Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

Mission Statement: BEAS shares leadership within NH in developing and funding long term supports and advocating for elders, adults with disabilities and their families, and caregivers. BEAS envisions a long-term system of supports that promotes and supports individual and family direction, provides supports to meet individual and family needs, provides high quality care and support, and promotes efficiency.

BEAS Acting Director: Diane M. Langley
Central Office: 129 Pleasant Street, Brown Building
Concord, NH 03301-3857
Toll Free Phone: 800-351-1888
TDDY: 800-735-2964
Web Site: www.dhhs.nh.gov/dcbcs/beas
District Offices: For telephone numbers, see "Important NH Phone Numbers" below.

Information on BEAS Services and Programs:
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888.**

NH ServiceLink Resource Center Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554.**

Important New Hampshire Phone Numbers

BEAS District Offices

The Department of Health and Human Services has District Offices located throughout New Hampshire. BEAS staff are located at all of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.

Berlin	**800-972-6111** 603-752-7800	**Littleton**	**800-552-8959** 603-444-6786
Claremont	**800-982-1001** 603-542-9544	**Manchester**	**800-852-7493** 603-668-2330
Concord	**800-322-9191** 603-271-3610	**Southern** *(Nashua & Salem Regions)*	**800-852-0632** 603-883-7726
Conway	**800-552-4628** 603-447-3841	**Seacoast**	**800-821-0326** 603-433-8318
Keene	**800-624-9700** 603-357-3510	**Rochester**	**800-862-5300** 603-332-9120
Laconia	**800-322-2121** 603-524-4485		

Commodity Supplemental Food Program 800-942-4321
Consumer Protection for Public Utilties 800-852-3793
NH Insurance Department Consumer Hotline 800-852-3416
Food Stamp Information 800-852-3345
Foster Grandparent Program 800-536-1193
Fuel Assistance Information ..... Your Local Community Action Office
Governor's Citizens Service 800-852-3456
Information about Helpful Services ..... Dial 2-1-1 (statewide)
Medicaid Information 800-852-3345
Medicare Claims Information 1-800-MEDICARE (1-800-633-4227)
Medicare Quality of Care 800-772-0151
Foundation for Healthy Communities (Information on Advance Health Directives and other Initiatives) 603-225-0900
NH ServiceLink Network 866-634-9412
Poison Center Helpline 800-222-1222
Retired & Senior Volunteer Program
Carroll County RSVP 603-356-9331
Coos County RSVP 603-752-4103
Friends RSVP (Covering Belknap, Merrimack, Strafford and Rockingham Counties) 800-536-1193
Monadnock RSVP 603-283-1549
RSVP of Grafton County 603-448-1825
Southern NH Services RSVP 603-668-8010
Senior Companion Program 800-856-5525
Senior Law Project ..... 888-353-9944 or TTY: 800-634-8989
Social Security Administration 800-772-1213
Veterans Council ..... 800-622-9230 or 603-624-9230

Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page six of *Aging Issues.*

BELKNAP COUNTY
Carrie Chandler, Co-Chair
279-8111
Stace Dicker-Hendricks, Co-Chair
528-2555

CARROLL COUNTY
Contact: Susan Deyoe
Chocorua **323-2043**

CHESHIRE COUNTY
Contact: Robert Ritchie
209-5104

COOS COUNTY
Patti Stolte, Chair
Berlin **752-3010**

GRAFTON COUNTY
Richard Crocker, Co-Chair **536-1369**
Louis Paré, Co-Chair
Plymouth **536-5380**

HILLSBOROUGH COUNTY
(Greater Manchester)
Sheryl Brooks, Co-Chair **624-2178**
Barbara Vigneault, Co-Chair **624-6533**

HILLSBOROUGH COUNTY
(Greater Nashua)
Contact: Nashua Senior Center
889-6155

MERRIMACK COUNTY
Contact: Polly Fife
228-6956

ROCKINGHAM COUNTY
Becky May, Co-Chair
Portsmouth **334-6594**
Connie Young, Co-Chair
Salem **893-9769**

