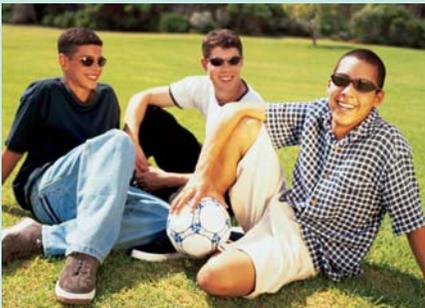


New Hampshire Young Adult Resource Guide

NH Department of Health and Human Services
Division for Children, Youth and Families



New Hampshire

2-1-1

Get Connected. Get Answers.

**Get Help, Give Help,
Discover Options.**

211 New Hampshire Vision:

To provide the residents of NH with easy and accurate access to health and human services and to meet their needs daily and in times of crisis.

2-1-1 is an easy to remember telephone number that connects callers, at no cost, to information about critical health and human services available in their community

2-1-1 is:

- A free call from anywhere in New Hampshire
- A free and confidential service
- Person-to-person assistance
- Language translation available

Just dial 2-1-1

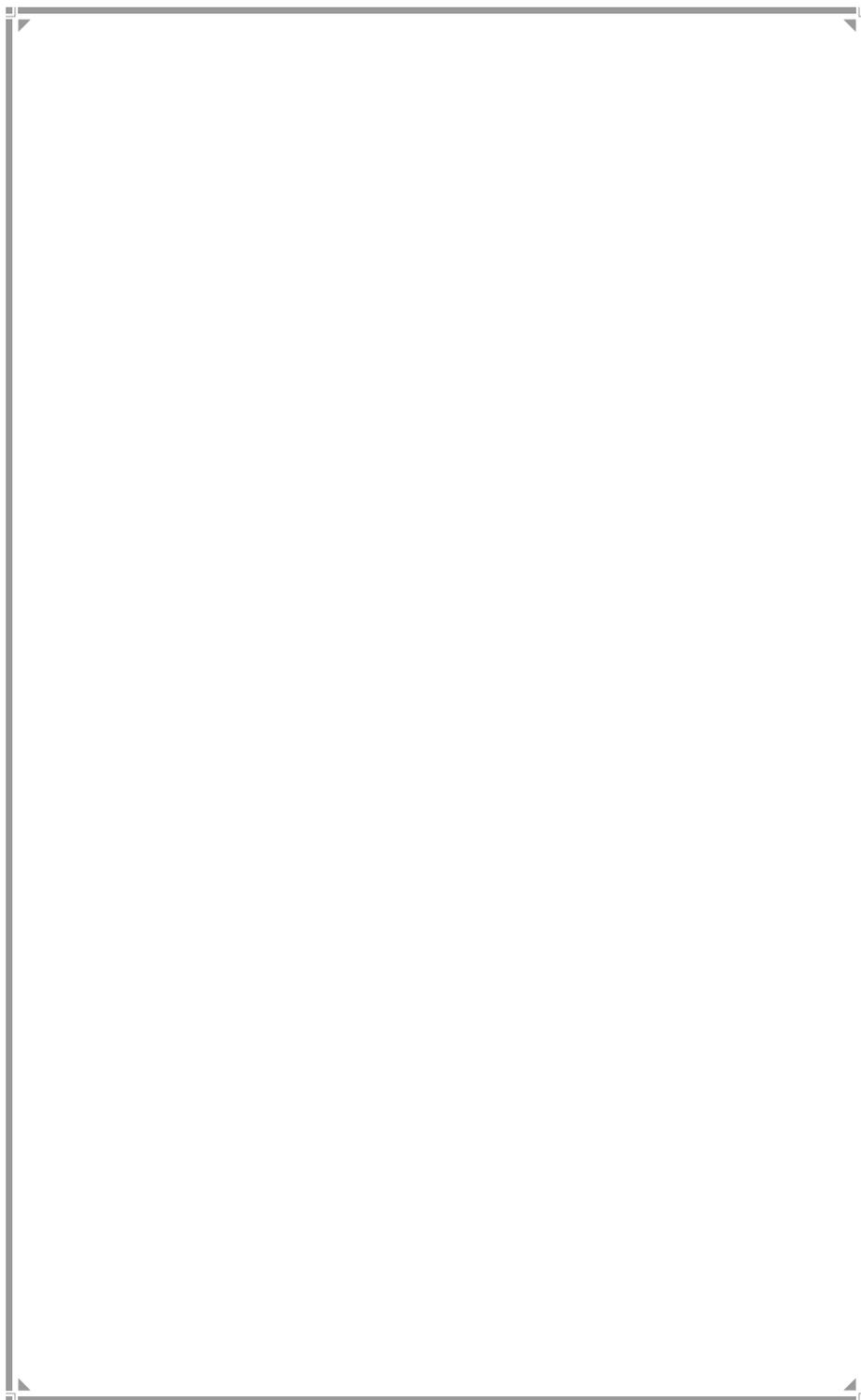
New Hampshire Young Adult Resource Guide

NH Department of Health and Human Services
Division for Children, Youth and Families



Form 2599

PD 09-03
March 2009



Why was this guide created?

Starting out on your own can be a scary experience. You might struggle with certain things such as looking for an apartment, going for a job interview, or finding a dentist. Depending on your situation, you may feel prepared for getting out on your own or you might have some fears about certain things. Keep in mind that no matter what your situation, you will have plenty of questions.

How do I use this guide?

This guide is designed to assist you with answering those questions that you will have throughout your life. Because this guide contains so much information, we have organized it in a way that will make it easier for the reader to find what they need. The guide is divided into three parts: Housing, Education/Employment and Well Being. Like a book, you will find a table of contents with a detailed listing of subjects and page numbers.

In this guide we have also included “quick reference pages” for each section. These pages, located at the beginning of each section, are designed to help you find information you need from that section quickly rather than having to search through the entire guide.

In this guide the resources are listed by county. If you are unsure what county your town is in there is a listing of NH towns in the appendix starting on page 173. There is also a color-coded state map divided up by county on the back cover.

Why is there a Question & Answer (Q & A) section at the beginning of each section?

Each section begins with a brief Q & A. This was designed to lead you to information listed at the back of the book such as agency listings and numbers, and to provide useful information on everything from starting a budget to finding emergency housing.

Why should I use this guide?

Life is confusing, and full of questions. Although this guide will not answer all of your questions, it might take the guesswork out of a few of the important situations you may run into.

To make sure the information in this guide was helpful to you, we received feedback from social workers, adolescent workers, CASA workers, and administrators from Health and Human Services. Youth that are currently in DCYF care have offered their guidance as well as youth that have aged out of foster care. Keep in mind as time passes the information may change so it's always a good idea to double

check phone numbers, addresses, websites and other information.

Although this guide was created to encourage your success as you transition out on your own, the information contained inside is provided as a guide. You know what is right for you, and this guide is available for your reference if you choose to use it.

Remember, no matter what information is inside this guide, your own judgment is the key factor in making decisions related to your future.

Good Luck!

This guide is the result of the collaborative effort and investment of those committed to ensuring youths' future success. Without their feedback, direction and support this guide would not have been possible. A special thanks goes to Kristen LaRue, who took on the challenge of creating this guide during her Master's of Social Work Internship for the NH Division for Children, Youth and Families (DCYF). Kristen is to be commended for doing an outstanding job! Thanks also to DCYF Adolescent Program Specialist Robert Rodler and all of the DCYF Adolescent Workers, Jennifer Olgiati, the CASA volunteers of New Hampshire, Michelle Rosenthal, Doris LaChance, Bonnie St. Jean, Egon Jensen, Joanne Gleason, Susan Hallett Cook, the DCYF Youth Advisory Board, Dayton Bovee, and each and every former youth in care that took the time to give their input.

Thank you!

BEFORE YOU GO ANY FURTHER READ BELOW ABOUT DCYF AFTERCARE SERVICES. YOU MAY BE ELIGIBLE FOR THIS PROGRAM THAT COULD CHANGE YOUR LIFE!

DCYF Aftercare Services

DCYF Aftercare Services is a voluntary program that assists eligible young adults formerly in Division for Children, Youth and Families (DCYF) or Division of Juvenile Justice Services (DJJS) out-of-home placement in their pursuit of education, employment, housing and well being goals. Young adults receiving Aftercare Services are eligible for one or both of two federal funds based on exit status, availability and personal need. Education and Training Voucher (ETV) and Chafee funds are designed to complement the young adults own efforts to achieve self-sufficiency.

ETV and CHAFEE Funds

Education and Training Voucher (ETV) funds are for young adults between 18 and 21* years of age attending college or a career training school. ETV can be used for “cost of attendance items” such as tuition and fees, room and board, books and child care expenses. *(Young Adults enrolled in college or a career training school and receiving ETV funds at the time of their 21st birthday may continue receiving funds until age 23).

Chafee funds are for young adults between 18 and 21 years of age receiving ETV and for those

with other needs and goals. Chafee funds can be used for housing, GED/High school costs, medical and car insurance, car expenses etc.

Eligibility

To find out if you are eligible for DCYF Aftercare Services speak to your **CPSW, JPPO** or the DCYF Adolescent Worker in your area. If you **have already left state care** contact the **DCYF Adolescent Worker** nearest to where you are living. Adolescent Worker location and contact information is on Page 83.

