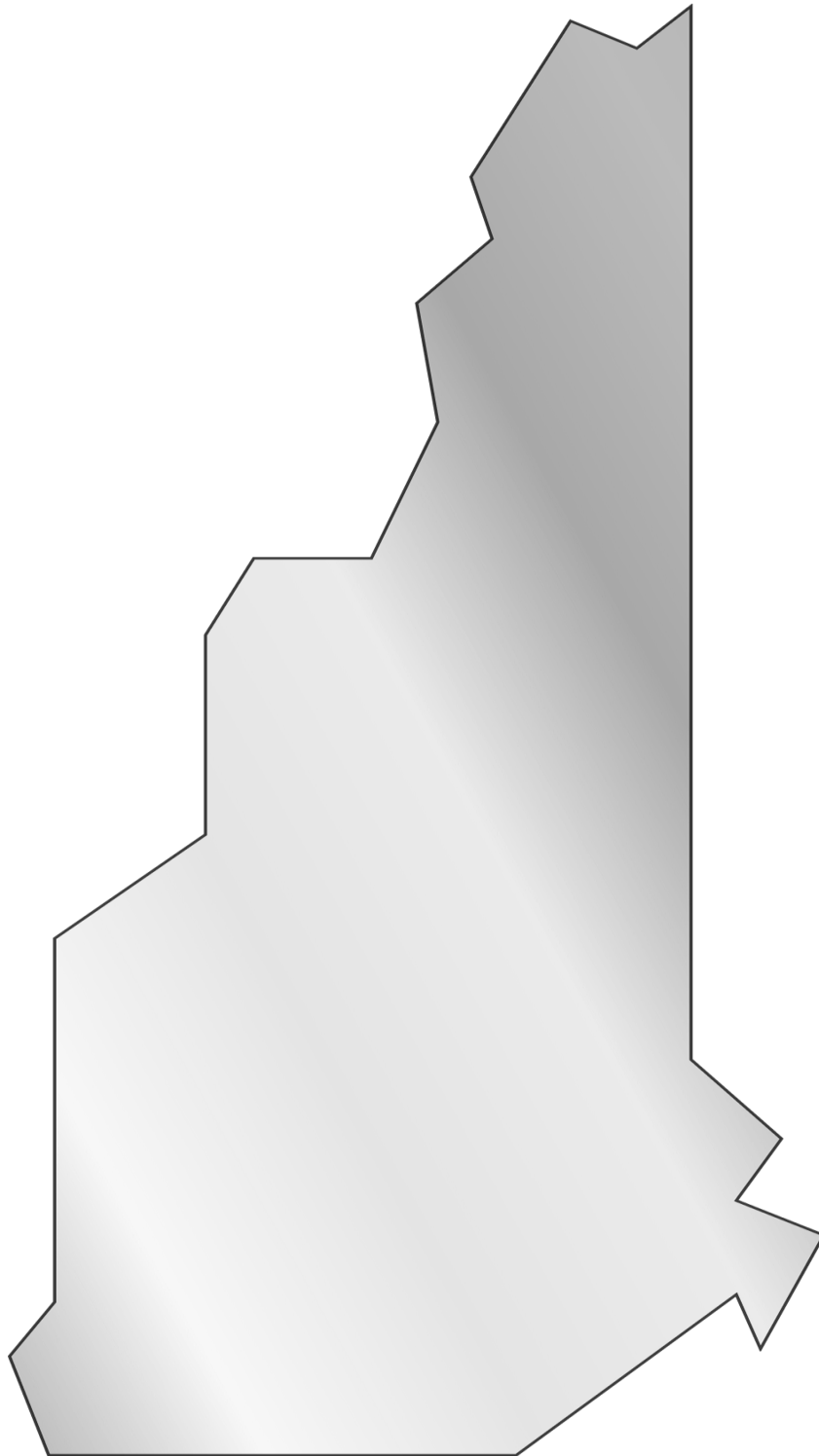
<p>Keene Office 36 Carpenter St. Keene, NH 03431</p>	<p>Manchester Office 1850 Elm St., Suite 1 Manchester, NH 03104 Telephone: (603) 518-4600 (800) 773-4033</p>
<p>Nashua Office 23 Factory St. Nashua, NH 03060</p>	<p>Littleton Office 267 Main Street, Suite 400 Littleton, NH 03561</p>
<p>Dover Office 750 Central Ave. Unit O Dover, NH 03820</p>	<p>Berlin Office 350 Glen Ave, Suite 3 Berlin, NH 03570</p>



NOTES:

# Notes

# NH State Service Delivery System



# NH Department of Health and Human Services (NHDHHS)

## RSA 126-A:4

### Department Established

"... to provide a comprehensive and coordinated system of services .....  
to promote and protect the health, safety and well-being of NH citizens  
.....directed at supporting families, strengthening communities and developing  
the independence and self-sufficiency of NH citizens to the extent possible."

The NH Department of Health and Human Services is an agency that helps people in partnership with families, community groups, private providers, other governmental agencies and many thousands of foster parents, neighbors, and citizens. The majority of the people who use programs and services have multiple needs and require services from more than one program.

DHHS is responsible for many of the regulatory, programmatic, and financial aspects of NH's health care system and plays a key role in the planning, delivery and financing of health care.

It provides social and support services to families with chronically ill or disabled members and to families in crisis. DHHS also provides economic supports including child care funding, financial grants, employment support services, medical assistance, food assistance and child support services. Financial and social services are provided, to a large extent, through a network of 11 District Offices located across NH.

Behavioral health services are made available through Community Mental Health Centers, institutions such as the Glencliff Home for the Elderly, New Hampshire's Acute Care Psychiatric Facility and the Tirrell House.

People with developmental disabilities receive community-based services through a system of non-profit Area Agencies. In addition, DHHS provides services through networks of contractual providers, both public and private. Local contractors complement and expand DHHS' capacity to provide community-based services.

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

# NHDHHS

## District Offices (DO's)

Twelve DHHS "field" offices, called District Offices (DO), provide 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.

<p><b>Berlin Office</b> 650 Main St. Suite 200 Berlin, NH 03570</p> <p>Main Number: (603) 752-7800 Toll Free Number: (800) 972-6111 TDD Number: (800) 735-2964</p>	<p><b>Claremont Office</b> 17 Water Street Suite 301 Claremont, NH 03743</p> <p>Main Number: (603) 542-9544 Toll Free Number: (800) 982-1001 TDD Number: (800) 735-2964</p>
<p><b>Concord Office</b> 40 Terrill Park Dr. Concord, NH 03301</p> <p>Main Number: (603) 271-6201 Toll Free Number: (800) 322-9191 TDD Number: (800) 735-2964</p>	<p><b>Conway Office</b> 73 Hobbs Street Conway, NH 03818</p> <p>Main Number: (603) 447-3841 Toll Free Number: (800) 552-4628 TDD Number: (800) 735-2964</p>
<p><b>Keene Office</b> 809 Court Street Keene, NH 03431</p> <p>Main Number: (603) 357-3510 Toll Free Number: (800) 624-9700 TDD Number: (800) 735-2964</p>	<p><b>Laconia Office</b> 65 Beacon Street W. Laconia, NH 03246</p> <p>Main Number: (603) 524-4485 Toll Free Number: (800) 322-2121 TDD Number: (800) 735-2964</p>
<p><b>Littleton Office</b> 80 N. Littleton Road Littleton, NH 03561</p> <p>Main Number: (603) 444-6786 Toll Free Number: (800) 552-8959 TDD Number: (800) 735-2964</p>	<p><b>Manchester Office</b> 195 McGregor St. South Tower, Suite 110 Manchester, NH 03102</p> <p>Main Number: (603) 668-2330 Toll Free Number: (800) 852-7493 TDD Number: (800) 735-2964</p>

## NHDHHS District Offices (DO's)

<p><b>Southern District Office</b>          3 Pine St. Extension, Suite Q          Nashua, NH 03060</p> <p>Main Number (603) 883-7726          Toll Free Number (800) 852-0632          TDD Number (800) 735-2964</p>	<p><b>Seacoast District Office</b>          50 International Drive          Portsmouth, NH 03801</p> <p>Main Number (603) 433-8300          Toll Free Number (800) 821-0326          TDD Number (800) 735-2964</p>
<p><b>Rochester Office</b>          150 Wakefield Street Suite 22          Rochester, NH 03867</p> <p>Main Number (603) 332-9120          Toll Free Number (800) 862-5300          TDD Number (800) 735-2964</p>	<p><b>Translators and interpretive services</b> are free to anyone. Contact a District Office for help with arrangements or contact:</p> <p>Northeast Deaf &amp; Hard of Hearing Services          Telephone: (800) 492-0407          or (603) 224-1850          TTY - (866) 634-4764 or (603) 224-0691</p>

### NH DHHS Ombudsman Office

105 Pleasant Street Concord, NH 03301  
 Telephone: 800-852-3345 X 6941 or (603) 271-6941  
 TDD Number (800) 735-2964  
 Web: [www.dhhs.state.nh.us/oos/ombudsman](http://www.dhhs.state.nh.us/oos/ombudsman)

The Office of the Ombudsman responds to complaints and requests for assistance from clients, employees, and members of the general public to resolve disagreements in matters that involve DHHS. The Office of the Ombudsman is dedicated to maintaining an environment that supports the civil rights of all served.

The Office of the Ombudsman is not a substitute or replacement for normal complaint resolution. The goal is to ensure that existing systems are effective and that they resolve differences fairly. However, if you don't know the appropriate person to call, or the system doesn't seem to be working for you, then call the Office of the Ombudsman.

The Office of the Ombudsman deals with issues involving: Medicaid services; Financial assistance, including food stamps; Services to persons with developmental disabilities, mental illness, or substance abuse; Regulatory problems and/or administrative decisions; Services to Children and Families; Juvenile Justice; Employee concerns; Civil rights; and Any other service provided by DHHS or its contractors.