STRAFFORD COUNTY
Contact: Strafford County
ServiceLink **332-7398**

SULLIVAN COUNTY
Diana Taylor, Co-Chair
Claremont **543-3072**
Pat Kinne, Co-Chair
Charlestown **543-3118**

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly and meetings are open to the public. For more information, call **1-800-351-1888, Ext. 9215,** or Dr. Russell Armstrong, SCOA Chair, at **759-2412.**

Dr. Russell Armstrong (Chair)
Gilford **759-2412** (cell)

Kathryn Cauble
Freedom **539-6747**

Richard Crocker
Plymouth **536-1369**

Chuck Engborg
Ashland **536-5990**

Rep. Bob Fredette
Hillsborough **547-5446**

Dr. Stephen Gorin
Canterbury **783-9523**

Ruth Hall
Union 03887 **473-2222**

Rep. Jane Johnson
Swanzey **352-4057**

Jack Liberman
Newport **863-6871**

Margaret Moser
Lancaster **788-2927**

Marcia Ober
New Ipswich **878-2778**

Judith Pilliod
Belmont **524-3047**

Robert Ritchie
Fitzwilliam **209-5104**

Barbara Salvatore
Bedford **472-2806**

Joan Schulze
Nashua **888-3380**

Susan Turner
Portsmouth **431-2779**

NH ServiceLink Resource Center Network

Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information, referral and assistance service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink Resource Centers answer questions and connect users to the appropriate services that support healthy and independent living. Call toll-free **1-866-634-9412** to connect with any Resource Center, or visit the web site at **www.ServiceLink.org**

Resource Center Location	Telephone*
Belknap County (Laconia)	528-6945
Carroll County (Chocorua)	323-2043
Coos County (Berlin)	752-6407
Grafton County	
Lebanon	448-1558
Littleton	444-4498
Hillsborough County	
Manchester	644-2240
Nashua	598-4709
Merrimack County (Concord)	228-6625
Monadnock Region (Keene)	357-1922
Rockingham County	
Portsmouth	334-6594
Salem	893-9769
Strafford County (Rochester)	332-7398
Sullivan County (Claremont)	542-5177

**All area codes are 603*

Bureau of Behavioral Health: Community Mental Health Centers

Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, visit the website at **www.dhhs.state.nh.us/dcbcs/bbh.** You can also call NH ServiceLink at **1-866-634-9412** to locate the CMHC in your area.

Location	Telephone*
Concord (Riverbend Community Mental Health)	228-1551
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services)	447-3347
Dover (Community Partners of Strafford County)	516-9300
Keene (Monadnock Family Services)	357-6878
Laconia (GENESIS Behavioral Health)	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.)	448-0126
Manchester (Mental Health Center of Greater Manchester)	668-4111
Nashua (The Greater Nashua Mental Health Center)	889-6147
Portsmouth (Seacoast Mental Health Center)	431-6703
Salem/Derry (Center for Life Management)	434-1577

**All area codes are 603*

Bureau of Developmental Services: Area Agencies

The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 10 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau's main office at **1-800-852-3345, Ext. 5034** or visit the website at **www.dhhs.state.nh.us/dcbcs/bds**

Region	Location	Telephone*
I	Northern Human Services (Conway)	447-3347
II	Pathways of the River Valley (Claremont)	542-8706
III	Lakes Region Community Services Council (Laconia)	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord)	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene)	352-1304 or 800-469-6082
VI	Gateways Community Services	882-6333
VII	Moore Center Services, Inc. (Manchester)	206-2700
VIII	One Sky Community Services (Portsmouth)	436-6111 or 800-660-4103
IX	Community Partners, Inc. (Dover)	516-9300
X	Community Support Services Inc. (Atkinson)	893-1299