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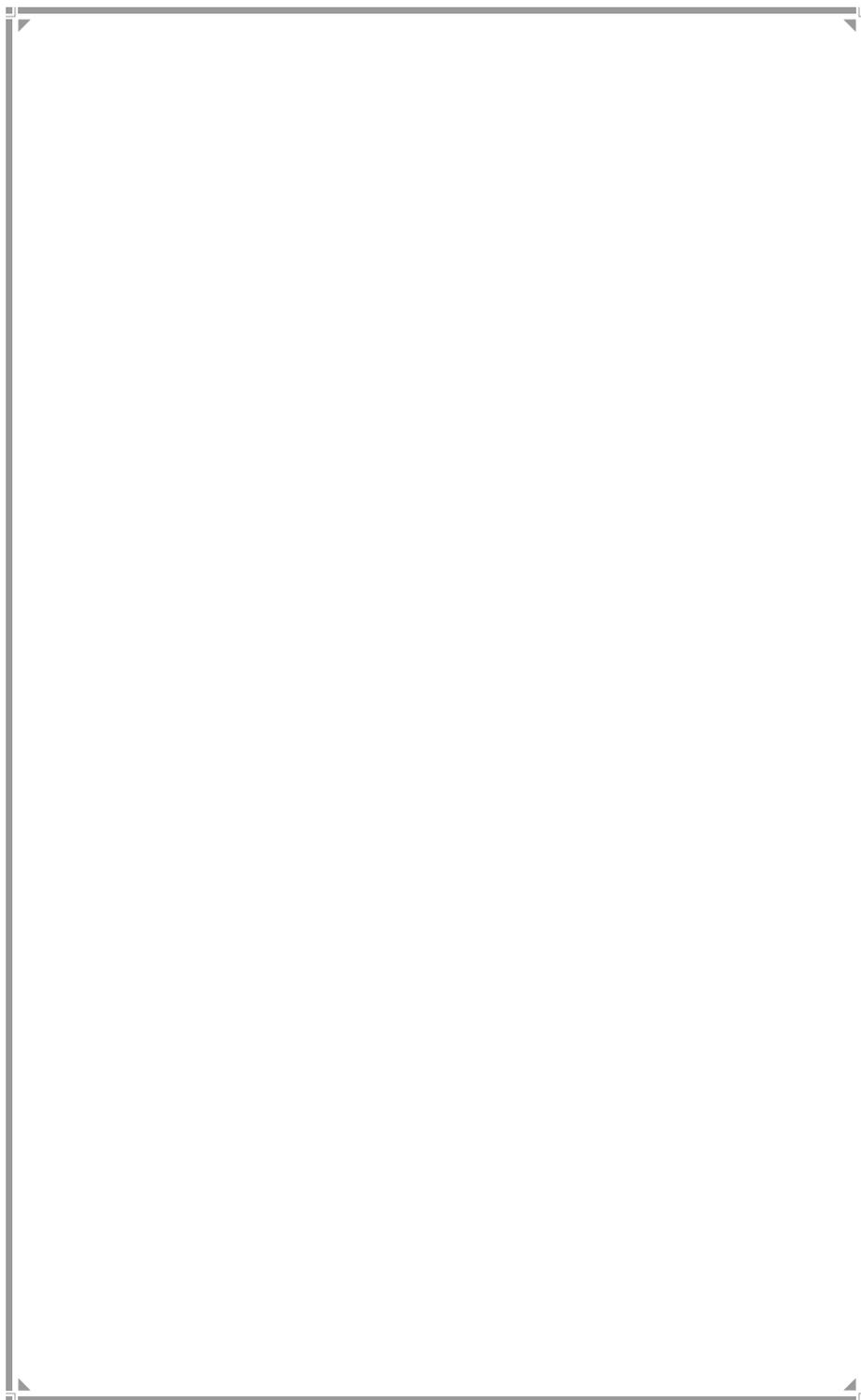
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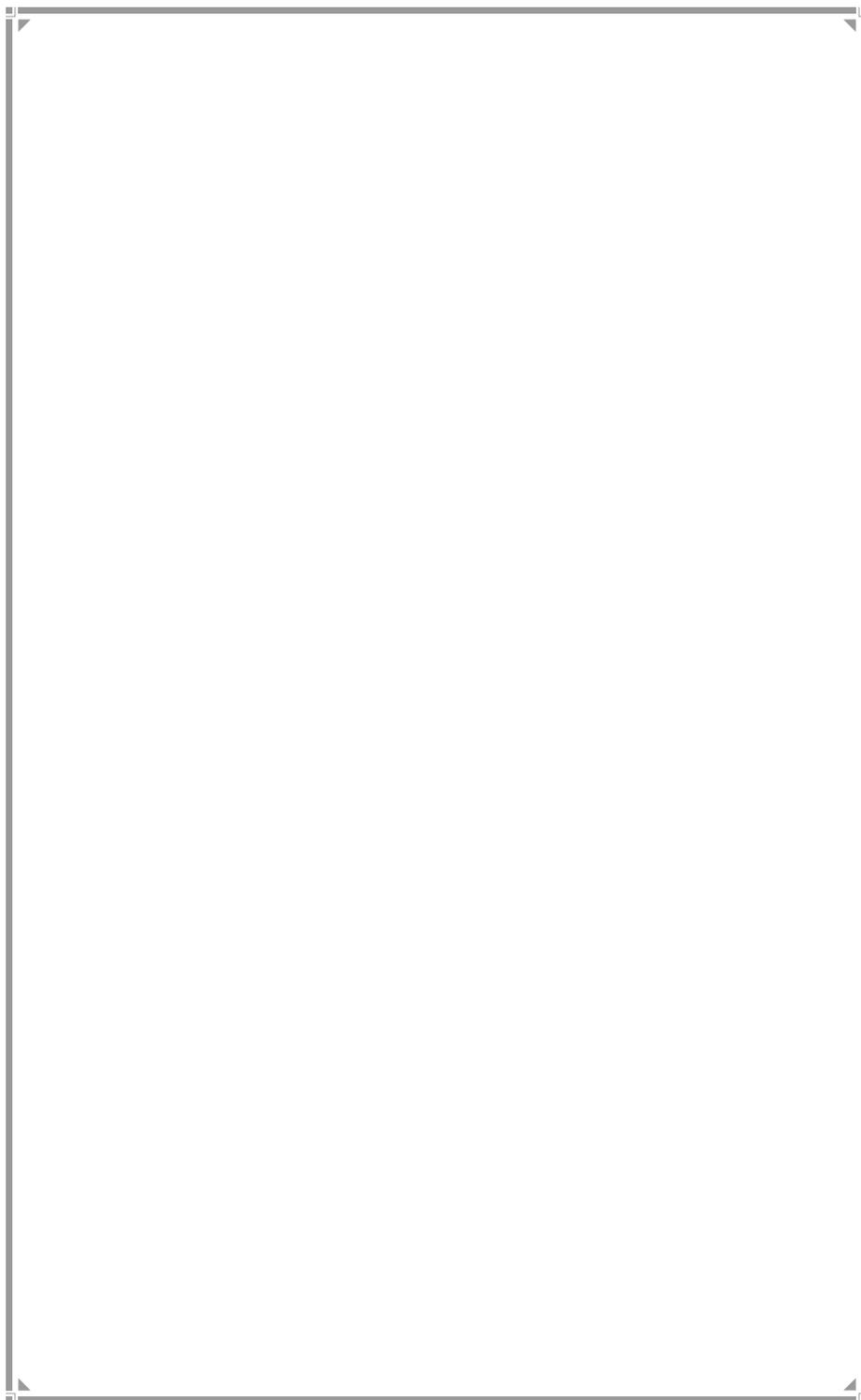
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HOUSING

WHAT I NEED AND WHERE TO GO FOR HOUSING:

Contact the town welfare office

For help paying for:

Rent
Security Deposit
Utilities
Prescriptions

If you need:

- A referral to a shelter
 - Information on programs in your community
- See pages 24-26 of this guide for town welfare listings**

Contact the housing authority:

To apply for:

Public Housing
Section 8

If you need:

- To file an appeal on a denied application
- To update your address on your application.
- To obtain housing related education
- To update application information regarding status such as: homelessness, marriage, birth of child, etc.

See pages 27-29 of this guide for housing authority listings

Contact a Community Action Program:

To apply for:

Fuel Assistance
Electrical Assistance
Security Deposits

To receive information about:

- Childcare
- Homelessness
- Support in your community

See pages 21-23 of this guide for a listing of Community Action Programs

Contact the subsidized housing programs:

To apply for:

Low-income housing

If you need:

- Education related to housing.
- Update your change of address on your application.
- To update application information regarding status such as: homelessness, marriage, birth of child, etc.

See pages 30-35 of this guide for a listing of subsidized housing programs

Contact the Transitional Housing programs:

To apply for:
Transitional housing programs

If you need:

- Longer term housing programs for yourself and your children.
- Update your change of address on your application.
- To update application information regarding status such as: homelessness, marriage, birth of child, etc.

See pages 42-46 for a listing of transitional housing programs

Contact Mental Health Housing Programs:

If you need:
Support for your mental illness.
Information on mental health services that are available to you.

See pages 47-49 in this guide for a listing of mental health housing programs



I'm ready to get my own apartment:

Now that you're ready to start looking for an apartment, it's important to be prepared. Your New Hampshire TRAILS manual has a ton of helpful information on finding your own place.

Q: What is my first step?

A: You need to gather your security deposit and first month of rent. Nearly all the apartments in New Hampshire require a security deposit in addition to first months rent prior to moving in. Getting such a large amount of money together in a short period of time can be stressful, especially when your housing is on the line. It's important to know that help is closer than you think. In many cases, financial assistance is right in your own town.

Here is list of available resources:

Community Action Programs:

Your local CAP office is a great resource when you are apartment seeking. Not only can they assist you with a security deposit, but you can also apply for heat and electrical assistance. Make sure to ask the staff at the CAP office what programs can help you. **Please see pages 21-23 for a listing of CAP offices by county and town.**

Town Welfare:

Your local town welfare office can temporarily assist you with expenses such as food, heat, medication, and other important living expenses. In some cases, they can help you with your security deposit or first months rent. **Please see pages 24-26 for a listing of town welfare offices by county and town.**

Online resources:

When looking for apartments in New Hampshire the Internet can be a really helpful tool. Most towns have apartment listings that can be accessed through the town paper's website. Many universities, colleges, and technical schools in New Hampshire have off-campus apartment listings on their websites. These are updated frequently and you don't have to be a student to access these listings. Here are several university sites to get you started:

UNH: www.unhmub.com/housinglist

Keene: www.keene.edu/reslife/och_list.cfm

**Plymouth:
www.plymouth.edu/reslife/landlord**

** Other resources for apartment seekers include libraries, community boards, and classifieds. Another option would be posting fliers in your community indicating that you are seeking housing. Make sure to include type of housing, what you can pay, and your contact information.

Q: What is a lease and why does my landlord want me to sign one?

A: One of the first steps in renting an apartment is signing a lease. A lease is a contract between you and the landlord. Typically, a lease will run six months to a year. However, certain landlords will require a month-to-month lease. Everyone who lives in the apartment must sign the lease agreement.

Q: I have someone who wants to move in with me. Does the landlord have to know?

A: Only those who have signed the lease are allowed to live in the apartment. Allowing someone to stay with you could be a violation of your lease, which may lead to losing your housing.

Month to month lease: A month-to-month lease allows the renter to give only thirty days of notice to the landlord if the renter wants to move elsewhere. Some of the risks include a landlord raising your rent, or giving you just thirty days to move out of the rental unit.

Six month to year lease: These types of leases lock you into an apartment for a certain period of months. Your rent will remain the same, and you must stay throughout the lease. For example, if you sign a one-year lease and leave after two months, you are still responsible for ten months of rent.

**** Make sure your lease fits into your future plans. If you need short-term housing, you are going to need something with a short lease.**

Q: What happens with the electric and heat once I move in?

A: You are responsible for opening new accounts in your name.

Make sure to contact the electric and fuel companies as soon as you move in. The landlord might have contact information for these companies, or you can find them in the yellow pages.

Q: Can I get help with paying for my electric and heat?

A: Yes! Programs such as Fuel and Electrical Assistance, Neighbor Helping Neighbor are available to help those who qualify.

Fuel & Electrical Assistance:

After you have set up accounts with your electrical and fuel companies, make sure to **contact your local CAP office** to set up an appointment to determine if you are eligible for assistance. If you are signing up for fuel assistance try to schedule an appointment by September to reserve your assistance for the winter. The Fuel assistance Program can also help households in obtaining an emergency delivery of fuel, stopping a shut-off due to non-payment, or providing referrals to other sources of assistance. **See pages 21-23 for a listing of CAP agencies by county and town.**

Neighbor Helping Neighbor:

This program helps households facing disconnect or heating emergencies that are not income eligible for federally assisted programs. For more information about this program contact your local CAP office. **See pages 21-23 for a listing of CAP agencies by county and town.**

Q: I just moved. Do I need to change my address?

A: Yes! You are responsible for letting everyone know where you are. Remember, state and federal assistance programs such as SSI, food stamps, TANF, etc. will not forward mail to you. To avoid having your case closed, make sure to call and report your new address as soon as you move in.

Your local post office:

Stop by your post office and complete a change of address form. It can take a few weeks for the post office to forward your mail, so you might want to call businesses or companies directly to speed up the process.



Q: How will I know that I'll have enough money to pay my bills and rent every month?

A: Keeping up your housing can be very expensive. It's important to keep a budget every month, and try to set aside money for emergencies. New Hampshire Trails is a great resource for tips on budgeting. You can also contact the University of New Hampshire Cooperative Extension for more information on classes and programs related to living on a tight budget.

You can contact the Cooperative Extension at 1-877-398-4769.

The extension also has Family & Consumer Educators located in each county to provide information and resources regarding financial management, parenting skills, food safety and reaching goals.

See page 161 for a listing of Family & Consumer Educators by county.

Q: I'm late on my bills and rent. Is there a place I can go for help?

A: Your local town welfare office is there to assist you in times like these. If you know you need help, go as soon as possible. They are going to need to see your bills and other paperwork before they can help you. When you call for an appointment, make sure to ask what information you need to bring.

Q: Is there a number I can call that can help me?

A: Yes. The homeless hotline is a great resource. They can help with everything from finding help with a security deposit, to helping you find a shelter. You don't have to be homeless to use this hotline service. From October-April the hotline is open 24 hours a day seven days a week. From May-September the hotline is open from 8:30 am- 8pm seven days a week.

The Homeless Hotline: 1-800-852-3388



I'm ready for an apartment, but can't afford it on my own

Q: Are there programs that can help?

A: Yes. There are many different options for help. Some of them are through the state, such as Section 8 and your local housing authority. Others are subsidized programs. All of these housing options will base your rent on your income.

Q: How can I apply for Section 8?

A: You can apply by:

1. Calling 1-800-439-7247
2. Downloading/printing it from www.nhhfa.org
3. Requesting an application be mailed to you online at www.nhhfa.org

Q: Do I have to be 18 to apply for Section 8?

A: No. Anyone 16 and above can begin the application process for Section 8. Your eligibility will be determined once your name reaches the top of the list.

Q: I applied for housing but got a letter stating I'm not eligible. What's next?

A: If you are turned down for housing you have the right to appeal the decision. This process may involve a meeting with agency staff to review your case. If you decide to appeal, it is important that you prepare your case in an organized manner.

Q: I have a date for an appeal hearing. What should I do?