# NHDHHS Services

## Division of Family Assistance (DFA)

129 Pleasant Street

Concord, NH 03301

Telephone: (800) 852-3345 X4238 or (603) 271-4238 /TDD: 800-735-2964

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

Client Services - (800) 852-3345 x4238 or (603) 271-4238

Client Services TDD - (800) 735-2964

EBT Electronic Benefit Client Questions - (888) 997-9777

The Division of Family Assistance (DFA) administers programs and services for eligible NH residents providing financial, medical and food & nutritional assistance, help with child care costs, and emergency help to obtain and keep safe housing.

Family assistance staff determine initial and continuing eligibility. The amount of benefits and delivery of benefits is determined using federal and NH guidelines and policies. There are seven major types of assistance administered by DFA for NH residents. The following is a brief description of those assistance types.

These services are accessed through the DHHS District Office (DO).

- ♦ **Temporary Assistance for Needy Families (TANF)** - The State of NH allows the maximum lifetime limit for TANF assistance of 60 months.
  - NH Employment Program - The New Hampshire Employment Program (NHEP) is an employment support program that provides cash assistance to eligible families with able-bodied parents and assists those parents in becoming self-sufficient by promoting work through the provision of employment support and training services.
  - Family Assistance Program - The Family Assistance Program (FAP) provides cash assistance to eligible households with dependent children that are headed by adults who have:
    - a permanent disability;
    - long-term obstacles to employment; or
    - are over age 60.

The program also provides cash assistance for children living with a non-parent caretaker relative, such as an aunt, grandparent or adult sibling. There are no work requirements for adults receiving assistance through FAP.

- **Child Care Assistance** - Child Care Assistance assists parents engaged in work, training or educational activities. Payments to child care providers are coordinated by DFA in cooperation with the Child Development Bureau.

## NHDHHS Division of Family Assistance

- **Emergency Assistance** - The Emergency Assistance Program is available to those who meet all the requirements for the Temporary Assistance for Needy Families program (TANF). It helps families with children who are facing a housing or utility crisis and are without resources to resolve the crisis. Permanent housing payments under Emergency Assistance help eligible families get or keep safe and healthy housing by providing funds for rent or utility security deposits, home heating fuel deliveries, or past due rent, mortgage and utility bills.
- **Employment and Training Programs and Support Services** - The New Hampshire Employment Program (NHEP) is an employment support program that provides cash assistance to eligible families with able-bodied parents and assists those parents in becoming self-sufficient by promoting work through the provision of employment support and training services.
- ♦ **Food and Nutritional Program** - Assistance assists individuals and families through the Food Stamp program.
- ♦ **Medical Coverage** The Division of Family Assistance (DFA) determines financial eligibility and all non-financial eligibility, with the exception of medical necessity determinations, for Medicaid and NH Healthy Kids for children under the age of 19, pregnant women, low-income families with children, blind individuals, refugees, non-citizens, seniors and disabled adults.
- ♦ **State Supplemental Programs (SSP-Cash)** - State Supplemental cash assistance supports elderly adults, individuals that are physically disabled, mentally disabled or legally blind. Eligibility and benefit amounts for the State Supplement Programs depend on the individual and spouse's income, resources and on living arrangement. Services are provided for eligible individuals through the following programs:
  - Old Age Assistance (OAA)
  - Aid to the Permanently and Totally Disabled (APTD)
  - Aid to the Needy Blind (ANB).

## Office of Medicaid Business and Policy

129 Pleasant Street

Concord, NH 03301

Telephone: (800) 852-3345 X 4344 or (603) 271-4344

TDD Number - (800) 735-2964

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

Responsible for the administration of Medical Assistance program. OMBP's development and facilitation of program policy and financial management for Medicaid services, assists other DHHS program areas manage specialized Medicaid programs for the aged, blind and disabled, mental health, developmentally disabled, and long term care residents.

## NHDHHS Office of Medicaid Business and Policy

Other health program initiatives such as NH's Healthy Kids Insurance Program (Child Health Insurance Program - CHIP) and Pharmacy Benefits Management are administered under contract. Family Assistance (DFA) determines financial eligibility and categorical eligibility and the Medicaid Administration determines medical eligibility when it is required. The program provides payment for medical services ranging from routine preventive medical care for children to institutional care for the elderly and disabled.

Medicaid is a federal and state funded health care program that serves a wide range of needy individuals and families who meet certain eligibility requirements. The program works to ensure that eligible adults and children have access to needed health care services by enrolling and paying providers to deliver covered services to eligible recipients.

♥ *It is important to note that Medicaid Health programs have different eligibility criteria but the service benefits offered are the same for all programs once eligibility is determined. Children and adults have different service benefits.*

### Children and Adults

- **Healthy Kids:** provides health care access to NH's uninsured children by promoting healthy lifestyles, encouraging preventive health and dental care, treating illness early and managing chronic health conditions. For general medical coverage and coverage for severe disabilities.
- **Aid to the Needy Blind (ANB):** a category of eligibility that requires an individual (of any age) 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):** an adult service category that requires individuals between ages 18 to 64 to meet the Social Security impairment severity requirements and to be unable to perform substantial gainful activity for 48 consecutive months as a result of the impairment;
- **Health Insurance Premium Payment Program:** Individuals who are eligible for any of the various Medicaid programs and who have access to other health insurance plans may be eligible for the HIPPP Program;
- **Home Care for Children with Severe Disabilities (HC-CSD):** commonly known as the Katie Beckett option: for severely disabled children up to age 19 whose medical disability qualifies them for institutional care but are cared for at home;
- **Home and Community Based Care for Acquired Brain Disorders (HCBC-ABD):** services are available to individuals with traumatic brain injuries or neurological disorders who chose to remain in community settings in lieu of institutionalization;
- **Home and Community Based Care for Developmentally Disabled (HCBC-DD):** services are available to individuals with developmental disabilities and their families who chose to remain in community settings in lieu of institutionalization;

## NHDHHS, Office of Medicaid Business and Policy

- **Medicaid for Employed Adults with Disabilities (MEAD):** allows individuals who qualify for Medicaid to be gainfully employed, save money and still keep Medicaid as a result of a sliding scale buy-in component
- **Home and Community Based Care for the Elderly and Chronically Ill (HCBC-ECI):** managed by the Division of Elderly and Adult Services (DEAS), these services provide options to eligible individuals who chose to remain in community settings in lieu of nursing home care.
- **Nursing Facility Care:** managed by DEAS, these services provide support to qualified seniors or disabled individuals who are residents in a nursing or assisted care facility.

## 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](http://www.dhhs.state.nh.us/dphs/bchs)

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** 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.

NHDHHS

## 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 X4451 or (603) 271-4451  
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.

**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 DJJS 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 X4707 or (603) 271-4707

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 X4451 or (603) 271-4451

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) 271-4451

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: (877) 964-3272

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.

## **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, NH 03584  
Telephone: (603) 788-4172
- Colebrook Office  
107 Main St.  
Colebrook, NH 03576  
Telephone: (603) 237-4884
- Derry Office  
48 W. Broadway  
Derry, NH 03038  
Telephone: (603) 432-8362
- Franklin Office  
841 Central St  
Franklin, NH 03235  
Telephone: (603) 934-1465
- Claremont Office  
169 Main St., Suite 218  
Claremont, NH 03743  
Telephone: (603) 542-0053
- Concord Office  
103 N. State St.  
Concord, NH 03301  
Telephone: (603) 224-7445
- Portsmouth Office  
1 Junkins Ave..  
Portsmouth, NH 03801  
Telephone: (603) 433-3109
- Lakes Region Office  
95 Water St  
Laconia NH 03246  
Telephone: (603) 524-5835

## Child Welfare Resources

### Child and Family Services.. Continued

- Littleton Office  
28 Lafayette Ave, PO Box 677  
Littleton, NH 03561  
Telephone: (603) 444-0418
- Exeter Office  
9 Hampton Rd  
Exeter, NH 03833  
Telephone: (603) 772-3787
- Nashua Office  
221 Main St., Suite 203  
Nashua, NH 03060  
Telephone: (603) 889-7189
- Upper Valley Office  
W. Lebanon Village Plaza  
3 Atwood Ave.  
Lebanon, NH 03766  
Telephone: (603) 298-8237

### Casey Family Services

105 Loudon Rd. Bldg. 2  
Concord, NH 03301  
Telephone: (800) 417-7375 or (603) 224-8909  
Web: [www.caseyfamilyservices.org](http://www.caseyfamilyservices.org)

### Casey Family Services

551 Meadow St  
Littleton, NH 03561  
Telephone: (866) 622-2739 or  
(603) 444-9909

Casey Family Services is a fully licensed and accredited nonprofit child welfare agency. Casey Family Services provides foster care (including treatment care and supporting youth making the transition to independence) along with post-adoption, family reunification, preservation and advocacy and other services for families and children. Casey Family Services has also established innovative community-based programs to strengthen families and enable parents to provide the healthy, nurturing environments their children need to grow and thrive.

### Casey Family Services Resource Centers:

Franklin Middle School  
200 Sanborn St.  
Franklin, NH 03235  
Telephone: 934-3170

Paul Smith Elementary School  
Daniel Webster Drive  
Franklin, NH 03235  
Telephone: 934-6306

Franklin High School  
115 Central St. Rm 231  
Franklin, NH 03235  
Telephone: 934-3294

### 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)

Lutheran Social Services of New England Offers the following programs here in NH.

- Disability Services;
- Foster Care;
- In Home Care Services
- Teen Residential Services

## Child Welfare Resources

### **NH Catholic Charities**

215 Myrtle Street

PO Box 686

Manchester, NH 03105-0686

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

Web: [www.catholiccharitiesnh.org](http://www.catholiccharitiesnh.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

### **Family Strengths**

85 North State Street

Concord, New Hampshire 03301

Telephone: (603) 228-3266

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

Provides high quality, home-based mental health services including family therapy, crisis intervention, parent education, couples or individual therapy. Family Strengths also advocates and assists families with coordinating services through schools, state agencies or other community resources.