**All area codes are 603*

Adult Day Programs in New Hampshire

Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration **(Telephone: 1-800-852-3345, Ext. 9499)** or visit the website at:

www.dhhs.state.nh.us/oos/bhfa

Location	Telephone*
Berlin (Alzheimer's Respite Community Center)	752-3336
Brentwood (Rockingham County Nursing Home)	679-5335
Concord (TLC Medical Day Care For Adults)	224-8171
Concord (Beacon Landing)	225-9694
Derry (Vintage Grace)	425-6339
Hampstead (SarahCare Adult Day Services)	329-4401
Hampton (Seaside Elderly Day Out Center)	929-5988
Hudson (Gateway Adult Day Service Program)	883-0994
Jaffrey (Monadnock Adult Care Center)	532-2428
Keene (Castle Center for Adult Group Day Care)	352-2253
Lebanon (Upper Valley Good Day Respite Program)	526-4077
Londonderry (Here on Earth, LLC)	425-1770
Manchester (Easter Seal Society of NH)	623-8863
Manchester (Elliot Adult Day Program)	663-2405
New London (Kearsage Good Day Respite Progam)	526-4077
Newport (Connecticut Valley Home Care Day Out)	542-7771
Portsmouth (Wentworth Connections Adult Medical)	436-0169
Rochester (Homemaker Home Health Services)	335-1770
Rochester (Rochester District Adult Day Care)	332-1133
Salem (Silverthorne Adult Day Care Center)	893-4799
Whitefield (Alzheimer's Healthcare Services)	837-2541
Wolfeboro (Huggins Hospital-Adult Day Care)	569-7500

**All area codes are 603.*

Senior Centers

Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs, and opportunities to socialize and make new friends. To find out more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603), or visit the NH Association of Senior Centers website at **www.nhasc.org**. You can also call NH ServiceLink at **866-634-9412.**

Cities/Towns	Telephone #
Alton	875-7102
Atkinson*	362-5531
Belmont	267-9867
Berlin*	752-2545
Berlin (Holiday Center)	752-1413
Bradford	938-2104
Bristol*	744-8395
Canaan (Mascoma Area)*	523-4333
Center Ossipee*	539-6851
Charlestown	826-5987
Chester	206-4786
Claremont*	543-5998
Colebrook (Colby Commons)*	237-4957
Concord (Horseshoe Pond)*	228-6956
Danbury*	768-3424
Derry (Marion-Gerrish)	434-5148
Dover	516-6436
Exeter	778-8196
Franklin (T.R.I.P.)	934-4151
Hampton	926-3257
Hanover	643-5531
Henniker (White Birch)*	428-7860
Hinsdale*	336-5726
Hopkinton (Slusser Center)*	746-3800
Hudson*	594-1155
Keene*	352-5037
Laconia	524-7689
Lebanon (Upper Valley)*	448-4213
Lincoln (Linwood)*	745-4705
Littleton*	444-6050
Londonderry*	432-7509
Manchester (William B. Cashin Senior Ctr)*	624-6533
Manchester (Prime Time)*	663-6333
Meredith	279-5631
Merrimack	424-2100
Milford*	249-0625
Milton	652-9893
Moultonboro*	476-5110
Nashua (Senior Activity)*	889-6155
New Boston	487-2884
New London (Chapin)*	526-6368
Newmarket	659-8581
Newport	863-3177
North Conway (Gibson)*	356-3231
North Haverhill (Horsemeadow)	787-2539
Orford	353-9107
Pelham*	635-3800
Penacook*	753-9700
Pittsfield	435-8482
Plaistow (Vic Geary)*	382-5995
Plymouth*	536-1204
Portsmouth*	431-8677
Raymond (Ray-Fre)	895-3258
Rochester	332-7845
Salem*	890-2190
Seabrook	474-2139
Somersworth*	692-5169
Suncook	485-4254
Whitefield*	837-2424
Windham	434-2411

**Senior centers marked with an asterisk are members of the NH Association of Senior Centers.*