A: Contacting the agency directly is a good place to start. Most often, they can tell you exactly what information you need to support your appeal. Arrive on time and dressed professionally, and do your best to organize your case beforehand.

Q: I have a felony. Am I allowed to apply to these programs?

A: Each housing agency has different rules for dealing with criminal history. All of these programs will check your criminal history so it is important to be honest in your application. Remember, if you are turned down you have the right to appeal the decision.

Q: What if I don't have a permanent address to put on the application? Can I use a P.O. Box?

A: Yes. P.O. Boxes can be used on the Section 8 application. Remember to keep the address updated by calling 1-800-439-7247.

Q: What is a housing authority and how can I apply for their housing?

A: Many towns have their own housing authority. Each authority has a group of properties within their town that they will rent out. Many of these programs have long waiting lists, so apply to as many different housing authorities to increase your chances of getting into housing sooner. You must be 18 to apply for housing through the authority. **See pages 27-29 for a listing of housing authorities by county and town.**

Q: What are the subsidized programs and how can I apply?

A: These programs will assist low-income individuals and families by basing their rent on their income. Many have property management firms to manage their rental properties. If you wish to apply for housing, you might need to contact the property management office directly. **See pages 30-35 for a listing of subsidized housing programs and their property management companies.**

Q: Do I have to wait until I am 18 to apply?

A: Many of these programs will accept your application before you are 18. You can contact the property management companies directly about their rules regarding age.



What to do when you have no housing

Q: I need housing. Now what?

A: When you lose your housing, or the place you are staying is no longer an option, the first step will be to go directly to your town welfare office. The welfare official will meet with you to discuss and evaluate your situation. If necessary, a referral to a shelter will be administered. **See pages 24-26 for a listing of welfare offices by county and town.**

Q: It's late and the welfare offices are closed. Is there a number I can call?

A: The homeless hotline: **1-800-852-3388** or your local police department.

Q: I have to go to a shelter. What can I expect?

A: Shelters are different in many ways. Some are smaller and less crowded, while others are huge with hundreds of people sleeping there on a given night. Some will allow you to come in later while others have a curfew. If you can, talk to staff before arriving and ask what you can bring with you. A lot of shelters will have personal care items, extra clothing, and bedding available to you on site. **See pages 36-41 for a listing of shelters by county and town.**

Q: Is there a place I can go if I am fleeing from domestic violence?

A: You can call (603) 224-8893 to be connected to all the domestic violence shelter services in New Hampshire.

You can also call 1-866-644-3574 to be connected to the crisis center nearest you.

Q: What are transitional living programs?

A: These programs provide housing and supportive services, which create opportunities to transition into permanent housing. Transitional programs will always require an interview process. Remember if you need housing right away get yourself secured at an emergency shelter first.

Check out pages 42-46 for a listing of transitional living programs.

Q: What if I have mental health needs? Are there housing programs that can help?

A: Yes. There are programs that provide housing and support to those experiencing mental illness. Please contact these agencies directly for specific information about their programs and services. See pages 47-49 for a listing of mental health housing programs.

LISTING OF CAP OFFICES BY COUNTY AND TOWN:

Belknap & Merrimack Counties

Concord:	225-6880
Franklin:	934-3444
Meredith:	279-4096
Suncook:	485-7824
Warner:	486-2207
Laconia:	524-5512

Cheshire & Sullivan Counties

Keene:	352-7512 or 352-7513
Claremont:	543-0148 or 1-800-529-0005

Coos, Carroll, and Grafton Counties

Lebanon:	448-4553
Lancaster:	788-4477
Littleton:	444-6653
Plymouth:	536-8222
Berlin:	752-3248
Woodsville:	747-3013
Colebrook:	237-8168
Tamworth:	323-7400

Hillsborough County

Manchester:	647-4470
Nashua:	889-3440
Hillsboro:	464-5835
Peterborough:	924-2243
Greenville:	878-3364
Milford:	673-0756

Rockingham County

Compass Youth Program: This is a program through Rockingham Community Action. It assist those 16 to 25 years of age in areas surrounding employment, getting transportation, finding housing and furthering your education. For more information contact a COMPASS Youth Advisor at:

(603) 422-8233

Portsmouth:	1-800-639-3896 or 436-3896
Salem:	898-8435

Strafford County

Self Sufficiency Program: This is a case management program offered through the Strafford County CAP that serves economically disadvantaged families from Strafford County. The self-sufficiency case managers work with the clients to provide service coordination support in the areas of housing, childcare, employment readiness, transportation, education, and any other areas that require support to achieve self-sufficiency. The case managers will provide such services in the client's home or agency setting.

Program Contact numbers: 516-8148

Farmington:	755-9305
Milton:	652-9893
Rochester:	332-3963
Dover:	749-1334

**LISTING OF TOWN WELFARE OFFICES BY
COUNTY AND TOWN:**

Belknap & Merrimack

Concord	225-8575
Dunbarton:	774-3541
Henniker:	428-3221
Hooksett:	485-8769
Laconia:	527-1267
Pembroke:	485-2883
Salisbury:	648-2473
Tilton:	286-4521
Warner:	456-2298

Cheshire & Sullivan

Alstead:	835-2986
Charleston:	826-5266
Claremont:	542-7007
Cornish:	675-5611
Jaffrey:	532-7445
Keene:	357-9809
Marlborough:	876-3751
Newport:	863-9529
Peterborough:	924-8000
Plainfield:	469-3201
Rindge:	899-5181
Swanzey:	352-7411
Walpole:	756-3672

Coos, Carroll & Grafton

Berlin:	752-2120
Conway:	447-3811
Effingham:	539-7770
Gorham:	466-3322
Jackson:	383-4223
Lebanon:	448-2944
Littleton:	444-3996 x 10
Orange:	523-7054
Orford:	353-4889
Ossipee:	539-4181
Pittsburg:	538-6686
Plymouth:	536-1731
Whitefield:	837-2551
Wolfeboro:	569-8161

Hillsborough

Bedford:	472-9869
Francestown:	547-3469
Goffstown:	497-8990
Greenfield:	547-3442
Manchester:	624-6484
Merrimack:	423-8535
Nashua:	589-4520
New Boston:	487-5504
Pelham:	635-8233

Rockingham

Auburn:	483-5052
Candia:	483-8101
Epping:	679-1202
Hampton:	926-5948
Hampstead:	329-4100
Londonderry:	432-1100 x 147
Portsmouth:	431-2006
Raymond:	895-4735

Strafford

Barrington:	664-9007
Dover:	516-6500
Farmington:	755-2208
Lee:	659-5414
Madbury:	742-5131
Middleton:	473-2261
Milton:	652-9893
New Durham:	859-2091
Rochester:	332-3505
Rollinsford:	742-2510
Somersworth:	692-9509
Strafford:	664-2192

**LISTING OF PUBLIC HOUSING AND SECTION 8
BY COUNTY AND TOWN:**

Belknap and Merrimack Counties:

Concord Housing Authority
15 Pitman Street.
Concord NH 03301
(603) 224-4059

Laconia Housing and Redevelopment Authority
25 Union Avenue
Laconia NH 03246
(603) 524-2112

Cheshire & Sullivan Counties

Claremont Housing Authority
243 Broad Street
Claremont NH 03743
(603) 542-6411

Keene Housing Authority
831 Court Street
Keene NH 03431
(603) 352-6161

Coos, Carroll, and Grafton Counties

Berlin Housing Authority
10 Serenity Circle
Berlin NH. 03570
(603) 752-4240

Lancaster Housing Authority
5 Middle Street
Lancaster NH. 03584
(603) 788-4928

Lebanon Housing Authority
31 Ramono Circle
Lebanon NH. 03784
(603) 298-5753

Hillsborough County

Manchester Housing & Redevelopment Authority
198 Hanover Street
Manchester NH 03104
(603) 624-2100

Nashua Housing Authority
40 East Pearl Street, First Floor
Nashua NH 03060
(603) 883-5661

Rockingham County

Derry Housing and Redevelopment Authority
17 A Peabody Road
Derry NH. 03038
(603) 434-8717

Exeter Housing Authority
277 Water Street
Exeter NH. 03833
(603) 788-8110

Newmarket Housing Authority
34 Great Hill Terrace
Newmarket NH 03857
(603) 659-5444

Portsmouth Housing Authority
245 Middle Street
Portsmouth NH 03801
(603) 436-4310

Salem Housing Authority
70 Talfer Circle
Salem NH 03079
(603) 893-6417

Strafford County

Dover Housing Authority
62 Whittier Street
Dover NH. 03301
(603) 742-5804

Rochester Housing Authority
Wellsweep Acres
Rochester NH 03867
(603) 332-4126

Somersworth Housing Authority
9 Bartlett Avenue
Somersworth NH 03878
(603) 692-2864

**LISTING OF SUBSIDIZED HOUSING PROGRAMS &
THEIR PROPERTY MANAGEMENT COMPANIES:**

Belknap and Merrimack Counties

CATCH Neighborhood Housing: This is a non-profit organization that offers housing education programs, advocacy services, first-time buyer programs, and access to affordable rental properties in Merrimack County. To obtain more information about the CATCH program contact:

CATCH
79 South State St.
Concord NH 03301
(603) 225-8835

To apply for housing contact their property management company:

Hodges Companies
201 Loudon Rd
Concord NH 03301
1-800-742-4686

Laconia Area Community Land Trust: This agency provides housing development services, access to affordable rental housing, transitional housing programs, housing resources and education services, and first time buyer programs. For any additional information on their programs contact:

Laconia Area Community Land Trust
658 Union Avenue
Laconia NH. 03246
(603) 524-0747

To apply for housing contact their property management company:

Hodges Companies
201 Loudon Rd
Concord NH 03301
1-800-742-4686

Cheshire & Sullivan Counties

Cheshire Housing Trust: This agency provides affordable housing opportunities for low-income Cheshire County residents. Services include, rental opportunities, community support programs, and first time buyer home education and counseling. For more information on Cheshire Housing Trust programs contact:

Cheshire Housing Trust
Central Square, Suite 202
Keene NH. 03431
(603) 357-7603

Hodges Companies
1-800-742-4686

Parkside Properties
407 Barre Street
Montpelier VT. 05601
(802) 229-0004
1 (888) 717-PARK

Twin Pines Housing Trust: This agency is a non-profit housing developer providing access to affordable rental units in Vermont and New Hampshire. Their service area in New Hampshire includes southern Grafton County and parts of northern Sullivan County.

This agency also offers programs related to first time homebuyer education. For information related to this Twin Pines Housing Trust contact:

Twin Pines Housing Trust
240 South Main Street, Suite 4
White River Junction VT 05001
(802) 291-7000

To apply for rental housing contact:

Northern Community Management
Corporation (NCCM)
1-800-639-3405

Moseley & Associates
(802) 296-2600

Vermont State Housing Authority
(802) 828-3295

Coos, Carroll, and Grafton Counties

AHEAD: Affordable Housing Education & Development Program: Based in Littleton, AHEAD provides access to affordable rental housing, financial education, and homeownership programs throughout northern Grafton and Coos Counties.

For more information on AHEAD's programs and to apply for housing contact:

AHEAD Inc.
161 Main St.
Littleton NH 03561
1 (800) 974-1377

AHEAD has additional sites that are managed by property management companies. For more

information on these properties contact:

Stewart Property Management:

(603) 641-2163

Northern Community Management Corporation
(NMC)

1-800-639-3405

Hodges Companies

1-800-742-4686

Twin Pines Housing Trust: This agency is a non-profit housing developer providing access to affordable rental units in Vermont and New Hampshire. Their service area in New Hampshire includes southern Grafton County and parts of northern Sullivan County.