### **Children's Alliance of NH**

10 North State St.

Concord, NH 03301

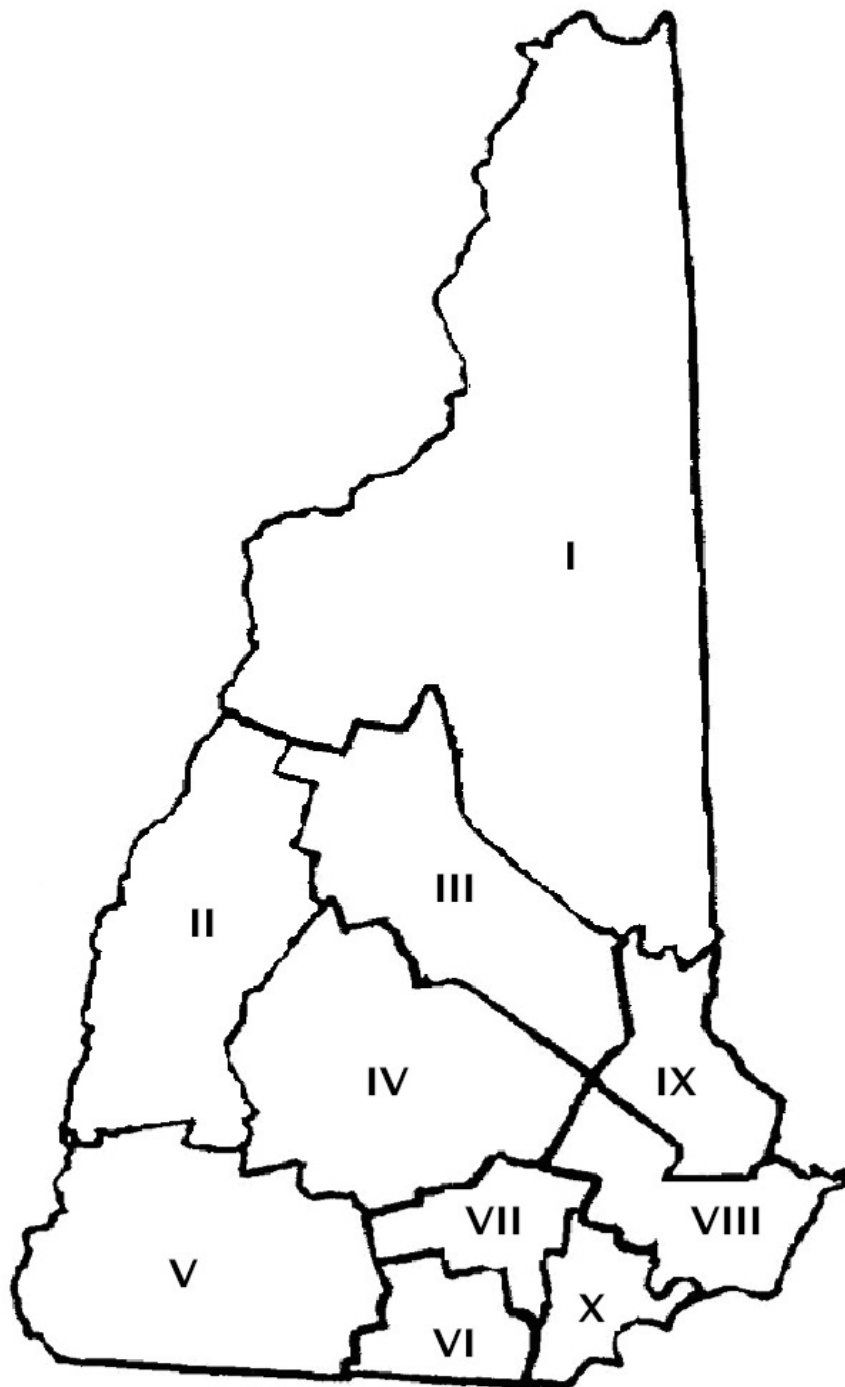
Telephone: (603) 225-2264

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

The Children's Alliance of New Hampshire 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.

# Developmental Disabilities & Acquired Brain Injury

## The Area Agency System



NHDHHS

## 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.

## NHDHHS, Developmental Disabilities / Acquired Brain Injury

# 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 disabled family member. 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

87 Washington St.  
 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

Date called: _____
Talked with: _____
Notes:

## Region 2 Pathways of the River Valley

654 Main Street  
 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**  
 67 Communications Drive, PO Box 509  
 Laconia, NH 03247  
 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

Date called: _____ Talked with: _____ Notes:
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**Region 4 Community Bridges, Inc.**  
 2 Whitney Rd,  
 Concord, NH 03301  
 Telephone: (800) 499-4153 or (603) 225-4153  
 Web: [www.communitybridgesnh.org](http://www.communitybridgesnh.org)

**Towns Served**

Allenstown	Andover	Boscawen	Bow	Bradford	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

Date called: _____ Talked with: _____ Notes:
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**Region 5: Monadnock Developmental Services, Inc.**  
121 Railroad Street  
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		

Date called: _____
Talked with: _____
Notes:

**Region 6 Gateway Community Services**  
144 Canal Street  
Nashua, NH 03060  
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	

Date called: _____
Talked with: _____
Notes:

**Region 7**      **Moore Center Services**  
195 McGregor St., Unit 400  
Manchester, NH 03102  
Telephone: (603) 668-5423  
Web: [www.moorecenter.org](http://www.moorecenter.org)

**Towns Served:**

Auburn      Bedford      Candia                      Goffstown              Hooksett              Londonderry  
Manchester      New Boston

Date called: _____
Talked with: _____
Notes:

**Region 8**      **One Sky Community Services**  
755 Banfield Rd,  
Portsmouth, NH 03801  
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

Date called: _____
Talked with: _____
Notes:

**Region 9 Community Partners**  
Forum Court - Suite 1  
113 Crosby Road  
Dover NH 03820  
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

Date called: _____
Talked with: _____
Notes:

**Region 10 Region 10 Community Support Services, Inc.**  
8 Commerce Drive  
Atkinson, NH 03811  
Telephone: (603) 893-1299  
Web: [www.region10nh.com](http://www.region10nh.com)

**Towns Served:**

Atkinson	Chester	Danville	Derry	Hampstead	Newton
Pelham	Plaistow	Salem	Sandown	Windham	

Date called: _____
Talked with: _____
Notes:

NHDHHS

## 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) works to ensure the provision of efficient and effective services to those citizens who are most severely and persistently disabled by mental, emotional, and behavioral dysfunction as defined by NH laws and rules. To this end, 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 you must call 911 or visit the emergency room at your local hospital, or contact your local community mental health center.

An after-hours assessment usually takes place at an Emergency Department of a local hospital. A master level clinician, in conjunction with a psychiatrist if necessary, completes the assessment. An assessment may determine the need for immediate care in a hospital or another community residential alternative.

Assessments conducted at a local hospital usually include admission to the Emergency Department and evaluation to ensure you are physically stable. Blood work, a basic physical, a neurological exam or other tests as necessary may be ordered.

A determination about safety will be made and a plan about the need for services and when services are needed will be made. If the Emergency Services clinician determines there is a danger to the patient or others, a hospitalization will be arranged.

### **Community Mental Health Centers**

Community Mental Health Centers are private full service clinics which offer a wide variety of programs such as individual and group therapy, medications, and symptom management. They also provide special intensive services to persons who meet the BBH eligibility requirements because they have a severe mental illness or emotional disability.

### **Peer Support Agencies**

The Peer Support Agencies (PSAs) are private not-for-profit agencies that have contracted with BBH. PSAs provide help to people with mental illness who are 18 years of age or older and who identify themselves as a recipient, a former recipient, or a person who is at significant risk of becoming a recipient of publicly funded mental health services.

## Community Mental Health Centers (CMHC)

Each of the ten regions provides many outpatient mental health services to children and adults who qualify for services, regardless of their ability to pay. To be eligible for services, your child must be assessed and found to be in need of services provided at the center, which can include the following:

- Assessment (part of the intake procedure)
- Individual, group, and family counseling
- Evaluation and testing
- Case management, including coordinating community-based support and treatment (wraparound services)
- Medication administration and monitoring
- Mental Illness Management Services (MIMS)
- Limited emergency mental health services (24 hours/day)

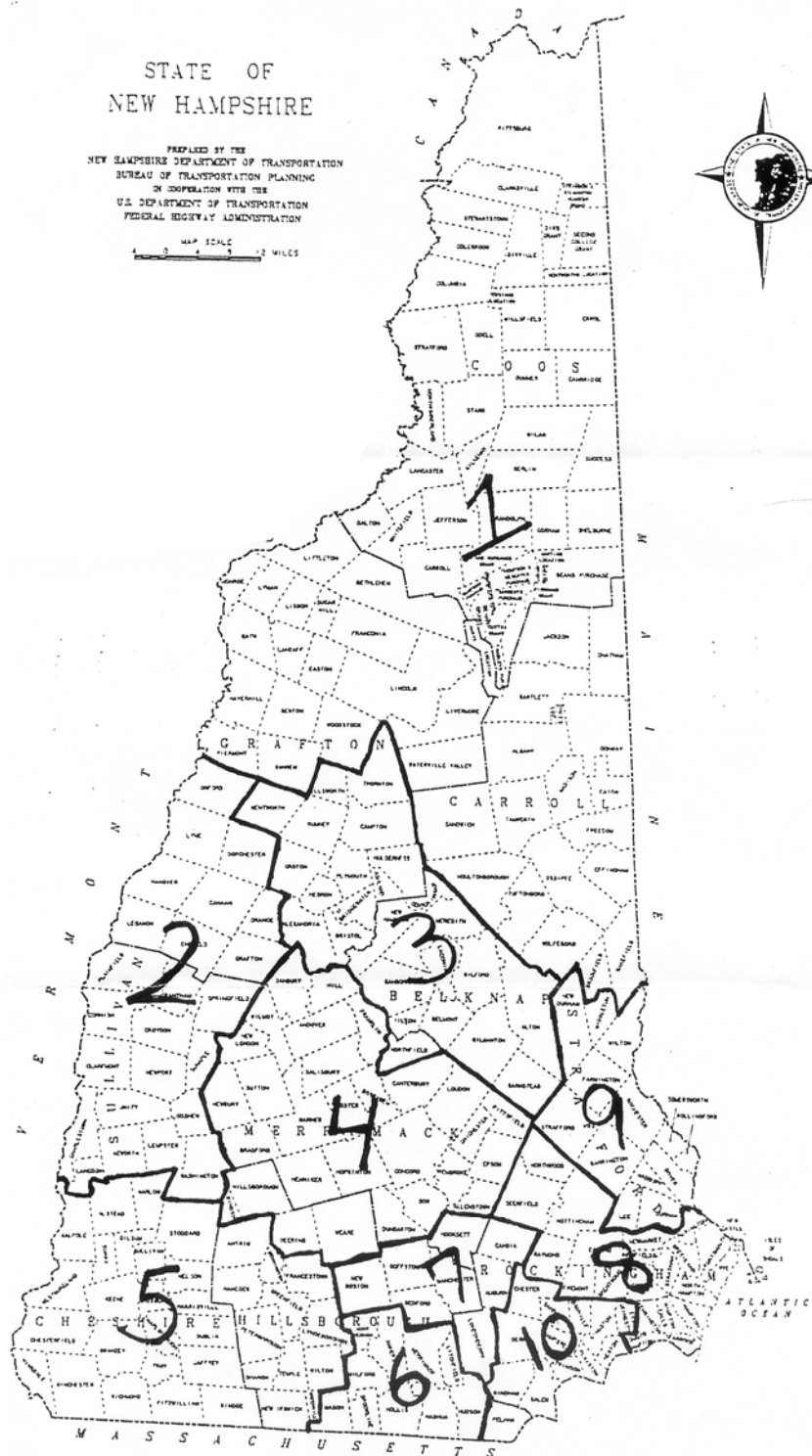
❖ You might have to wait to receive some of the services listed above, because the requests for services are often greater than the number staff members can handle.