This agency also offers programs related to first time homebuyer education. For information related to this Twin Pines Housing Trust contact:

Twin Pines Housing Trust
240 South Main Street, Suite 4
White River Junction VT 05001
(802) 291-7000

To apply for rental housing contact:

Northern Community Management Corporation
(NMC)

1-800-639-3405

Moseley & Associates

(802) 296-2600

Vermont State Housing Authority

(802) 828-3295

Hillsborough County

Contoocook Housing Trust: The Contoocook Housing Trust develops and provides affordable housing opportunities, including rentals and small homeownerships loans, for families with modest incomes in 13 towns in the Contoocook Valley region. For more information about their programs contact:
Contoocook Housing Trust
PO Box 216
New Ipswich NH 03071
(603) 878-1247

Neighborhood Housing Services of Greater Nashua: This community based non-profit organization provides services related to homebuyer education, and access to affordable rental housing. The programs offered through this agency are the affordable housing program, the neighborhood revitalization program, and the homeownership program. For further information on services provided by this agency contact:
Neighborhood Housing Services of Greater Nashua
63 Temple Street
Nashua NH 03060
(603) 882-2077

To apply for rental properties contact:
Stewart Property Management (for Casmir Place,
Milette Manor, Wentworth I & II)
(603) 641-2163
Nashua Housing Authority (for Park Views Apts)
(603) 883-5661

Neighborhood Housing Services (for all other
properties)
(603) 882-2077

Strafford & Rockingham Counties:

The Housing Partnership: The partnership is a community based non-profit organization that serves as a resource for quality affordable housing and related services for residents of the Greater Seacoast region of New Hampshire and Southern Maine. For more information about the Housing Partnership contact:

The Housing Partnership
1555 Islington Street
Portsmouth NH. 03801
(603) 431-3620

To apply for housing contact their property management company:

MB Management Company
40 Chestnut Street
Dover NH 03820
(603) 516-0590

**LISTING OF HOMELESS SHELTERS BY COUNTY
AND TOWN**

Belknap & Merrimack Counties

Concord

Edna McKenna House
100 South Fruit Street
(603) 228-3505

The Friends Emergency Housing Program
30 Thompson Street
(603) 228-1462

Laconia

Laconia Area Community Land Trust
Transitional Housing Program
PO Box 6104
(603) 524-0747

Open Arms Outreach (families with children)
756 Union Avenue.
Laconia, 03246
(603) 524-4580

Cheshire & Sullivan Counties

Claremont

Southwestern Community Services
(603) 542-9528

Salvation Army Shelter
177 Union Avenue
Claremont, NH 03743
(603) 542-6411

Sullivan County Housing Coalition
17 Pearl Street
(603) 542-3160

Keene

Southwestern Community Services
69Z Island Street
PO Box 603
1-800-529-0005
(603) 352-7512

Monadnock Area Housing Coalition
69 Z Island Street
(603) 357-1654

Keene Single Shelter
Water Street
(603) 357-1654

Keene Family Shelter
Elm Street
(603) 357-1654

Coos, Carroll, and Grafton Counties

Lancaster

Lindsey House
56 Prospect Street
(603) 788-2344

Tri-County CAP
Tyler Blain House
56 Prospect Street
(603) 788-2344

Lebanon

Headrest, Inc. (no families, singles only,
specialize in substance abuse)
14 Church Street
(603) 448-4872

Littleton

Bancroft House (woman and children only)
(603) 823-8842

Plymouth

Pemi-Bridge Shelter
6 Green Street
(603) 536-7631

Hillsborough County

Child and Family Services' Street Outreach:

The street outreach team provided assistance with food, clothing, shelter, medical care, substance abuse prevention, mental health services, housing and other supportive services. All the services provided by the Street Outreach team are voluntary and free of charge. The street outreach team is housed in the Teen Resource Center in Manchester.

Teen Resource Center: The Teen Resource Center provides on site services such as a food pantry, showers, laundry facilities, clothing closet, as well as supportive services including counseling, respite care, substance abuse prevention, pregnancy counseling, assistance with locating housing, life skills training and more.

Street Outreach and Teen Resource Center

Location:

404 Chestnut Street.
Manchester, NH. 03105
(603) 518-4170

Nashua

Harbor Homes (specializes in the mentally ill population)
12 Amherst Street
(603) 882-3616

Nashua Soup Kitchen and Shelter
PO Box 3116
(603) 889-7770

Manchester

Helping Hands Outreach Center (transitional shelter for men in recovery)
50 Lowell Street
(603) 623-8778

New Horizons
199 Manchester Street
(603) 668-1877

Manchester Emergency Housing
11 Liberty Street
Manchester, NH. 03104
(603) 627-2636

Robinson House
47-51 Manchester Street
Manchester NH. 03101
(603) 627-9188

The Way Home (serves families with children)
214 Spruce Street
(603) 627-3491

Rockingham County

Greenland

New Generations: (this shelter is for pregnant women and mothers of infants only)
568 Portsmouth Avenue
(603) 436-4989

Portsmouth

Crossroads House
600 Lafayette Road
436-2218

Stratham

Seacoast Interfaith Hospitality Network
(provides shelter to families with children)
PO Box 233
658-8448

Strafford County

Dover

My Friend's Place
368 Washington Street
Dover NH 03820
(603) 749-3017

Rochester

Homeless Center for Strafford County (also known as the Rochester overflow shelter):

This shelter is open during the winter months (mid-October to approximately mid-April) for women and families on an overnight basis.

For more information contact:
332-3065

Rochester Welfare-332-3505

Salvation Army: Can refer individuals to center where they will receive rehab/work/room and board.
For more information about their program contact:
332-2623

LISTING OF TRANSITIONAL LIVING PROGRAMS

Belknap & Merrimack Counties

Laconia Area Community Land Trust: This housing program is open to families with children only. Participants within the program work closely with a resident services coordinator in order to obtain resources and skills required for economic stability. Families may remain in the program for up to two years if required; however, a majority of the families exit the program after one year. Transitional housing families will receive priority on permanent land trust housing. For more information related to permanent and transitional housing programs contact:

Laconia Area Community Land Trust
658 Union Avenue
Laconia NH 03246
(603) 524-0747

New Start Program: This program is through the CAP program of Belknap and Merrimack Counties. It provides prevention/intervention, and housing and support services for persons who are homeless or at risk. For more information call:

(603) 229-1989

Open Arms Outreach: This program assists homeless families with temporary emergency shelter and long term transitional housing. Case management is provided to address barriers to housing and self-sufficiency. For more information related to program services contact:

Open Arms Outreach
756 Union Avenue.
Laconia NH. 03246
(603) 524-4580

Cheshire & Sullivan Counties

Southwestern Community Services: This program provides access to both emergency and transitional shelters for individuals and families experiencing homelessness in Sullivan and Cheshire counties. Case management is utilized in areas surrounding self-sufficiency, needs assessment and prioritization, budget planning, housing referrals, parenting skills, emotional and mental health assessments, and basic life skills.

Toll free number:
1 (800) 529-0005

Hillsborough County

Care Center at Norwell: This two-year transitional living program serves women 18-35 and their children. Participants within this program are expected to be working toward an educational goal such as obtaining their GED or higher degree to remain eligible. The program is designed to support its participants through the process of attaining self-

sufficiency by providing intensive case management and referral services for childcare. To obtain more information about the program and its application process contact:

Care Center at Norwell
12 Concord Street
Nashua NH. 03064
(603) 595-5494

Child and Family Services Transitional Living

Program: With locations in Concord, Manchester, Dover and Littleton*, this 12-18 month program helps youth ages 12-18 who have runaway or become homeless, or are at risk of either. The programs seek to help youth and their families through prevention services, crisis intervention, counseling, and information and referral. For more information about the transitional living program contact:

*The program in Littleton is for those pregnant or parenting only.

(603) 518-4168 or 1-800-640-6486

Families In Transition: With locations in Manchester and Concord, Families in Transition provides safe and affordable housing to homeless individuals with or without children. Intensive case management is provided to program participants in areas involving career, education, housing and personal growth. For information related to FIT programs or to request an intake contact:

Intake Coordinator
122 Market Street
Manchester NH 03101
(603) 641-9441

Helping Hands Outreach Ministries, Inc.:

Helping Hands Outreach Center
50 Lowell Street
Manchester NH. 03105
(603) 623-8778

Monadnock Area Transitional Shelter: This program provides transitional shelter and case management services for those experiencing homelessness.

Monadnock Area Transitional Shelter
PO Box 3053
Peterborough NH. 03458
(603) 924-5033

Marguerite's Place: This program offers transitional housing and supportive services for homeless women 18-45 and their children. Various services offered through the program include: on site licensed day-care, self-sufficiency planning, parenting skills, and ongoing advocacy and referrals. For further information related to eligibility and the application process contact:

Marguerite's Place
87 Palm Street
Nashua NH. 03060
(603) 598-1582

Nashua Children's Home: The Nashua Children's Home has a transitional living program for males and females from the ages of 18-21. For more information contact:

Nashua Children's Home
125 Amherst Street
Nashua NH. 03064
(603) 883-3851

Nashua Soup Kitchen and Shelter: This program provides a wide range of services including emergency, transitional, and permanent housing for its participants. Although the emergency shelter and permanent housing is open to anyone, their transitional living program is open to families with children only. For more information about their programs contact:

Nashua Soup Kitchen and Shelter
PO Box 3116
Nashua NH. 03061
(603) 889-7770

Strafford County

PILOT House of Dover Children's Home: A community based residential program that offers a transitional living environment to young adults under the age of 22. Participants of the PILOT House program must have been involved with DCYF and/or DJJS and meet certain eligibility requirements. For more information about the program contact:

(603) 742-4289

**LISTING OF MENTAL HEALTH HOUSING
PROGRAMS**

Belknap & Merrimack Counties

**GENESIS-The Counseling Group: McGrath
Street**

111 Church Street
Laconia NH. 03246
(603) 524-1100

New Hampshire Hospital

36 Clinton Street
Concord NH. 03301
(603) 271-5208

Riverbend Community Mental Health

70 Pembroke Street
PO Box 2032
Concord NH. 03302
(603) 228-1551

Cheshire & Sullivan Counties

Southwestern Community Services, Inc.

69Z Island Street
PO Box 603
Keene NH. 03431
(603) 352-7512

Coos, Carroll, and Grafton Counties

Northern Human Services

Giplin House

87 Washington Street
Conway NH. 03818
(603) 447-3347

**Northern NH Mental Health and
Developmental Services: Gilpin House**

87 Washington Street
Conway NH. 03818
(603) 447-3347

West Central Behavioral Health

Pine Place

2 Whipple Place, Suite 202
Lebanon NH. 03766
(603) 448-0126

Hillsborough County

Families in Transition, Inc.

122 Market Street
Manchester NH. 03101
(603) 641-9441

Harbor Homes

Amherst Street
Nashua NH. 03060
(603) 881-8436

**The Mental Health Center of Greater
Manchester**

Gemini House
401 Cypress Street
Manchester NH. 03103
(603) 668-4111

Rockingham County

CLM Behavioral Health Services

Beaver Lake Lodge
Salem Professional Park
44 Stiles Road
Salem NH. 03079
(603) 893-3548

**Seacoast Mental Health Center
Springbrook Condominiums**

1145 Sagamore Avenue
Portsmouth NH. 03801
(603) 431-6703

Strafford County

Community Partners

Tideview Estates
113 Crosby Road, Suite 1
Dover NH. 03820
(603) 749-4015

EDUCATION & EMPLOYMENT

**WHAT I NEED AND WHERE TO GO FOR
EDUCATION & EMPLOYMENT INFORMATION:**

Contact Adolescent Workers

For assistance with:

- DCYF Aftercare Services and funding for college
- The Tuition Waiver for Foster Children Program
- Documents: Birth certificate, Social Security, DMV.
- Housing
- Mental health
- Substance abuse
- Community resources

See page 83 for adolescent worker contact information

Contact the NHHEAF Center for College Planning, College Board or Choices at Bridges.com

For assistance with:

- Selecting, applying and paying for college
- Applying for Financial Aid
- Finding Scholarships

See page 57-58 for contact information for the Center for College Planning, College Board and Choices

Contact the NH Postsecondary Education Commission

For information about:

- Career Training Schools approved to operate in NH

See page 58 for contact information for the NH Postsecondary Education Commission

Contact New Hampshire Works

For information about:

- Employment benefits
- Employment
- Veteran's services
- Disability services
- Trainings

For help with:

Finding a job

Building a resume

Interviewing tips

Employment based resources in the community.

See pages 94-96 for a listing of New Hampshire Works Locations

Contact Childcare Resource & Referral

For information about:

- Childcare in your area
- Childcare resources in your community

See pages 97-98 for a listing of Childcare Resource and Referral offices

Contact Vocational Rehabilitation:

For information about:

- Employment services for individuals with disabilities
- Testing
- Employment services in the community

See pages 89-90 for a listing of NH Vocational Rehabilitation offices

Contact the Department of Education:

For information about:

- Getting your diploma/GED
- Leadership development
- Mentoring
- Educational support
- Resources available through the Workforce Investment Act (WIA)

Contact the New Hampshire Department of Education: (603) 271-3805

Contact Vital Records:

To apply for:

- Birth Certificate
- Marriage/death certificates

Contact New Hampshire Vital Records:
(603) 271-4650

Contact Department of Motor Vehicles:

To apply for:

- Drivers license
- Non-driver identification

**See pages 84-86 for a listing of DMV locations
in New Hampshire**



Higher Education

Q: I want to go to college but I don't know where to start. What should I do?

A: If you are still in high school make an appointment to meet with your guidance counselor. They can help you figure out the schools that match your interests, abilities and resources. Two other great resources are the NH Higher Education Assistance Foundation (NHHEAF) Center of College Planning and the College Board.

The NHHEAF Center for College Planning offers a wide array of services related to every step of the college process. From selecting and applying to college, understanding the financial aid process and paying back your student loans after graduation, NHHEAF will have the resources to guide you.

For more information on NHHEAF programs contact:

NHHEAF
4 Barrell Court
Concord NH 03301
1-800-525-2577
Or visit: www.nhheaf.org

The College Board has a ton of information on how to find, plan for and pay for college as well as a listing of colleges all over the world. To contact the College Board go to www.collegeboard.com or call (866) 630-9305.

Q: What about training programs other than college?

A: Not all careers require a college degree. Some require you to complete a career school training program. These programs are vocational in nature and range from several days to several years. Some of the subjects covered include: computer training, medical assisting, nursing, massage therapy, Montessori teacher training, heavy equipment operations, office support, EMT and paramedic, hazardous materials handling, modeling, electrical training, bartending. To find training programs approved to operate in New Hampshire contact the New Hampshire Postsecondary Education Commission.

NH Postsecondary Education Commission
3 Barrell Court, suite 300
Concord NH 03301
603-271-2555
Or visit: <http://www.nh.gov/postsecondary/>

Q: Is there an online resource that can help me select the best education program for me?

The Choices Program: found at www.bridges.com can help you determine the college or training program that is the best fit for you. Choices will help you to pick a major, locate schools that offer that program and give you all sorts of helpful information from costs to campus life. A **password** is required so check with your caseworker or the adolescent worker in your area if you're interested.

Q: I need money to pay for my educational program. What next?

A: There are many ways to pay for school. If you know you're going to need assistance with tuition, applying for financial aid would be the first step. To apply you fill out the Free Application for Federal Student Aid, also known as the FAFSA. You can do this online at www.fafsa.ed.gov. Completing the FAFSA can be confusing. If you need assistance the NHHEAF Center for College Planning can help you (See page 57 for contact information).

Keep in mind that some of the money you receive may be in the form of loans, which you must pay back. There are also many scholarships (money that you do not have to pay back) available to students. The Choices program mentioned on page 58 can help you find scholarships. Other helpful websites include:

www.nhcf.org
www.fastweb.com
www.finaid.org
www.NH93.com
www.orphan.org

Q: As a former youth in care are their specific programs available to help me pay for college or a career training school program?

A: As a former youth in care you may qualify for DCYF Aftercare Services (see first tab of the guide) the Tuition Waiver for Foster Children Program or both.

The Tuition Waiver for Foster Children Program provides a limited number of former youth in state care the opportunity to attend any New Hampshire state school without having to pay the cost of tuition and fees. Participating schools include the University of New Hampshire, Keene State College, Plymouth State University, Granite State College and the Community Colleges formerly known as the techs.

To find out if you are eligible for DCYF Aftercare Services and/or the Tuition Waiver for Foster Children Program contact your **CPSW, JPPO** or the DCYF Adolescent Worker in your area.

If you **have already left state care** contact the **DCYF Adolescent Worker** nearest to where you are living. Adolescent Worker contact information is on Page 83.

Getting a job

Q: I want to work, but how can I find out what kind of job suits me?

A: There are many resources that can assist you in finding a job that matches your interests:

The Choices Program: found at www.bridges.com this website provides information on different career paths, as well as training programs. You can find everything from what it takes to be a model, to becoming a test pilot. You can create your own portfolio, download videos of different jobs, and take quizzes that will match you with your ideal job. A password is required so check with your caseworker or the adolescent worker in your area if you're interested.

New Hampshire Works: NH Works has great resources that can be obtained either on their website: www.nhworks.org or by stopping into one of their offices. **See pages 94-96 for a listing of NH Works offices by county and town.**

Your guidance counselor: Your guidance counselor can talk with you about your interests, and assist you in mapping out a plan. Guidance counselors have access to both career and educational information, and are a great resource when planning your future. If you're in high school schedule an appointment with you counselor to discuss your options. If you're in college or another training program, your advisor can assist you in this process.

Q: I know what I want to do and I need to become qualified. Are there resources to help me get the training I need?

A: Yes. There are many resources available to assist you in obtaining training. Here are a few valuable resources:

The Workforce Investment Act (WIA) This federal program offers training opportunities designed for youth ages 14 to 21. WIA programs can provide assistance with obtaining a diploma, GED, or other qualifications needed to become employed. Tutoring, leadership development, mentoring and other supportive services are available. Youth who have dropped out of school or are currently attending

school are eligible for WIA services. For more information on WIA programs contact:

The Department of Education
(603) 271-3805

Job Corps: Job Corps is a free education and vocational training program that supports young people ages 16-24 with obtaining employment, increasing their earnings, and gaining control over their circumstances. While in Job Corps, students will learn a trade, earn their diploma or GED and get assistance with finding a job or a college program. A monthly allowance will be provided, and will increase the longer you are in the program. Career counseling and support will be provided for up to a year for students that graduate from the program. **See pages 87-88 for a listing of Job Corps sites in New England. For more information about Job Corps contact:**

1-800-733-JOBS

Q. What different types of jobs are out there?

A: The Occupational Outlook Handbook provides information on nearly every job imaginable, including military careers. It also provides information such as pay, licensing, and education requirements for specific careers. The entire book can be accessed online:

www.bls.gov/oco

Q: I need more work experience. What are my options?

A: There are many different types of employment available to you. Here are some ideas to assist you in gaining work experience:

Temporary employment: There are companies that provide temporary jobs in manufacturing, hospitality services, landscaping, warehousing, retail and more. If you want to find information online type “temp agencies in New Hampshire” into your search engine. Another option would be checking the yellow pages under “**employment agencies**” for agencies within your area.

Internships: There are two different types of internships: academic and non-academic. Most internships are unpaid; however there are a few that may offer an allowance. Academic internships usually take place while you’re in school, and involve work similar to your program of study. Non-academic internships are usually an arrangement between your employer and you. Even though you may not be getting paid while interning, you are receiving valuable experience that could lead to employment. Many job-listing sites have internship listings. Also, university and college career centers usually possess local internship listings.

Apprenticeships: Apprenticeships are job-training programs. Workers who join these programs are often called apprentices. If you are accepted into such a program, you will learn the job through on the job training, classroom instruction, or both. Not only will you gain new skills, but you will earn money while you learn. Once you complete the program

you receive a certificate. If you are interested in learning more about these programs contact:

New Hampshire Department of Labor:

(603) 271-6850

Work-Study: The Federal Work Study Program provides jobs for undergraduate and graduate students while attending college. This program allows students to earn money, while paying for educational expenses. When you apply for federal financial aid by completing the Free Application for Federal Student Aid (FAFSA) application, check that you want work-study assistance. For more information on Federal Work Study contact:

1-800-4- FED-AID

Volunteering: Even though you will not be getting paid as a volunteer, you are getting the experience that employers want. The people you work with as a volunteer may become valuable as references in the near future. There are many possible places to volunteer in your community. Are you unsure about your career path? Volunteering is also a great way to see first hand what certain jobs are like. Your New Hampshire TRAILS manual has a good listing of volunteer ideas, and the United Way has a huge database of opportunities in your local area. **Please see pages 92-93 for a listing of United Way's by county and town.**

Alternative Work Experience Program (AWEP): If you are receiving TANF and are mandated to work ask your NHEP counselor if the AWEP program would work for you. While you are

participating in this program you can continue to receive your TANF benefits, while you gain valuable experience.

Job shadowing: Some employers may allow you to shadow them for a day. This may help if you are unsure about a particular job, or if you just want to establish relationships within your field of interest. If you are interested in this type of experience contact the employer directly. Explain your interest and ask if you could come in and observe for a day.

Military: Military recruiters are always ready and willing to discuss the many options available to you within the US military. If you have a particular branch of service in mind try and research it before speaking with the recruiter. One resource to try is the Occupational Outlook Handbook at www.bls.gov/oco.

*** If you have a certain job in mind make sure you make this clear to the recruiter in the beginning. Educational assistance is also an important benefit to research beforehand. Here is a list of sites to assist you:

www.finaid.org/military: This website offers an overview of different educational benefits and programs for military personnel.

Army: www.goarmy.com (1-800-USA-ARMY)

Navy: www.navy.com (1-800-USA-NAVY)

Air Force: www.airforce.com (1-800-423-USAF)

Marines: www.marines.com (1-800-MARINES)

Coast Guard: www.gocoastguard.com (1-800-NOW-USCG)

US. Merchant Marine: www.usmma.edu (1-866-546-4778)

Air National Guard: www.ang.af.mil (1-800-TO-GO-ANG)

Army National Guard: www.1800goguard.com
(1-800-GO-GUARD)

Q: What paperwork will I need to apply for a job and how can I get it?

A: When you begin your job search you should have a social security card and photo identification to provide to employers. Keep in mind that before you can obtain these documents you must provide a certified copy of your birth certificate. If you do not have these documents, ask your caseworker how to get them before you leave care. If you need to get them on your own, here are some guidelines to get you started:

Birth Certificate: Birth certificates can be obtained from the city or town in which your birth occurred. For a complete listing of town and city contacts visit www.vitalrec.com. A fee (about twelve dollars) will apply to request these documents. For more information about obtaining these documents contact:

**New Hampshire Vital Records
(603) 271-4650**

Social Security Card: To get a social security number or request a replacement card, you can complete an application at www.ssa.gov. You can also fill out the application in person by going to a field office.

Documentation required for a social security card include *one* of the following three documents:

1. U.S driver's license
2. State-issued non-driver ID
3. U.S. passport

For a listing of social security field offices within New Hampshire see page 91 or visit www.ssa.gov. To request an application to be mailed to you call:

1-800-722-1213

Photo Identification: A driver's license or non-drivers ID can be obtained through the Department of Motor Vehicles. **It is required that you provide the DMV with two different forms of identification.** Before you go to the DMV make sure you have ***one form of identification from each group.*** See pages 84-86 for a listing of DMV locations in New Hampshire. For an online listing of locations visit:

www.nh.gov/safey/divisions/dmv

Group I:

1. Original or certified copy of birth certificate (remember a certified copy has the bumpy stamp)
2. Valid US Passport
3. Military ID

Group II:

1. Social Security Card
2. Passport

3. Marriage Certificate or Civil Union Certificate
4. Military Identification Card
5. Divorce Decree
6. Valid School ID with photo

Q: Can I request some of these documents online?

A: Yes. VitalChek is an online resource for obtaining government issued documents such as birth and marriage certificates. They do offer express delivery, which may be helpful if you need a certificate right away. Keep in mind that VitalChek does charge for their services. For more information visit:

www.vitalchek.com

Q: Where should I look for job listings?

A: Job listings are everywhere: newspapers, temp agencies, community boards, schools, and local churches are just a few of the possibilities. Networking, or word of mouth, is also a great way to get a job. Mention to people what type of work you're looking for, and ask if they know of anything in the area. If they don't know of anything, ask them to keep you in mind in case they do run across an opportunity.

Q: What about the Internet?

A: The Internet is a great tool, as you can reach a ton of job listings at once. Many sites allow you to post

your resume and apply for positions online. The New Hampshire Works website is a great place to get started. Go to their website www.nhworks.org and click on the “job seeker” option. You can link to local and state job banks, job fairs, and other employment opportunities right from this site. Other helpful sites include:

1. www.nhjobs.com
2. www.indeed.com
3. www.simplyhired.com
4. www.monster.com
5. www.careerbuilder.com
6. www.jobhunt.org
7. www.jobsinnh.com
8. [Your local papers website](#)

Q: There is so much information about online job seeking. Where do I start?

A: On the NH Works website there is a link to what is called the Riley Guide. This guide offers suggestions on everything from finding the right job search websites to posting your resume online.

www.rileyguide.com

Q: Is there a place to go where I can receive assistance with my job search?