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



# Community Mental Health Centers

The NH Department of Health and Human Services, Division of Behavioral Health contracts with ten community health centers in New Hampshire. To receive mental health services or information, contact the appropriate regional office listed below.

## Region 1 Northern Human Services

87 Washington St.  
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	Eaton	Effingham	Errol
Franconia	Freedom	Gorham	Hart's Location
Haverhill	Jackson	Jefferson	Lancaster
Landaff	Lincoln	Lisbon	Littleton
Lyman	Madison	Milan	Monroe
Moultonborough	Norththumberland	Ossipee	Piermont
Pittsburg	Randolph	Sandwich	Shelburne
Stark	Stewartstown	Stratford	Sugar Hill
Tamworth	Tuftsboro	Wakefield	Warren
Waterville	Wentworth Location	Whitefield	
Wolfeboro	Woodstock		

Date called: \_\_\_\_\_

Talked with: \_\_\_\_\_

Notes:

**Region 2 Western Central Behavioral Health**

9 Hanover St. Suite 2  
Lebanon, NH 03766  
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

Date called: _____
Talked with: _____
Notes:

**Region 3 Genesis Behavioral Health**

111 Church St.  
Laconia, NH 03246  
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

Date called: _____
Talked with: _____
Notes:

**Region 4 Riverbend Community Mental Health, Inc.**

70 Pembroke St.  
Concord, NH 03302  
Telephone: (603) 228-1551  
Web: [www.riverbendcmhc.org](http://www.riverbendcmhc.org)

**Towns Served:**

Allenstown	Andover	Boscawen	Bow	Bradford
Canterbury	Chichester	Concord	Danbury	Deering
Dunbarton	Epsom	Franklin	Henniker	Hill
Hillsboro	Hopkinton	Loudon	New London	Newbury
Northfield	Pembroke	Pittsfield	Salisbury	Sutton
Warner	Weare	Webster	Wilmot	Windsor

Date called: _____
Talked with: _____
Notes:

**Region 5 Monadnock Family Services**

64 Main St., Suite 301  
Keene, NH 03431  
Telephone: (603) 357-6878  
Web: [www.mfs.org](http://www.mfs.org)

**Towns Served:**

Alstead	Antrim	Bennington	Chesterfield	Dublin
Fitzwilliam	Francestown	Gilsum	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	Wilton	Winchester	

Date called: _____
Talked with: _____
Notes:

**Region 6**      **Greater Nashua Mental Health Center at Community Council**  
7 Prospect St.  
Nashua, NH 03060  
Telephone: (603) 889-6147  
Web: [www.cofnashua.org](http://www.cofnashua.org)

**Towns Served:**

Amherst	Brookline	Hollis	Hudson	Litchfield
Mason	Merrimack	Milford	Mont Vernon	Nashua

Date called: _____
Talked with: _____
Notes:

**Region 7**      **The Mental Health Center of Greater Manchester**  
401 Cypress St.  
Manchester, NH 03103  
Telephone: (603) 668-4111  
Web: [www.mhcgmm.org](http://www.mhcgmm.org)

**Towns Served:**

Auburn	Bedford	Candia	Goffstown	Hooksett
Londonderry	Manchester	New Boston		

Date called: _____
Talked with: _____
Notes:

**Region 8      Seacoast Mental Health Center, Inc.**  
1145 Sagamore Ave.  
Portsmouth, NH 03801  
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	

Date called: _____
Talked with: _____
Notes:

**Region 9      Community Partners**  
113 Crosby Rd.  
Dover, NH 03820  
Telephone: (603) 749-4015  
Web: [www.bhdssc.org](http://www.bhdssc.org)

**Towns Served:**

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

Date called: _____
Talked with: _____
Notes:

**Region 10 Center for Life Management Behavioral Health Systems**  
 10 Tsienneto Rd,  
 Derry, NH 03038  
 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	

Date called: _____
Talked with: _____
Notes:

## Peer Support Agencies

The Peer Support Agencies They are private not-for-profit agencies that have contracted with the 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. Peer support consists of supportive interactions based on shared experience among people and are intended to assist people to understand their potential to achieve their personal goals. Interactions are based on trust, respect, and mutual support. Peer support agencies accomplish this by providing choice, using non-medical approaches to help, sharing decision making, encouraging informed decision making about all aspects of people's lives, challenging perceived self-limitations, etc.

Services include, but are not limited to: face-to-face and telephone peer support; outreach; monthly educational events; activities that promote self-advocacy; wellness training; after hours warm line; crisis respite (24 hours, short-term, non-medical crisis program).

All peer support agency locations are accessible by wheelchair except where noted.

### REGION I

**The Alternative Life Center (ALC)**  
 486 White Mountain Highway  
 Conway, NH 03818  
 Telephone: (603) 447-1765  
 Web: [www.alccenters.org](http://www.alccenters.org)

**The Alternative Life Center South**  
 94 Center Street  
 Wolfeboro, NH 03896  
 Telephone: (603) 569-9121  
 Web: [www.alccenters.org](http://www.alccenters.org)

## Peer Support Agencies... continued

### REGION I

#### **Serenity Steps**

567 Main Street  
Berlin, NH 03896  
Telephone: (603) 752-8111

#### **The Haven**

27 Lombard St.  
Colebrook, NH 03576  
Telephone: (603) 237-4353

#### **Littleton Peer Support**

48 Cottage St.  
Littleton, NH 03561  
Telephone: (603) 444-5344

### REGION II

#### **Stepping Stones**

108 Pleasant Street  
Claremont, NH 03743  
Telephone: (603) 543-1388 or (888) 582-0920  
Web: [www.steppingstonenextstep.org](http://www.steppingstonenextstep.org)

#### **Next Step**

109 Bank Street  
Lebanon, NH 03766  
Telephone: (603) 448-6941

### REGION III & IV

#### **Lakes Region Consumer Advisory Board, dba Cornerbridge**

328 Union Avenue  
Laconia, NH 03247  
Telephone: (603) 524-0801 or (800) 306-4334  
Web: [www.nhcornerbridge.org](http://www.nhcornerbridge.org)

#### **Cornerbridge of Laconia**

328 Union Avenue  
Laconia, NH 03247  
Telephone: (603) 528-7742  
Outreach is available in Plymouth, Franklin,  
and areas nearby.

#### **Concord Peer Support**

55 School Street  
Concord, NH 03301  
Telephone: (603) 228-0083 or (603) 224-0894  
Web: [www.nhcornerbridge.org](http://www.nhcornerbridge.org)

### REGION V

#### **Granite State Monarchs**

64 Beaver Street  
Keene, NH 03431  
Telephone: (603) 352-5093 or (866) 352-5093  
Web: [www.gsmonarchs.org](http://www.gsmonarchs.org)

## Peer Support Agencies... continued

### REGION VI

**HEARTS Peer Support Center of Greater  
Nashua**  
5 Pine Street Extension Unit B  
Nashua NH 03060  
Telephone: (603) 882-8400  
Web: [www.heartspsa.org](http://www.heartspsa.org)

### REGION VIII

**Seacoast Consumer Alliance Peer Support  
Center, Inc.**  
544 Islington Street  
Portsmouth, NH 03801  
Telephone: (603) 427-6966 or (877) 432-5433

### REGION VII

**On The Road To Recovery**  
13 Orange Street  
Manchester, NH 03105  
Telephone: (603) 623-4523  
Web: [www.otrtr.org](http://www.otrtr.org)

### REGION IX

**Tri-City Consumers' Action Co-operative**  
36 Wakefield Street  
Rochester, NH 03867  
Telephone: (603) 948-1043 or  
(603) 948-1036  
Not wheelchair-accessible

## Web Resource:

### What a Difference a Friend Makes

Web: [www.whatadifference.samhsa.gov](http://www.whatadifference.samhsa.gov)

The Substance Abuse and Mental Health Services Administration (SAMHSA) launched the Mental Health Campaign for Mental Health Recovery to encourage, educate, and inspire people between 18 and 25 to support their friends who are experiencing mental health problems. This site is for people living with mental illness—and their friends. You'll find tools to help in the recovery process, and you can also learn about the different kinds of mental illnesses, read real-life stories about support and recovery, and interact with the video to see how friends can make all the difference.

# Behavioral Health Resources

## **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.

## **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)

## **The Federation of Families for Children's Mental Health, NH Chapter**

497 Hooksett Road #258

Manchester, NH 03104

Telephone: (877) 296-0692 or (603) 296-0692

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

Offers statewide Family-to-Family Support, Training and Support, Youth Support and a Family Voice. GSFF staff and family associates participate in a variety of state and local initiatives to provide a voice for families.