A: New Hampshire Works centers are one-stop centers that provide assistance with every step of your work search. There are 13 offices located throughout the state where you can research jobs and use computers, phones and faxes free of charge. New Hampshire Works staffs are available to assist you with everything from writing a resume to performing a career search. **Please see pages 94-96 for a listing of NH Works locations by county and town.**

Q: I have a disability. Where can I go for help with my job search?

A: NH Vocational Rehabilitation provides supportive employment related services to individuals with disabilities. If you believe you have a disability but have not been tested, contact a representative at Vocational Rehabilitation and ask about testing options. **See pages 89-90 for a listing of New Hampshire Vocational Rehabilitation offices by county and town.**

Q: Where can I go to get help finding childcare?

A: Childcare can be expensive. Check with someone you trust, such as a family member or friend, to see if they can provide help. The New Hampshire Childcare Resource and Referral network is a great resource for parents. The agency provides free

education and resources to families seeking quality childcare, and keeps a database with childcare providers throughout the state. You can search their website: www.nhccrr.org. **Please see pages 97-98 for a listing of Child Care Resource & Referral locations by county and town.**

Q: I'm participating in the Temporary Assistance to Needy Families (TANF) program. Are there resources available to me while I'm working?

A: Yes. Your Employment Counselor Specialists can provide assistance with car repairs, childcare, and clothing for work. Keep in mind that these services are only available if you are involved in an approved work related activity. For questions about supportive services available to you contact your Employment Counselor.

Q: I want a job but need some help with transportation. What's out there to help?

A: Reliable transportation is a must for any job. If you don't have a vehicle you have a few other options:

Public transportation is a cheap and effective way to get to and from work. If you're close enough to walk to work, make sure to leave enough time to get there and take weather into account.

No public transportation in your town? You can ask a co-worker or a neighbor who may work in

the area for a lift. For more information about public transportation and rideshare options in New Hampshire check out New Hampshire's Department of Transportation website at: www.nh.gov/dot/traveler and click on traveler options.

CART is a shared ride service that provides low cost transportation for residents of Chester, Danville, Derry, Hampstead, Londonderry, Plaistow, Salem, Sandown, or Windham when traveling within the area above. For more information about CART contact 603-434-3569 or www.cart-rides.org

Trying to buy a car? If you do have the financial resources to buy a car consider contacting the Bonnie Clac organization. This non-profit agency assists low-income individuals with purchasing affordable transportation. For more information contact:

Bonnie CLAC
2 Whipple Place
Lebanon 03766
1-866-455-2522

Q: I have a criminal record. Should I put this on my application?

A: On most applications you will be asked if you have been convicted of a felony. If you have an adult record, it is important that you answer honestly, as this is public information and employers can check it. Keep in mind that certain jobs, such as working with children, will complete criminal background checks. Juvenile records do not have to be recorded on your application. Driving offenses such as DUI or

DWI will impact your driving record regardless of your age.

Q: On the application it asks for "desired salary" what are my options?

A: If you are not aware of the salary or hourly wage for a certain position, you can put "negotiable" or "open" in the desired salary section. This tells the employer you are willing to discuss the options available to you.

Q: The application asks to list any "additional skills". What are these?

A: This section can be especially helpful when you don't have any paid experience. Did you do a lot of babysitting? Do you have a CPR or First Aid certification? Have you taken a computer class? Were you on the honor roll? Do you budget money well? Did you help coach a sports team? Be creative in this section, as unpaid experiences are also useful to employers.

Q: What does certified mean? How do I know if have a certified copy of something?

A: Employers may request your documents be certified. A Notary Public or Justice of the Peace (JP) can certify documents. The Notary or JP pressing a "bumpy" stamp onto the document's surface certifies these documents. Keep in mind that photocopies of certified documents are not considered official. Want

to know if your document is certified? Follow the advice in your New Hampshire TRAILS manual by making sure your document has a bumpy stamp.

Q: Whom should I list for references?

A: List anyone you trust will provide positive information about you to the employer. This can be a teacher, landlord, caseworker, CASA worker, educational surrogate, family member, past supervisor or co-worker. Try and list some references that are not related to you, and make sure to give your references a heads up that you will be listing them on your application.

Q: I need a resume. What next?

A: There are many resources available for resume help. If you prefer to seek help online type “resume help” into a search engine. There are resources such as resume templates, and lists of helpful words that are attractive to employers. NH Works is also a great resource and they can provide you with individual assistance with building your resume. While you’re at NH Works make sure to pick up a “pocket resume”. This mini resource provides valuable contact information for your area and space for you to organize information such as your references, work history, contacts, etc.

Q: I turned in my application but have not heard anything. Now what?

A: Once you turn in an application wait a week for them to review it. If a week has passed and you still have not heard anything, give them a call and ask if they have had the chance to review your application. Keep in mind that not every application will result in an interview. Moving forward and making yourself available to other possibilities is important to every job search.

Q: I have an interview. Now what?

A: Before your interview research the job you're applying for, prepare questions to ask in advance, rehearse your answers to common interview questions, and take the time to dress professionally. When you meet the interviewer, introduce yourself and shake hands. Make eye contact, smile, and try not to rush through your answers. Even if you are prepared for the interview you will probably feel nervous. Keep in mind that it's OK, and common, to be nervous during an interview.

Q: What are some common questions they might ask?

A: Although every interview is different, there are a few common questions that interviewers typically ask. NH TRAILS suggests writing down your answers or practicing them out loud a few times before the interview. Here are just a few questions and suggested answers to get you started:

“Tell me something about yourself.” If an employer is asking this question chances are they want to know who you are as a person. You can say “I enjoy working with people” or “I love snowboarding”. These statements will set you apart from other applicant’s, so try to be as positive as you can.

“Have you ever worked before?” or “What kind of work did you do on your last job?” Stuck on what to say if you have little experience? You can mention any volunteer work, school, or camp activities. Do you have babysitting experience? Have you shoveled an older neighbor’s driveway? These are experiences that show you are able and willing to work, even if you were not paid to do it.

“Why are you qualified for this job” Do your best to make yourself stand out in your answer. Do you have a hard time finding positive things to say about yourself? Ask someone you trust to give you some examples of what makes you amazing. This “someone” can be a friend, relative, caseworker, friend, or teacher.

“Why did you leave your last job?” This is an important question, which means your answer is also very important. If you say you left because your manager “screwed you over” or “everyone was against me” the employer will not want to hire you. Even if you think this was the case at your last job, try and be positive. Use terms like “I was ready to move forward professionally” or “I was ready to try something new” instead.

Q: The interview is about to end. What next?

A: This is a good time to ask questions about the job or company that were not covered in the interview. You can also ask questions such as, will they notify you when they come to a decision? Should you follow up with a phone call in a few days? Last but not least, remember to shake their hand and thank them for taking the time to meet with you.

Q: Someone told me it's good to follow up the interview with a letter or a phone call. Why is this?

A: A letter or note shows that you are professional and appreciate their time. You can also include brief information that you forgot in interview such as “I would also like to mention that I have volunteer experience working with the elderly”. Above all, it sets you apart from the rest of the applicants.



Keeping the job

Q: I really need this job. What are some good habits to make sure I keep it?

A: Even though every job is different, all employers expect you to be on time, dress professionally, be a team player, and handle yourself in stressful situations. Unsure if you have the habits necessary? Ask yourself the following questions:

Are you on time to work? Being on time is important to all employers. The key idea is to plan ahead. Good planning involves knowing your schedule, and allowing yourself a little extra time to get there in case there is traffic or bad weather. New Hampshire TRAILS suggests arriving ten minutes ahead of your shift, and trying to have everything you need for work: clothes, lunch, etc. beforehand.

Are you keeping tabs on your hygiene? Even if you're a hard worker, your reputation will suffer if you come to work smelly. Take pride in yourself by combing your hair, brushing your teeth, and showering on a daily basis.

Are you dressed appropriately? Most employers will let you know about the dress code before the first day. Appearance is important anywhere you work, and all employers will expect you, and your clothing, to look appropriate for the job you're doing. If you wear a uniform to work make sure it's clean and presentable. If you have facial piercing, make sure to remove them before coming to work.

Are you listening to feedback? Even though hearing feedback isn't easy, being open to it and following directions are all really important to keeping a job once you have it. It also shows the employer that you're a mature and professional employee.

Are you a team player? If you're finished with your job and have a few extra minutes, offer to help a co-worker or supervisor. Not only does this show that you're a team player, it increases the chances that someone will return the favor when you need it.

How do you react to stress at work? : Even if you're mad, upset, or insulted at work it's important to handle yourself under stress. An outburst could result in you getting in trouble, or even getting fired. For more information about stress and stress management at work visit:

www.mindtools.com

Q: I'm sick. What should I do?

A: It's important to give your employer as much heads up as possible if you're not going to be coming to work. This shows that you are reliable and it gives them enough time to find someone to cover your shift. Keep in mind that calling in sick too often may result in you losing your job.

Q: What if I get hurt while I'm working on the job?

A: If you get injured on the job, the Workers Compensation Program is a resource that can help. If you are hurt, inform your supervisor right away and request to fill out an injury report form. For more information about Worker's Compensation contact:

**NH Department of Labor at 1-800-852-3345
ext. 3176**

Q: What is sexual harassment? Where can I go for help if it's happening at work?

A: Sexual harassment is a form of discrimination and it's against the law. Sexual harassment can occur in many different ways: harassment can come from supervisors or coworkers, and can include sexual comments, advances, or touching. Displaying sexual objects or pictures in the workplace is also a form of sexual harassment. Keep in mind that anyone, regardless of gender, can be a victim. For more information on sexual harassment, contact:

The New Hampshire Commission For Human Rights

(603) 271-2767

Leaving the job

Q: I'm ready to move on. Now what?

A: Similar to getting a job and keeping a job, there are rules for quitting too. New Hampshire TRAILS has some great suggestions for quitting the right way:

Give notice ahead of time: If you are planning to leave your job, you must provide your employer with at least two weeks notice. Two weeks isn't a long time to find a replacement, so the more notice you can give the better. It's a good idea to tell your employer you're quitting in private and provide a written statement. Within the statement make sure to list when your last day will be. You can also provide information such as the new skills you have attained, what you enjoyed about the job, and again to thank them. This may seem like a bit much, but it will prove helpful when it's time to use the employer as a reference.

Stay positive: Even if you're leaving because of issues with the manager, the staff, or the job itself, try to stay positive throughout your time at the job.

Q: I gave my notice. Now what?

A: This would be a great time to build your references. Did you work well with a particular co-worker? Get positive feedback from your supervisor? Take advantage of these relationships by asking ahead of time if you can list them as a reference.

Keep in mind that positive references from past co-workers and supervisors will look good on any employment, school, or housing applications you may complete in the future.

Q: I was fired. What now?

A: You're probably dealing with a mix of emotions: anger, resentment, sadness, or guilt. Think about the choices you made while working there. Could you have done things differently? Why or why not? If you're still stuck ask someone you trust for feedback. Although this process isn't fun, it will help you in your future jobs. You can try filing a claim with New Hampshire Employment Security for employment compensation. Keep in mind that getting fired will not automatically get you benefits, as they take the reasons you were fired into account when making a decision on your claim.

Q: I was "laid off" from my job. What's next?

A: If you are only working a few hours a week, or were let go from your job, you may be eligible for employment compensation benefits.

You can file a claim for benefits on the New Hampshire Employment Security website: www.nh.gov/nhes or stop into one of the New Hampshire Works offices listed on pages 94-96.