## **National Federation of Families for Children's Mental Health**

Telephone: (240) 403-1901

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

## **Diagnosis Resources**

### **National Resource Center on AD/HD**

8181 Professional Place, Suite 150

Landover, MD 20785

Telephone: (800) 233-4050

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

### **Child & Adolescent Bipolar Foundation**

1000 Skokie Blvd., Suite 570

Wilmette, IL 60091

Telephone: (847) 256-8525

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

### **Trichotillomania Learning Center, Inc.**

207 McPherson St., Suite H

Santa Cruz, CA 95060

Telephone: (831) 457-1004

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

### **National Schizophrenia Foundation**

403 Seymour Avenue, Suite 202

Lansing, Michigan 48933

Telephone: (800) 482-9534 or (517) 485-7168

## Behavioral Health Resources

### **Anxiety Disorders Association of America**

8730 Georgia Ave.

Silver Spring, MD 20910

Telephone: (240) 485-1001

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

### **Obsessive-Compulsive Foundation**

PO Box 961029

Boston, MA 02196

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 (SAMSA) - National Mental Health Information Center**

Web: [www.mentalhealth.samhsa.gov](http://www.mentalhealth.samhsa.gov)

### **HealthyPlace.com**

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

This Web Site provides information on children and adolescents with mental health disorders.

# NHDHHS

## Bureau of Elderly and Adult Services (BEAS)

129 Pleasant Street

Concord, NH 03301

Telephone: (800) 351-1888 or (603) 271-4680 TDD: (800) 735-2964

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

The Division of Elderly and Adult Services (DEAS) provides a variety of social and long-term supports to adults between the ages of 18 and 60 and those adults who have a chronic illness or disability.

These services range from home care, meals on wheels, care management, transportation assistance and assisted living to nursing home care. Legal support services, advocacy for disabled adults, information and assistance regarding Medicare, and information about volunteer opportunities are also important support services provided in the community by BEAS. All services and supports are intended to assist people to live as independently as possible in safety and with dignity.

A critical component of the BEAS statewide delivery system is its community-based provider network; many of these providers are nonprofit agencies. BEAS coordinates long-term care support services at the local level. BEAS staff are located at eleven DHHS District Offices ( see page 105) throughout NH and coordinate services to seniors and adults with disabilities and chronic illnesses who meet certain eligibility criteria. DEAS also has a main office located in Concord. The main office is responsible for administrative support and general program and financial planning.

A major partnership between DEAS and local communities is ServiceLink, (see page 147) 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](http://www.dhhs.state.nh.us/dcbcs/beas/familycaregivers)

The Family Caregiver Support Program offers: Adult day, in-home, overnight and weekend in-facility (assisted living or skilled nursing) respite options, assistive technology, supplies, emergency response, home modification/repairs, information and assistance, transportation homemaker/chore/ personal care, and family consultation, education and support groups. Though 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.

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.nhctf.org/FSNH/FindtheFamilySupportCenterNearYou](http://www.nhctf.org/FSNH/FindtheFamilySupportCenterNearYou)

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## COOS COUNTY

Child and Family Services  
Manchester, NH 03105  
Telephone: (603)-518-4000 or  
(800) 640-6486  
Web: [www.cfsnh.org](http://www.cfsnh.org)

Family Resource Center  
Gorham/Berlin  
123 Main Street  
Gorham, NH 03581  
Telephone: (603) 466-5190  
Web: [www.frcberlin-gorham.org](http://www.frcberlin-gorham.org)

Family Connections Center  
Department of Corrections  
Concord, NH 03302  
Telephone: (603) 271-1848  
or 271-2255  
Web: [www.nh.gov/nhdoc/fcc](http://www.nh.gov/nhdoc/fcc)

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## GRAFTON COUNTY

Good Beginnings of Sullivan County,  
Diane Love Center for Children and  
Families  
169 Main Street  
Claremont, NH 03743  
Telephone: (603) 542-1848  
Web: [www.goodbeginnings.net](http://www.goodbeginnings.net)

Good Beginnings of the  
Upper Valley  
P.O. Box 5054  
West Lebanon, NH 03784  
Telephone: (603) 298-9524  
Web:  
[www.goodbeginnings.net/  
uppervalley](http://www.goodbeginnings.net/uppervalley)

Family Resource Center of  
Central NH  
635 Main Street  
Laconia, NH 03246  
Telephone: (603) 524-1741  
Web: [www.lrcs.org](http://www.lrcs.org)

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Whole Village Family  
Resource Center  
258 High Street  
Plymouth, NH 03264  
Telephone: (603) 536-3720  
Web: [www.wholevillage.net](http://www.wholevillage.net)

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## CARROLL COUNTY

Family Connections Center at Chil-  
dren Unlimited, Inc.  
182 West Main Street  
Conway, NH 03818  
Telephone: (603) 447-6356  
Web: [www.childrenunlimitedinc.org](http://www.childrenunlimitedinc.org)

HUB Family Resource Center  
23 Atkinson Street  
Dover, NH 03820  
Telephone: (603) 749-9754  
Web: [www.hubfamilies.org](http://www.hubfamilies.org)

## Family Resource Centers

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### BELKNAP COUNTY

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Family Resource Center of  
Central NH  
635 Main Street  
Laconia, NH 03246  
Telephone: (603) 524-1741  
Web: [www.lrcs.org](http://www.lrcs.org)

Casey Family Services  
200 Sanborn Street  
Franklin, NH 03235  
Telephone: (603) 934-3170  
Web: [www.caseyfamilyservices.org](http://www.caseyfamilyservices.org)

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### STRAFFORD COUNTY

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Families First Health and  
Support Center  
100 Campus Drive, #12  
Portsmouth, NH 03801  
Telephone: (603) 422-8208  
Web: [www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org)

HUB Family Resource  
Center  
23 Atkinson Street  
Dover, NH 03820  
Telephone: (603) 749-9754  
Web: [www.hubfamilies.org](http://www.hubfamilies.org)

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### MERRIMACK COUNTY

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Child and Family Services of NH  
464 Chestnut Street, PO Box 448  
Manchester, NH 03105  
Telephone: (603) 518-4000 or  
(800) 640-6486  
Web: [www.cfsnh.org](http://www.cfsnh.org)

The Children's Place and  
Parent Education Center  
PO Box 576, 27 Burns Ave.  
Concord, NH 03302  
Telephone: (603) 224-9920  
Web: [www.tcph.org](http://www.tcph.org)

Casey Family Services  
200 Sanborn Street  
Franklin, NH 03235  
Telephone: (603) 934-  
3170  
Web: [www.caseyfamily  
services.org](http://www.caseyfamily<br/>services.org)

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HUB Family Resource Center  
23 Atkinson Street  
Dover, NH 03820  
Telephone: (603) 749-9754  
Web: [www.hubfamilies.org](http://www.hubfamilies.org)

Riverbend Parent-Child Cen-  
ters  
Loudon Road  
Concord, NH 03302  
Telephone: (603) 224-7510  
X 4325  
Web:  
[www.riverbendcmhc.org](http://www.riverbendcmhc.org)

White Birch Community  
Center  
51 Hall Avenue  
Henniker, NH 03242  
Telephone: (603) 428-  
7860  
Web:  
[www.whitebirchcommunity  
center.org](http://www.whitebirchcommunity<br/>center.org)

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Concord Heights Neighborhood  
Family Center  
Dame School, 14 Canterbury Road  
Concord, NH 03301  
Telephone: (603) 225-0830  
Web: [http://concord.dme.school  
fusion.us](http://concord.dme.school<br/>fusion.us)

Family Connections Center  
(NH DOC)  
P.O. Box 14  
Concord, NH 03302-0014  
603-271-1848 or 271-2255  
Web: [www.nh.gov/nhdof/fcc](http://www.nh.gov/nhdof/fcc)

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## Family Resource Centers

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### SULLIVAN COUNTY

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Good Beginnings of Sullivan County,  
Diane Love Center for Children and  
Families  
169 Main Street  
Claremont, NH 03743  
603-542-1848  
Web: [www.goodbeginnings.net](http://www.goodbeginnings.net)

Good Beginnings of the Upper Valley  
P.O. Box 5054  
West Lebanon, NH 03784  
603-298-9524  
Web: [www.goodbeginnings.net/uppervalley](http://www.goodbeginnings.net/uppervalley)

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### CHESHIRE COUNTY

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The Family Center of Greater  
Peterborough  
46 Concord Street  
Peterborough, NH 03458  
603-924-6306  
Web: [www.TheFamilyCenter.us](http://www.TheFamilyCenter.us)

Monadnock Family Resource  
Center  
30 Washington Street  
Keene, NH 03431  
603-357-6870  
Web: [www.mfs.org](http://www.mfs.org)

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### HILLSBOROUGH COUNTY

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Child and Family Services of NH  
464 Chestnut Street, PO Box 448  
Manchester, NH 03105  
Telephone: (603) 518-4000 or  
(800) 640-6486  
Web: [www.cfsnh.org](http://www.cfsnh.org)

The Family Center of  
Greater Peterborough  
46 Concord Street  
Peterborough, NH 03458  
603-924-6306  
Web:  
[www.TheFamilyCenter.us](http://www.TheFamilyCenter.us)

Family Resource Center  
of Greater Nashua c/o  
the Boys and Girls Club  
of Greater Nashua  
47 Grand Avenue  
Nashua, NH 03060  
603-883-0523  
Web: [www.bqcn.com](http://www.bqcn.com)

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Family Education Collaborative-  
YWCA  
72 Concord Street  
Nashua, NH 03101  
603-625-5785  
Web: [www.ywcanh.org](http://www.ywcanh.org)

Family Education Collabora-  
tive-UNH Cooperative  
Extension  
213 Pettee Hall  
Durham, NH 03824  
Web:  
[www.extension.unh.edu/  
family](http://www.extension.unh.edu/family)

The Grapevine Family and  
Community Resource  
Center  
PO Box 637, 4 Aiken  
Street  
Antrim, NH 03440  
603-588-2620

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## Family Resource Centers

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### HILLSBOUGH COUNTY...CONTINUED

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Monadnock Family Resource Center  
30 Washington Street  
Keene, NH 03431  
603-357-6870  
Web: [www.mfs.org](http://www.mfs.org)

Riverbend Parent-Child Centers  
P.O. Box 2032, Loudon Road  
Concord, NH 03302  
603-224-7510 ex. 4325  
Web:  
[www.riverbendcmhc.org](http://www.riverbendcmhc.org)

VNA Child Care and Family Resource Center- Parent Baby Adventure  
435 South Main Street  
Manchester, NH 03101  
603-666-5982  
Web: [www.manchestervna.org](http://www.manchestervna.org)

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### ROCKINGHAM COUNTY

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The Upper Room, A Family Resource Center  
PO Box 1017, 36 Tsienneto Road  
Derry, NH 03038  
603-437-8477  
Web: [www.urteachers.org](http://www.urteachers.org)

HUB Family Resource Center  
23 Atkinson Street  
Dover, NH 03820  
603-749-9754  
Web: [www.hubfamilies.org](http://www.hubfamilies.org)

Families First Health and Support Center  
100 Campus Drive, #12  
Portsmouth, NH 03801  
603-422-8208  
Web:  
[www.FamiliesFirstSeacoast.org](http://www.FamiliesFirstSeacoast.org)

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## Notes

# ADVOCACY ORGANIZATIONS

## **New Hampshire Developmental Disabilities Council (DDC)**

21 South Fruit St. Suite 22

Concord, NH 03301

Telephone: (800) 852-3345 Ext. 3236 or (603) 271-3236

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

The New Hampshire Developmental Disabilities Council is a federally funded, agency responsible for conducting and implementing a statewide plan for improving the quality of the lives of people with disabilities.

The DDC:

- ♦ Assists individuals and families to advocate for appropriate policies, programs and supports;
- ♦ Initiates activities and events that create positive, long-term change for how citizens with disabilities participate in all aspects of community life; and
- ♦ Supports community initiatives that promote the full citizenship and inclusion of people with disabilities.

## **Disabilities Rights Center (DRC)**

18 Low Ave

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**

57 Regional Drive, Suite 3

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.

## Advocacy Organizations

### **People First of NH**

4 Park St. Suite #205

Concord, NH 03301

Telephone: (800) 566-2128 or (603) 568-2128

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

Statewide self-advocacy organization

### **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 Children's Alliance**

2 Delta Drive

Concord, NH 03301

Telephone: (603) 225-2264

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

The Children's Alliance of New Hampshire promotes policies and practices that enable all children to lead healthy and productive lives and to reach their full potential.

### **NH Citizens Alliance**

4 Park St., Suite 304

Concord, NH 03301

Telephone: (603) 225-2097

Web: [www.nhcitizensalliance.org/index.html](http://www.nhcitizensalliance.org/index.html)

New Hampshire Citizens Alliance is a non-partisan 501(c)(3) nonprofit organization whose mission is to protect and expand social, economic, and political justice for people and families in the Granite State.

# 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 39)

## **Easter Seals Autism Network, Family Support Program**

555 Auburn Street  
Manchester, NH 03103  
Telephone: (800) 870-8728 or (603) 623-8863  
Web: <http://nh.easterseals.com>

The Easter Seals Autism Network Family Support Program offers the following services to support parents raising a child with an Autism Spectrum Disorder: Support Meetings, Seminars and Parent Education, Respite Program, Family Social Events, and more.

## **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.

## Family Support

### **Brain Injury Association of New Hampshire**

109 North State St. Suite 2

Concord, NH 03301

Telephone: (603) 225-8400

Family Helpline: (800) 773-6400

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

Consumer-based organization for people surviving brain injury, brain tumor or stroke and their caregivers.

### **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, arrange for special needs during hospitalization and after discharge, will help with school planning and attend meetings with you. (See page 64)

### **Child and Family Services**

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)

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 112).

### **Family Resource Connection NH State Library**

20 Park St.

Concord, NH 03301

Telephone: (800) 298-4321 or (603) 271-7931

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. Their website includes: an online Directory of Children's Services and Family & Youth Development Calendar listing statewide workshops, classes, conferences and other events for professionals and families who provide care, health, and education for children.

## Family Support

### **Special Needs Support Center of the Upper Valley**

#### **Parent To Parent of NH**

12 Flynn St.

Lebanon, NH 03766

Telephone: (800) 698-LINK (5465) or (603) 448-6311

Web: [www.snsc-uv.org](http://www.snsc-uv.org)

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

Offers parent to parent matches, information, training and referral.

### **Family Support New Hampshire (FSNH)**

PO Box 64

Concord, NH 03302-0064

email: [info@fsnh.org](mailto:info@fsnh.org)

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

FSNH acts to bring together the diverse leadership from existing and forming family resource centers and family support programs within New Hampshire under the common vision of establishing a statewide network of family support practice.

# Service Link

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.

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

**ServiceLink Resource Center  
of Belknap County**

67 Water St. Suite 105  
Laconia, NH 03246  
Telephone: (603) 527-7041

**ServiceLink Resource Center  
of Carroll County**

448 White Mountain Highway (Tamworth)  
PO Box 420  
Chocorua, NH 03817  
Telephone: (603) 323-9394

**ServiceLink Resource Center  
Monadnock Region**

105 Castle St.  
Keene, NH 03431  
Telephone: (603) 357-1922

**ServiceLink Resource Center  
of Coos County**

610 Sullivan St., Suite 6  
Berlin, NH 03570  
Telephone: (603) 752-6407

**ServiceLink Resource Center  
of Grafton County-Littleton**

262 Cottage St. Suite G-1  
Mt. Eustis Commons  
Littleton, NH 03561  
Telephone: (603) 444-4498

**ServiceLink Resource Center  
of Grafton County-Lebanon**

10 Campbell St.  
Lebanon, NH 03766  
Telephone: (603) 448-1835

**ServiceLink Resource Center  
of Hillsborough County-Manchester**

555 Auburn St.  
Manchester, NH 03103  
Telephone: (603) 644-2240

**Hillsborough County ServiceLink-Nashua**

70 Temple St.  
Nashua, NH 03064  
Telephone: (603) 598-4709

**ServiceLink Resource Center  
of Merrimack County**

2 Industrial Park Drive  
Concord, NH 03302  
Telephone: (603) 228-6625

**ServiceLink Resource Center  
of Rockingham County-Seacoast**

279 West Road  
Portsmouth, NH 03801  
Telephone: (603) 334-6594

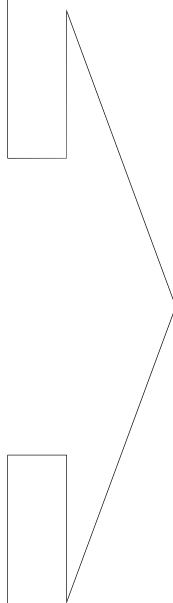
**ServiceLink Resource Center  
of Rockingham County-Southwest**  
287 Lawrence Road  
Salem, NH 03079  
Telephone: (603) 893-9769

**ServiceLink Resource Center  
of Strafford County**  
1 Wakefield St., Suite 306  
Rochester, NH 03867  
Telephone: (603) 332-7398

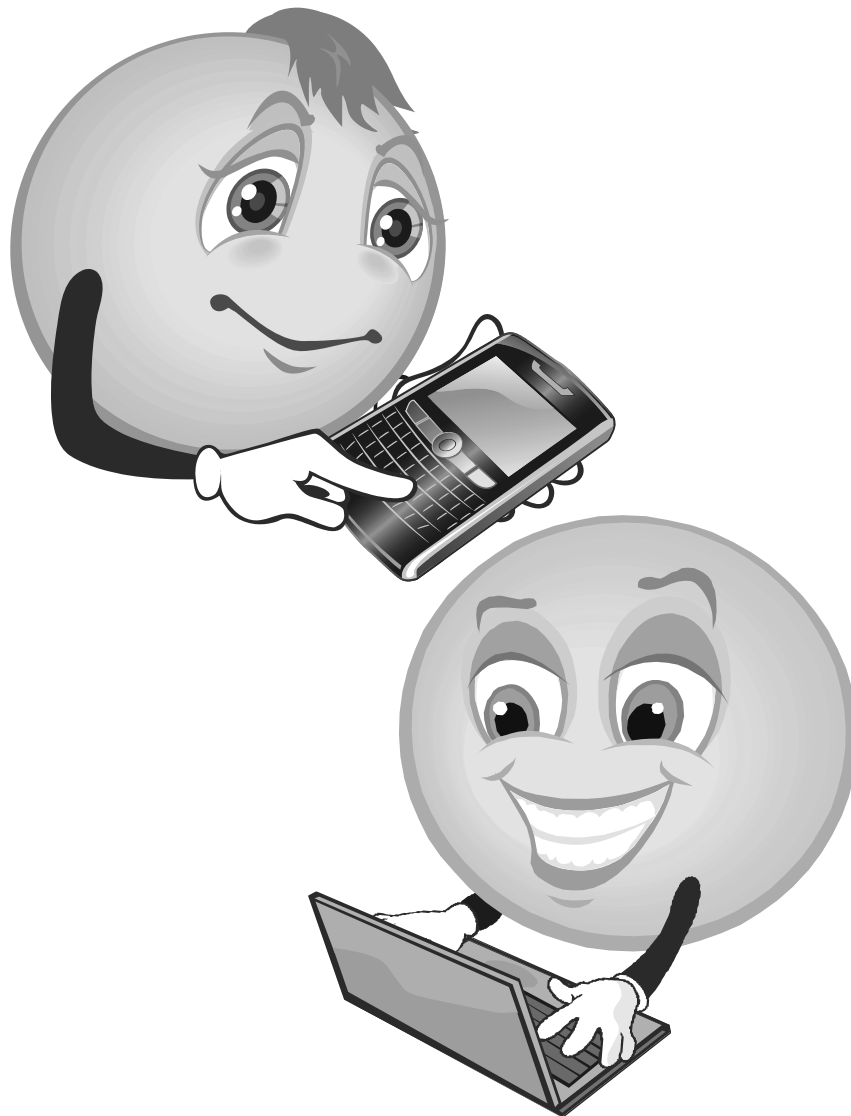
**ServiceLink Resource Center  
of Sullivan County**  
1 Pleasant St. Suite 105  
Claremont, NH 03743  
Telephone: (603) 542-5177

I'VE TALKED TO.....