NEW HAMPSHIRE DCYF ADOLESCENT WORKERS

If you have any questions about Aftercare Services or the DCYF Adolescent Program contact the DCYF Adolescent Worker nearest to the area where you are living:

**Adolescent Program
Specialist:**

271-4706

Berlin:

752-7800

Claremont:

542-9544

Concord:

271-6202

Conway:

447-3841

Keene:

357-3510

Laconia:

524-4485

Littleton:

444-6786

Manchester:

668-2330

Nashua:

883-7726

Portsmouth:

433-8326

Rochester:

332-9120

Salem:

893-9763

DMV LOCATIONS

All phone calls will go through DMV's headquarters in Concord. All offices are open 8:00am-4:30 pm. Not all locations are open every day. For information related to licensing contact: **(603) 271-2371**

DMV Headquarters in Concord

Department of Safety, Division of Motor Vehicles
23 Hazen Drive
Concord NH 03301
(Monday through Friday)

Berlin

143 East Milan Road
(Wednesday and Thursday)

Claremont

Mill # 1 17 Water Street
(Thursday and Friday)

Colebrook

Colebrook Town Hall, Bridge Street
(1st, 3rd, and 5th Fridays)

Dover Point

50 Boston Harbor Road
(Monday through Friday)

Epping

Route 125 Right off Route 4
(Monday through Friday)

Keene

Route 9

(Monday, Tuesday, and Wednesday)

Laconia/Belmont

Belknap Mall, Route 3, Belmont

(Monday through Friday)

Lebanon

Miracle Mile Plaza, Route 4

(Monday, Tuesday, and Wednesday)

Manchester

377 South Willow Street, Manchester Commons

(Monday through Friday)

Merrimack

Harris Pond Office Park, 30 Daniel Webster Highway

Units 6 & 7

(Monday through Friday)

Milford

4 Meadowbrook Drive

(Thursday and Friday)

North Haverhill

Grafton County Courthouse, Route 10

(2nd and 4th Fridays)

Rochester

Globe Shopping Center
306 North Main Street
(Thursday and Friday)

Salem

Salem Town Hall
33 Geremonty Drive
(Monday through Friday)

Tamworth

Tamworth, Route 16
(Monday, Tuesday, & Wednesday)

Twin Mountain

Twin Mountain, Route 302
(Monday and Tuesday)

NEW ENGLAND JOB CORPS LOCATIONS:

Connecticut

100 William Shorty Campbell Street
Hartford CT 06106
(860) 953-7201

455 Wintergreen Avenue
New Haven CT 06515
(203) 397-3775

Maine

36 Montana Road
Limestone ME 04750
(207) 328-4212

Massachusetts

100 Pine Street
North Grafton MA 01536
(508) 887-7388

270 Jackson Road
Devens MA 01434
(978) 784-2626

103 Johnson Drive
Chicopee MA 01022
(413) 593-5731

Vermont

100A MacDonough Drive
Vergennes VT 05491
(802) 877-0158

*** New Hampshire ***

A New Hampshire Job Corps site is set to open
September 2010.

For any questions about the New Hampshire Job
Corps program contact the:

Workforce Opportunity Council
64 Old Suncook Rd. Concord NH 03301
(603) 229-3303

NH VOCATIONAL REHABILITATION OFFICES:

Berlin

3 12th Street, Unit A
Berlin NH 03570
(603) 752-2271

Concord

2 Industrial Park Drive
Concord NH 03301
(603) 271-2327

Keene

103 Roxbury Street
Keene NH 03431
(603) 357-0266

Lebanon/Hanover Area

85 Mechanic Street
Suite 260 A
Lebanon NH 03766
(603) 448-5793

Manchester

Mill West Corporate Center
195 McGregor Street Suite 120
Manchester NH 03103
(603) 669-8733

Nashua

25 Riverside Drive
Suite 102
Nashua NH 03062
(603) 889-6844

Portsmouth

30 Maplewood Avenue
Portsmouth NH 03801
(603) 436-8884



SOCIAL SECURITY OFFICES

Concord

70 Commercial Street
Suite 100

Keene

34 Mechanic Street

Littleton

177 Main Street

Manchester

2 Wall Street
Suite 301

Nashua

175 Amherst Street

Portsmouth

P.O. Box 209
Federal Building
Rm. 200

UNITED WAY LOCATIONS:

Belknap & Merrimack Counties

Lakes Region United Way, Inc.
95 Water Street
Laconia NH 03246
(603) 524-6864

United Way of Merrimack County
46 South Main Street
Concord NH 03301
(603) 224-2595

Cheshire & Sullivan Counties

United Way of Sullivan County
23 Main Street
PO Box 267
Newport NH.
03773
(603) 543-0121

Coos, Carroll, & Grafton Counties

United Way of Northern New Hampshire, Inc.
PO Box 614
Berlin NH 03570
(603) 752-3343

United Way of the Upper Valley
PO Box 491
Lebanon NH 03766
(603) 448-2766

North Country United Way
C/O United Way of Merrimack County
46 South Main Street
Concord NH 03301
(603) 444-1555

Hillsborough County

United Way of Greater Nashua
20 Broad Street
Nashua NH 03064
(603) 882-4011

Heritage United Way
228 Maple Street
4th Floor
Manchester NH 03103
(603) 625-6939

Rockingham & Strafford Counties

United Way of the Greater Seacoast
Pease International Tradeport
71 Industrial Drive
Portsmouth NH 03801
(603) 436-5554

Monadnock United Way
23 Center Street
Keene NH 03431
(603) 352-4209

NEW HAMPSHIRE WORKS CENTERS:

Belknap and Merrimack Counties

Concord
10 West Street
Concord NH 03302
(603) 228-4100

Laconia
426 Union Avenue
Laconia NH 03246
(603) 524-3960

Cheshire & Sullivan Counties

Claremont
404 Washington Street
Claremont NH 03743
(603) 543-3111

Keene
109 Key Road
Keene NH 03431
(603) 352-1904

Coos, Carroll, and Grafton Counties

Berlin
151 Pleasant Street
PO Box 159
Berlin NH 03570
(603) 752-5500

Conway
518 White Mountain Highway
Conway NH 03818
(603) 447-5924

Lebanon
85 Mechanic Street
Suite 4
Lebanon NH 03766
(603) 448-5873

Littleton
646 Union Street
Suite 100
Littleton NH 03561
(603) 444-2971

Hillsborough County

Manchester
300 Hanover Street
Manchester NH 03104
(603) 627-7841

Nashua
6 Townsend West
Nashua NH 03063
(603) 882-5177

Rockingham County

Portsmouth

2000 Lafayette Road
Portsmouth NH 03801
(603) 436-3702

Salem

29 South Broadway
Salem NH 03079
(603) 893-9185

Strafford County

Somersworth

243 Route 108
Somersworth NH 03878
(603) 742-3600

**NEW HAMPSHIRE CHILD CARE RESOURCE &
REFERRAL LOCATIONS:**

Belknap & Merrimack Counties

Easter Seals
2 Industrial Park Drive
Concord NH. 03301
1-800-307-2737 Ext. 8286

Lakes Region Community Services
PO Box 509, 67 Communications Drive
Laconia NH 03247
1-800-649-8817 Ext. 174

Cheshire & Sullivan Counties

Claremont 21st Century
169 Main Street
Claremont NH 03743
1-877-212-7267

Easter Seals
12 Kingsbury Street
Keene NH 03431
1-800-307-2737 Ext. 8286

Coos, Carroll & Grafton Counties

New Hampshire Community Technical College @
Berlin
2020 Riverside Drive
Berlin NH 03570
1 (800) 445-4525

Lakes Region Community Services
PO Box 225
Madison NH
1-866-261-7555

Hillsborough County

Easter Seals
555 Auburn Street
Manchester NH 03103
1-800-870-8728

Southern NH Services, Inc.
134 Allds Street
Nashua NH 03060
1-877-211-0723

Rockingham County

Rockingham Community Action Child Care Services
8 Centerville Drive
Salem NH 03079
1-800-310-8333

Strafford County

Rockingham Community Action
Child Care Services Strafford County
652 Central Avenue
Dover NH 03820
1-800- 913-1912

WELLBEING

WHAT I NEED AND WHERE TO GO FOR WELL BEING RESOURCES:

For Domestic Violence issues:

Contact:

- New Hampshire Coalition Against Domestic and Sexual Violence
- Domestic Violence/Sexual Assault/Stalking Support Services

See pages 106, 150-154 for information on Domestic Violence Services in New Hampshire

Dental

Contact:

- Dental Clinics
- New Hampshire Oral Health Program sites

See pages 112, 115, 162-166 for information on dental services and resources in New Hampshire.

Food/Nutrition

Contact:

- Food Pantries/Soup Kitchens: **See page 118**
- Woman, Infants, Children (WIC): **See page 119**
- University of New Hampshire Cooperative Extension: **See page 119, 161**

Financial Assistance

Contact:

- Division of Family Assistance: **See pages 147-149**
- Town Welfare: **See pages 24-26**
- Assistance with hospital/ER bills: **See page 111**

STD Education & Support

Contact:

- Family Planning Clinics: **See pages 116, 121-126**
- Community Health Centers: **See pages 110, 115, 167-170**

Substance Abuse

Contact:

- Alcoholics Anonymous (AA)
 - NH Department of Alcohol, Tobacco & Other Drug Services
 - NH Task Force on Women in Recovery
- See pages 106 and 114 for substance abuse resources**

Suicide Prevention

Contact:

1-800-SUICIDE (1-800-784-2433)

1-800-273-TALK (1-800-273-8255)

See page 105 for detailed information for how to get help

Health Care Options

Contact:

- Community Health Centers: **See pages 110, 115, 167-170**
- Family Planning Clinics: **See pages 116, 121-126**
- Family Resource Centers: **See pages 115, 127-132**
- Hospitals: **See pages 138-142**
- STD Clinics/Counseling Sites: **See pages 116, 157-160**

Insurance Information

See pages 108-111 for a description of insurance plans and options if uninsured

Mental Health Services

Contact:

- Community Mental Health Centers: **See pages 113, 135-137**
- Peer Support: **See pages 113, 143-146**

Prescription Assistance/Resources

Contact:

- Town Welfare Offices: **See pages 24-26**
**See pages 111, 155-156 for information about
prescription resources in New Hampshire**

Vision Resources

Contact:

Vision USA: **See pages 112, 171**

Emergency Services

Q: I feel like hurting myself. Who can I call for help?

A: There are several numbers you can call to reach someone who is trained to help. No matter which number you call, you will be routed to a crisis center nearest you. You can call for yourself or someone you know, and all of the information you provide is confidential. Although the main focus of the hotline is suicide prevention, you do not have to be in crisis to call. Hotline workers can provide information related to mental health resources, peer support groups, homeless issues, loneliness, and suicide prevention activities within your community.

For 24 hour assistance contact:

1-800-SUICIDE (1-800-784-2433)

1-800-273-TALK (1-800-273-8255)

TTY: 1-800-799-4TTY

Spanish: 1-888-628-9454

If you're calling for yourself: The hotline workers will listen and provide you with information to help you. If needed, the hotline worker will also connect you with services within your community.

If you're calling for someone else: The hotline workers are a great resource when trying to help someone who is feeling suicidal get the help they need.

Q: Sometimes I'm afraid of my partner. Is there someone I can talk to or a place I can go can for help?

A: Yes. The New Hampshire Coalition Against Domestic and Sexual Violence has fourteen member programs located throughout the state that provide support to survivors of sexual assault, domestic violence, stalking and sexual harassment. The services offered are free, confidential, and you do not have to be in crisis to access support. Additional supports include: accompaniment and support at local hospitals, assistance with restraining orders, access to peer support groups and emergency shelter, and information and referrals to community programs. **Please see pages 150-154 for a listing of services.**

Q: I've been using and am ready for de-tox. What now?

A: Detoxing can be dangerous and must be done in a medically supervised setting. New Hampshire has several types of detoxification programs that vary in intensity.

For specific information about programs contact the NH Department of Health and Human Services Alcohol, Tobacco and Other Drug Services.

1-800-804-0909

After Hours call: 1-800-639-6095

Q: I have to go to the emergency room and I don't have health insurance. What next?

A: It's important to seek help for an emergency no matter what your insurance situation is, as the problem could worsen over time without treatment. When you go to the emergency room let the staff know you do not have insurance and wish to apply for their financial aid. Before you leave the hospital you will be expected to fill out their forms for financial assistance. The hospital staff will assess whether you're eligible for New Hampshire Medicaid, or any other types of assistance.



Insurance Information / Prescription Assistance

Q: What different types of insurance are out there? How can I find out what is available to me?

A: Private health plans, health insurance through your employer, Medicaid and Healthy Kids, VA insurance or insurance through your school are some of the options available to New Hampshire residents. Finding out if you can afford private health insurance or if you're eligible for other programs can be tricky. Try calling these programs directly to see if you're eligible for coverage:

Healthy Kids: This program offers free or low cost health insurance and prescription coverage for uninsured children, teenagers and pregnant women. For additional information or to apply contact: 1-877-464-2447 or visit: www.nhhealthykids.com. To apply in person visit your local district office. **See pages 147-149 for a listing of district offices.**

Veterans Affairs: All veterans who have been honorably discharged from active military service and meet certain criteria may be eligible for healthcare through the VA. For additional information contact: 1-800-892-8384 or visit: www.va.gov.