NOTES



## Additional Resources



# Recreational Resources

## THERAPEUTIC RIDING / HIPPO THERAPY PROGRAMS

### **Horse Power at Pony Farm**

13 Pony Farm Lane  
Temple, NH 03084  
Telephone: (603) 654-6308  
Web: [www.ponyfarm.com](http://www.ponyfarm.com)

### **Upreach Therapeutic Riding Center, Inc.**

153 Paige Hill Rd  
Goffstown, NH 03045  
Telephone: (603) 497-2343  
Web: [www.upreachtrc.org](http://www.upreachtrc.org)

### **The Carriage Barn at Black Magic Farm**

80 Hillsdale Ave  
South Hampton, NH  
Telephone: (603) 378-0140  
Web: [www.carriage-barn.com](http://www.carriage-barn.com)

### **Field of Dreams Equestrian Center**

55 Ferrin Rd.  
Chichester, NH 03258  
Telephone: (603) 798-4110

### **UNH Therapeutic Riding Program**

278 Mast Rd. Extension  
Durham, NH 03824  
Telephone: (603) 862-0131  
Web: [www.trp.unh.edu](http://www.trp.unh.edu)

### **Horse Talk Therapeutic Services**

24 Galloway Lane  
Bedford, NH 03110  
Telephone: (603) 472-3144  
Web: [www.nhorsetalk.com](http://www.nhorsetalk.com)

### **Back in the Saddle Equine**

334 College Hill Rd.  
Hopkinton, NH 03229  
Telephone: (603) 746-5681  
Web: [www.bitsetc.us](http://www.bitsetc.us)

### **Miracles in Motion**

118 Wyman Rd,  
Keene, NH 03431  
Telephone: (603) 357-7282  
Web: [www.mimnh.org](http://www.mimnh.org)

### **Harmony Acres Therapeutic Riding**

PO Box 464  
Concord, NH 03301  
Telephone: (603) 738-4996

### **Brady Rock Farm Therapeutic Riding Center**

59 Heath St.  
Newton, NH 03858  
Telephone: (603) 382-9008  
Web: <http://brandyrockfarm.tripod.com>

### **Dream on Curls Riding Center**

Top O' The Hill Farm  
153 Kirk Meadow Rd.  
Springfield, VT 05156  
Telephone: (802) 885-9101  
Web: [www.vermontel.net/~top/dreamoncurls.htm](http://www.vermontel.net/~top/dreamoncurls.htm)

## Recreational Resources

### SPORTS ORGANIZATIONS

#### **New England Handicapped Sportsman's Association**

PO Box 2135

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.

#### **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: (800) 639-2608 or (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) 271-3422

Web: [www.wildlife.state.nh.us/Hunting/hunt\\_accessibility.htm](http://www.wildlife.state.nh.us/Hunting/hunt_accessibility.htm)

The New Hampshire Fish and Game Department offers several permits for people with physical disabilities. There's a one-time \$10 administrative fee for the license, and the applicant must present a letter from his or her doctor stating that the applicant is permanently and totally paraplegic. New Hampshire Fish and Game's Hunter Education Program customizes its courses for people with special needs so they can enjoy the outdoors safely.

## Recreational Resources

### ADAPTED SKIING PROGRAMS

#### Attitash Adaptive Skiing

Bartlett, NH

Telephone: (603) 374-2368

Web: [www.attitash.com/adaptiveprogram](http://www.attitash.com/adaptiveprogram)

#### Gunstock Adaptive Skiing Program

Gilford, NH

Telephone: (603) 293-4341 X165

Web: [www.gunstock.com/lessons/adaptive](http://www.gunstock.com/lessons/adaptive)

#### Waterville Valley Foundation Adaptive Sports Programs

Waterville Valley, NH

Telephone: (603) 236-8311

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

#### Bretton Wood Adaptive Alpine

Bretton Woods

Telephone: (603) 278-3398

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

#### Mt. Sunapee Adaptive Sports

Newbury, NH

Telephone: (603) 763-9158

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

#### White Mountain Adaptive Snowsports at Loon Mountain- NE Disabled Sports

Lincoln, NH 03251

Telephone: (603) 728-1771

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

### SUMMER CAMPS

#### American Camp Association New England

80 Westview St.

Lexington, MA 02421

Telephone: (781) 541-6080

Web: [www.acane-camps.org](http://www.acane-camps.org)

#### Camp Carpenter

300 Blondin Rd

Manchester, NH 03109

Telephone: (603) 623-5962

A Manchester-based residential or day camp in collaboration with the cub scouts.

#### Easter Seals Camp Sno-Mo.

Manchester, NH

Telephone: (603) 206-6733

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

Camp Sno-Mo is an inclusive camping program that partners the Boy Scouts with children 11-21 who have physical and/or cognitive disabilities.

#### Camp Fatima's Special Needs Week

PO Box 206, 32 Fatima Rd

Gilmanton Iron Works, NH 03837

Telephone: (603) 364-5851

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

#### Wediko Summer Program

11 Bobcat Blvd.

Windsor, NH 03244

Telephone: (617) 292-9200

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

Intensive therapeutic setting

#### NH Inter-Actions

6 Chenell Drive, Suite 205

Concord, NH 03301

Telephone: (603) 228-2803

Web: <http://inter-actions.org>

Inter-Actions is a non-profit organization provides summer camping and recreational programming for children 8-15 who are blind or visually impaired.

## OTHER RECREATIONAL OPPORTUNITIES

### **Very Special Arts of New Hampshire**

PO Box 78  
Wentworth, NH 03282  
Telephone: (603) 764-9159  
Web: [www.vsaartsnh.org](http://www.vsaartsnh.org)

### **TRAIL**

Charlestown, NH  
Telephone: (603) 826-5558  
Web: [www.trail4kids.org](http://www.trail4kids.org)

Teaching children with physical and developmental disabilities the joy and excitement of playing outdoors.

### **One Step Further**

**82 Waukewan St**  
Meredith, NH 03253  
Telephone: (603) 279-7829  
Web: [www.Onestepfurtherrecreationtherapy.com](http://www.Onestepfurtherrecreationtherapy.com)

Adapted Aquatics Programs and movement.

### **Manchester Community Music School**

2291 Elm St.  
Manchester, NH  
Telephone: (603) 644-4548  
Web: [www.mcmusicschool.org](http://www.mcmusicschool.org)

Music Therapy Programs

## 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 is a centralized depository of previously owned assistive technologies that have been donated, refurbished and made available for purchase to individuals and dealers throughout New Hampshire. Each year the REM sells over 500 pieces of 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 Showroom in Concord provides consumers the opportunity to examine and test quality equipment (both pediatric and adult) that is available at a fraction of the cost of new. This resource is invaluable for individuals and families who have limited or no insurance coverage, or who need "uncovered items" such as mobility devices, back-up equipment, bath aids, ramps, etc. All equipment sold includes a 30-day warranty.

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. Delivery and pick-up services are available.

# 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 some examples.

## **Belknap and Merrimack Counties**

Community Action Program Belknap-Merrimack  
Counties Inc.  
2 Industrial Park Drive, PO Box 1016  
Concord, NH 03302  
Telephone: (800) 856-5525  
(603) 225-3295  
Web: [www.bm-cap.org](http://www.bm-cap.org)

## **Rockingham County**

Rockingham Community Action Inc.  
4 Cutts St.  
Portsmouth, NH 03801  
Telephone: (800) 556-9300  
(603) 431-2911  
Web: [www.rcaction.org](http://www.rcaction.org)

## **Hillsborough County**

Southern New Hampshire Services, Inc.  
40 Pine St.  
Manchester, NH 03103  
Telephone: (800) 322-1073  
(603) 668-8010  
Web: <http://snhshome.homestead.com>

## **Strafford County**

Strafford County Community Action  
60 Charles St. PO Box 160  
Dover, NH 03821  
Telephone (603) 516-8130  
Web: <http://straffcap.org>

## **Cheshire County**

Southwestern Community Services Cheshire County  
63 Community Way, PO Box 603  
Keene, NH 03431  
Telephone: (800) 529-0005  
(603) 352-7512  
Web: [www.scshehelps.org](http://www.scshehelps.org)

## **Sullivan County**

Southwestern Community Services  
Sullivan County  
96-102 Main St., PO Box 1338  
Claremont, NH 03743  
Telephone: (800) 529-0005  
(603) 542-9528  
Web: [www.scshehelps.org](http://www.scshehelps.org)

## **Coos, Carroll and Grafton Counties**

Tri-County Community Action  
30 Exchange Street  
Berlin, NH 03570  
Telephone: (800) 552-4617  
(603) 752-7001  
Web: [www.tccap.org](http://www.tccap.org)

# Legal Resources

## **NH Legal Assistance**

1361 Elm Street

Suite 307

Manchester, NH 03101

Telephone: (603) 624-6000 TTY (800) 634-8989

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.

### **Manchester:**

Telephone: (800) 562-3174  
(603) 668-2900

### **Littleton**

Telephone: (800) 548-1886  
(603) 444-8000

### **Claremont**

Telephone: (800) 562-3994  
(603) 542-8795

### **Portsmouth**

Telephone: (800) 334-3135  
(603) 431-7411

### **Nashua**

Telephone: (800) 517-0577  
(603) 598-3800

### **Concord**

Telephone: (800) 921-1115  
(603) 223-9750

### **Berlin**

Telephone (800) 698-8969  
(603) 752-1102 or (603) 752-1104

## **Disabilities Rights Center, Inc. (DRC)**

18 Low Avenue

Concord, NH 03301

Telephone: (800) 834-1721 or (603) 228-0432

TDD access also through NH Relay Service: (800) 735-2964 (Voice and TDD)

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

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 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.

## Legal Resources

### **Legal Advice and Referral Center**

48 South Main St.,  
Concord, NH 03301  
Telephone: (800) 639-5290 or (603) 224-6067  
Web: [www.larcnh.org](http://www.larcnh.org)

Offers self-help materials, legal information and advice and can assist in finding an attorney to represent you.

### **NH Bar Association - Lawyer Referral Service**

2 Pillsbury St. Suite 300  
Concord, NH 03301  
Telephone: (603) 224-2910  
Web: [www.nhbar.org](http://www.nhbar.org)

If you have a legal question, you may call LawLine at 1-800-868-1212 on the second Wednesday of each month from 6:00 to 8:00 p.m., when volunteer lawyers are available to answer your legal questions. Website has helpful information.

### **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.

## Legal Resources

### **New Hampshire Public Defenders Office**

Administration Office

10 Ferry St.

Concord, NH 03301

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 New Hampshire 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.

#### **CONCORD**

10 Ferry St.,  
Concord, NH 03301  
Telephone: (603) 224-1236

#### **DOVER**

15 Fourth St. Ste 3  
Dover, NH 03820  
Telephone: (603) 778-0540

#### **KEENE**

One West Street  
Keene, NH 03431  
Telephone: (603) 357-4891

#### **LACONIA**

408 Union Avenue  
Laconia, NH 03246  
Telephone: (603) 524-1831

#### **LITTLETON**

134 Main Street  
Littleton, NH 03561  
Telephone: (603) 444-1185

#### **MANCHESTER**

20 Merrimack Street  
Manchester, NH 03101  
Telephone: (603) 669-7888

#### **NASHUA**

44 Franklin St.  
Nashua, NH 03060  
Telephone: (603) 598-4986

#### **ORFORD**

Route 10, RR #1, Box 42A  
Orford, NH 03777  
Telephone: (603) 353-4440

#### **PORTSMOUTH**

142 Portsmouth Avenue  
Stratham, NH 03885  
Telephone: (800) 778-479-0656

# Consumer Credit Counseling

## Green Path Debt Solutions (Consumer Credit Counseling Services)

105 Loudon Rd. Building #1

Concord NH 03302

Telephone: (800) 550-1961

Web: [www.cccsnh-vt.org](http://www.cccsnh-vt.org)

Free confidential credit counseling. Locations in Concord, Dover, Lebanon, Manchester, and Nashua.

# Emergency Preparedness

## ReadyNH

NH Department of Safety

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

ReadyNH, New Hampshire's emergency preparedness website. 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 03110

Telephone: (800) 640-7239 or (603) 472-8623 TDD: (603) 472-2089

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

New Hampshire Housing Finance Authority is a self-supporting public benefit corporation. Although established by statute as a public instrumentality, the Authority is not a state agency and receives no operating funds from the state government. The Authority administers a broad range of programs designed to assist low- and moderate-income persons and families with obtaining decent, safe and affordable housing. Home Ownership Programs, Multi-family Housing Programs and Rental Assistance Programs.

Home Ownership (800) 649-0470 (603) 649-0470	Rental Assistance (800) 439-7247 (603) 472-8623	Littleton Field Office (Rental and Housing) (800) 439-7347 (603) 622-5266	Finance & Accounting, Mortgage Servicing (800) 640-7239 (603) 472-8623
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## WEB RESOURCE

### State of NH Foreclosure Prevention Initiative

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

On this site, you will find important tips on alternatives to foreclosure as well as other valuable resources to assist you. There is also a list of qualified housing counselors who can help you assess your situation and offer specific suggestions.

# 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**

36 County Drive

Laconia NH 03246

Telephone: (603) 527-5475

### **Cheshire County**

800 Park Avenue

Keene, NH 03431

Telephone: (603) 352-4550

### **Grafton County**

1930's Nursing Home Bldg, 1st Floor

3855 Dartmouth College Highway, Box 5

North Haverhill, NH 03774

Telephone: (603) 787-6944

### **Merrimack County**

315 Daniel Webster Hwy

Boscawen, NH 03303

Telephone: (603) 796-2151

### **Rockingham County**

113 North Road

Brentwood, NH 03833

Telephone: (603) 679-5616

### **Carroll County**

75 Main Street

Conway, NH 03818

Telephone: (603) 477-3834

### **Coos County**

629A Main Street

Lancaster, NH 03584

Telephone: (603) 788-4961

### **Hillsborough County**

329 Mast Road

Goffstown, NH 03045

Telephone: (603) 641-6060

### **Strafford County**

268 County Farm Rd.

Dover, NH 03820

Telephone: (603) 749-4445

### **Sullivan County**

24 Main Street

Newport, NH 03773

Telephone: (603) 863-9200

## Vehicles

### **Good News Garage**

325 Merrill St.

Manchester, NH 03103

Telephone: (877) 400-6065 or

(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, Adaptions and modified vehicles

# NH Resource Guides

The following are other resource guides available in NH

**"Plugged In" - A NH Transition Resource Guide for Young People with Special Health Care Needs and /or Disabilities.**

NH Family Voices, 129 Pleasant St., Concord, NH 03301

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

Available on web: [www.nhfv.org](http://www.nhfv.org)

**"A Directory of Brain Injury Services in NH for Survivors of Brain Injury, their Families, and Professionals"**

Brain Injury Association of New Hampshire , 109 N. State St., Concord, NH 03301

Telephone: (800) 773-8400 or (603) 225-8400

Available on web: [www.bianh.org](http://www.bianh.org)

**"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: <http://naminh.org>

**"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) 271-6110

Available on web: [www.dhhs.state.nh.us/dcbcs/bdas/guide.htm](http://www.dhhs.state.nh.us/dcbcs/bdas/guide.htm)

**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.state.nh.us/dcyf/publications.htm](http://www.dhhs.state.nh.us/dcyf/publications.htm)

# 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.

## ACRONYMS

<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>ATP</b>	Adult Tutorial Program
<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>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>FS</b>	Food Stamps
<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)

## Acronyms

<b>HKG</b>	Healthy Kids Gold (Medicaid)
<b>HKS</b>	Healthy Kids Silver (NH's Children's Health Insurance Program)
<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
<b>IFSP</b>	Individual Family Support Plan
<b>IMH</b>	Infant Mental Health
<b>INS</b>	Immigration and Naturalization Services (Federal)
<b>JPPO</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 (TANF)
<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 right law)
<b>SMS</b>	Special Medical Services Bureau
<b>SSA</b>	Social Security Administration
<b>SSDI</b>	Social Security Disability Income
<b>SSI</b>	Supplemental Security Income
<b>TANF</b>	Temporary Assistance for Needy Families
<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

2011 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.

2011 US HHS Poverty Guidelines					
Family Size	100% Annually	133% Annually	150% Annually	200% Annually	300% Annually
1	\$ 10,890	\$ 14,484	\$ 16,335	\$ 21,780	\$ 32,670
2	\$ 14,710	\$ 19,564	\$ 22,065	\$ 29,420	\$ 44,130
3	\$ 18,530	\$ 24,645	\$ 27,795	\$ 37,060	\$ 55,590
4	\$ 22,350	\$ 29,726	\$ 33,525	\$ 44,700	\$ 67,050
5	\$ 26,170	\$ 34,806	\$ 39,255	\$ 52,340	\$ 78,510
6	\$ 29,990	\$ 39,887	\$ 44,985	\$ 59,980	\$ 89,970
7	\$ 33,810	\$ 44,967	\$ 50,985	\$ 67,620	\$ 101,430
8	\$ 37,630	\$ 50,048	\$ 56,445	\$ 75,260	\$ 112,890

## NHDHHS Public Assistance Programs Income Eligibility

NH DHHS, Division of Family Assistance Monthly Income Limits (March 2011)				
Cash Program and Emergency Assistance				
Family Size	FANF Max. Net Income* (*Less if living in subsidized housing)	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	\$ 688	\$ 868	\$750 (subsidized) \$810 (unsubsidized) \$ 868 (enhanced family care)  Eligibility is always determined individually
2	\$ 606	\$ 1,012	Eligibility is always determined individually	
3	\$ 675	\$ 1,337*		
4	\$ 738	* A three person group applies if there is a needy essential person and a couple in the home		
5	\$ 798			
6	\$ 879			

<b>NH DHHS, Division of Family Assistance Monthly Income Limits (March 2011)</b>				
<b>Medicaid and Healthy Kids</b>				
<b>Family Size</b>	<b>TANF, UP, OAA, APTD, ANB</b>	<b>Healthy Kids-Gold Children ages 1-19 (No Premium) and Coverage for Pregnant Woman</b>	<b>Healthy Kids—Silver Children 0-19 (Premium Program)</b>	<b>MEAD (Premium Program)</b>
1	\$ 591	\$ 1,679	\$ 2,723	\$ 4,084
2	\$ 675	\$ 2,268	\$ 3,678	\$ 5,517
3	\$ 683	\$ 2,857	\$ 4,633	
4	\$ 691	\$ 3,446	\$ 5,588	
5	\$ 698	\$ 4,035	\$ 6,543	
6	\$ 779	\$ 4,624	\$ 7,498	
7	\$ 842	\$ 5,213	\$ 8,453	
8	\$ 935	\$ 5,802	\$ 8,408	

<b>FOOD STAMPS (March 2011)</b>		
<b>Family Size</b>	<b>Gross Income Limits for Households with NO members who are Disabled or Age 60 or older (130%)*</b>	<b>Net Income for ALL Households (100%)*</b>
1	\$ 1,174	\$ 903
2	\$ 1,579	\$ 1,215
3	\$ 1,984	\$ 1,526
4	\$ 2,389	\$ 1,838
5	\$ 2,794	\$ 2,150
6	\$ 3,200	\$ 2,461
7	\$ 3,605	\$ 2,773
8	\$ 4,010	\$ 3,085

♦ 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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# Feedback

We would like to know who our readers are and your thoughts about this guide.

<b>Maze User</b> <input type="checkbox"/> Parent of a child with special needs <input type="checkbox"/> Professional <input type="checkbox"/> Parent/Professional	<b>Maze for personal use or work?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Both
<b>Format Preference</b> <input type="checkbox"/> Hard copy (printed) <input type="checkbox"/> Online (with downloading capabilities) <input type="checkbox"/> Other? _____	We would appreciate suggestions for future guides and additional comments you may have. Please fill up the space below. <p style="text-align: right;">Thank-you, <i>NH Family Voices Staff</i></p>

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# 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:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

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## CORRECTION:

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*Speaking on Behalf of Children and Youth  
with Special Health Care Needs*

**Family To Family Health Information  
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