Medicaid: This program provides health care and prescription assistance for people with very low incomes. For more information call 1-800-852-3345 ext 4238 or visit:
www.dhhs.state.nh.us/DHHS/MEDICAIDPROGRAM.

To apply in person visit your local district office. **See pages 147-149 for a listing of district offices.**

Private Insurance: Trying to understand the plans and what is actually offered can be very confusing. Before you purchase a plan it is important to understand what is actually covered. The following websites can be helpful in gaining knowledge about private insurance plans:
www.covertheuninsured.org

Plans through your university: Some universities in New Hampshire require that you have health insurance to attend their schools. If you are a student contact your school's health services department for insurance information available to students.

Here are a few important terms to know before purchasing health insurance:

Deductible: The deductible is the amount of money you must pay before any benefits from the health insurance policy can be used. Some health plans may offer a plan at \$ 60 per month but have a \$5000 deductible. Keep in mind that once you renew your policy after a year, you will have another deductible to deal with. Some health care plans will pay for certain services like doctor visits before you pay off your deductible.

Co-insurance: This refers to the split cost of healthcare paid between you and your insurance company. For example, if your plan lists an 80/20 co-insurance rate your plan will pay 80% leaving you responsible for the remaining 20% of the medical costs.

Exclusions: These are the things the insurance policy will not cover.

Pre-Existing Conditions: These refer to the existing conditions you had before obtaining the insurance policy. Some plans may cover these conditions while others will exclude them entirely.

Grace Period: This is the amount of time you have to pay your monthly premium after the due date before your policy is cancelled.

Q: I can't afford insurance and don't qualify for the public assistance programs. What next?

A: For those without insurance community health clinics may be the best option. These clinics offer their services on a sliding scale fee basis, and are located in most communities throughout the state. **See pages 167-170 for a listing of New Hampshire community health centers or visit www.bphc.hrsa.gov and click on "find a health care center". You can also obtain information by phone by contacting:**

**Bi-State Primary Care Association
228-2830**

Q: I don't have insurance or my insurance does not cover my medication. What can I do?

A: New Hampshire has several prescription assistance programs available to assist those in need. Another option is to ask your doctor if he has samples of a certain medication, or to check out your local grocery stores and pharmacies for their discount programs. Many of the bigger department stores with pharmacies only charge \$ 4 to fill your prescriptions, which can be very helpful on a tight budget. Another resource could be your town welfare office, as they may be able to assist you with your covering the costs temporarily. **See pages 24-26 to find your local welfare office. See page 155-156 for a listing of prescription programs and resources.**

Q: I got a bill from the hospital for my emergency room visit. What next?

A: It depends. Did you apply for financial assistance? Did you have insurance when you went to the hospital? Contacting the hospital billing department to find out is the first step. If you did have insurance at the time inform them of this. If not, ask to speak with a financial counselor or patient advocate to help you resolve the issue. For more information on financial assistance contact:

NH Access Network
225-0900
Website: www.healthyNH.com

Eye care

Q: I think I might need glasses. How can I take care of this without insurance?

A: There are several resources in New Hampshire that offer assistance to low-income individuals and families. Vision USA is a program that provides information and support to those who qualify for their programs. **See page 171 for a listing of vision related services.**

Dental Services

Q: My tooth is killing me. I need to see a dentist but don't have coverage. What are my options?

A: Although dental services are hard to come by when you're uninsured, it is possible to obtain dental care. Like many health centers and clinics, many dental clinics offer sliding scale fees and other types of financial assistance.

Calling one of the information and referral agencies listed on pages 133-134 may prove helpful, or even just calling the dentists listed in your local yellow pages and asking them about their financial assistance options. The New Hampshire Dental Society has a great deal of information related to dental services in the state. For more information contact them at 225-5961 or visit them at: www.nhds.org. **For additional dental resources see pages 162-166.**

Mental Health / Substance Abuse Services / Non-Emergency

Q: I need to sort some things out. Is there someone I can talk to without insurance?

A: Community mental health centers will provide services on a sliding scale fee, and no one will be denied service because of an inability to pay. Keep in mind that even those with insurance can go to the community mental health centers. Sometimes appointments are scheduled far in advance so don't wait until you're in crisis to call and make an appointment. **See pages 135-137 for a listing of New Hampshire community mental health centers by county.**

Q: I have some questions about mental health. Is there somewhere I can go or someone I can call?

A: Yes. Throughout New Hampshire there are peer support centers. Although each of these centers are unique and offer different services, many of them are run by consumers and provide education, advocacy, support groups, and access to supportive resources in the community. Many of these centers have "warm lines" which allow you to access a supportive person over the phone. **See pages 143-146 for a listing of these centers.**

Q: I've heard about Alcoholics Anonymous (AA) and want to give it a try. How can I find a meeting in my area?

A: Although there are many AA meetings scheduled throughout the state, their locations may change over time. Use the contact information below to obtain up to date information on meetings in your area.

New Hampshire Area Service Office

1330 Hooksett Road
Hooksett NH 03106
622-6967

24-Hour State Wide Hotline: 1-800-593-3330
Email: office@nhaa.mv.com
Website: <http://www.mv.com/ipusers/nhaa/>

Q: Are there any programs that offer substance abuse support specifically to women?

A: The New Hampshire Taskforce on Woman & Recovery offers assistance to women in a supportive environment. The taskforce provides free empowerment and leadership trainings, support for incarcerated women, and programs targeting high-risk girls. **For more information contact: 647-4629 or visit their website at: www.nhtwr.org**

Health Services / Non-Emergency

Q: What are community health centers and how can they help?

A: Community health centers offer a wide range of health and supportive services to low-income individuals and families. Sliding scale fees and financial assistance are available to those who require support. Many of these centers also offer dental services or have information about affordable dental options in the area. Keep in mind that every center offers different services. For more information on a particular center contact them directly.

See pages 225-227 for a listing of New Hampshire community health centers or visit www.bphc.hrsa.gov and click on “find a health care center”. You can also obtain information by phone by contacting:

Bi-State Primary Care Association
228-2830

Q: What is a Family Resource Center? Can I go if I don't have children?

A: Although all Family Resource Centers are different, most of them offer primary health care services, parenting programs, resource and referral services, substance abuse counseling, GED preparation, and other community health services. All services are available on a sliding scale fee, and you are not required to have children to access their services. **See pages 127-132 for a listing of family resource centers.**

Q: Is there a place I can go to get tested for an STD?

A: Yes. There are agencies throughout New Hampshire that offer confidential STD testing and counseling services. All of the clinics offer their services on a sliding fee scale and no one will be denied service due to an inability to pay. Some of the other services offered at these agencies include group counseling, referral services, and STD prevention education. **See pages 157-160 for a listing.**

Q: What are family planning clinics? Do I have to be sexually active to get services?

A: Family planning clinics are located throughout New Hampshire. These clinics offer healthcare, reproductive healthcare, and health related education. Some of their services include birth control, STD testing and treatment, abstinence counseling, breast exams, pap smears, and physical checkups. Keep in mind you do not have to be sexually active to use the services at this agency. All of the services are offered on a sliding scale, and no one will be denied service due to an inability to pay. **See pages 121-126 for a listing of family planning clinics.**

Financial / Basic Well-Being

Q: I'm low income and have many different needs. Is there a place I can go to get help with everything at once?

A: The New Hampshire Division of Family Assistance provides assistance to low income families and their children. Although these programs are intended for families with children, in some cases individuals without children may be eligible for assistance. Assistance programs include the Food Stamp Program, Temporary Assistance to Needy Families (TANF), Medicaid, and Child Care Assistance. To determine your eligibility for these programs you must visit your local district office to apply. **For a listing of district offices see pages 147-149.**

**For additional information about Division of Family Assistance programs contact:
1-800-852-3345 Ext. 4238
Website: www.dhhs.state.nh.us/DHHS/DFA**

Q: How do I know if I'm eligible to receive Social Security benefits?

A: Although Social Security provides benefits during retirement; it also assists individuals who may have a loss of income due to a disability or other medical issue. If you believe you have a mental or physical disability you might consider applying for benefits. Keep in mind that the process takes time and requires patience. It's important to know that if you

are denied benefits the first time you have the right to file an appeal.

To obtain information or schedule an appointment to apply for benefits contact:

1-800-772-1213 or visit www.ssa.gov

To apply for benefits online visit:

www.socialsecurity.gov/applyfordisability

To locate a field office near you see page 91 or visit: www.socialsecurity.gov/locator

Q: I'm broke and my fridge and cupboards are nearly empty. Where can I go for help?

A: There are a great deal of food pantries and soup kitchens throughout New Hampshire. Unlike certain public assistance programs, the staff at the pantries and soup kitchens will not ask to see your income or prove you need assistance. Certain pantries may have a limit on the amount of visits you can make in a month. If this is the case and you need more food you can always visit a different pantry in your area. Soup kitchens are places where meals are served on a regular basis, most often in churches and shelters. The food is often really good and the people serving are pleasant and friendly. **To find the nearest food pantry, soup kitchen or shelter in your area contact:**

NH Food Bank
62 West Brook Street
Manchester NH 03103
603-669-9725 or
www.nhfoodbank.org

Q: If I'm pregnant or have children can I get extra help with food?

A: Both the food stamps and Women, Infants, and Children (WIC) programs can help with the cost of food for low-income families and their children. WIC will provide assistance with formula and other nutritional necessities for infants and young children up to the age of five.

To apply for food stamps you must visit your local district office. **See pages 147-149 for a listing.**

To apply for WIC contact: 1-800-WIC-4321 or 271-4546.

Q: I'm pretty lost when it comes to cooking and buying groceries. Is there a place that offers help with stuff like this?

A: The UNH Cooperative Extension has nutrition programs throughout the state that provide nutrition-based education for people on a tight budget. Subjects such as how to prepare healthy meals and shopping on a tight budget are covered. **See page 161 for a listing of UNH Cooperative Extension offices by county.**

Q: Now that I'm on my own I have so much to deal with. Is there someone that can teach me how to manage everything?

A: The UNH Cooperative Extension has Family & Consumer Educators in each county to provide information and resources regarding financial management, parenting skills, food safety, and reaching goals. See page 161 for a listing of UNH Cooperative Extension offices by county.

Q: There is so much information out there. Is there a place where I can access all of it at once?

A: Yes. There are certain agencies in New Hampshire that offer information and referral services for a wide range of issues. Just a few of the areas covered are housing, mental health support, end of life issues, financial assistance and health care coverage. See pages 133-134 for a listing of agencies within New Hampshire.

FAMILY PLANNING CLINICS

Belknap County

Lakes Region Family Center

121 Belmont Road
Laconia NH 03246
524-5453

Carroll County

White Mountain Community Health Center

298 White Mountain Highway
Conway NH 03818
447-8900
www.whitemountainhealth.org

**Community Action Program-
Belknap/Merrimack**

127 Route 28
Ossipee NH 03864
539-7552

Coos County

Coos Family Health Services, Inc.

133 Pleasant Street
Berlin NH 03570
752-2040
www.coosfamilyhealth.org

Indian Stream Health Center

2 Corliss Lane
Colebrook NH 03576
237-7200

Weeks Medical Center (3 locations)

12 Church Street
Groveton NH 03582
636-1101

170 Middle Street
Lancaster NH 03584
788-2521

24 Lancaster Road
Whitefield NH 03279
837-9005
Toll free 1 (888) 905-6933
www.weeks.hitchcock.org

**Ammonoosuc Community Health Services,
Inc.**

14 King's Square
Whitefield NH 03279
837-2333
www.nchin.org/achs

Cheshire County

Planned Parenthood Health Center

8 Middle Street
Keene NH 03431
352-6898
www.ppnne.org

Grafton County

Mid-State Health Center

859 Lake Street
Bristol NH 03222
744-6200
www.midstatehealth.org

**Ammonoosuc Community Health Services,
Inc. (3 locations)**

155 Main Street
Franconia NH 03580
823-7078

25 Mt. Eustis Road
Littleton 03561
444-2464

40 Railroad Street
Woodsville NH 03785
747-3990
www.nchin.org/achs

Family Planning Program

258 Highland Street
Plymouth NH 03264
536-3584

Mt. Mosselaukee Health Center

Route 25, Main Street
Warren NH 03279
764-5704
www.nchin.org/achs

Planned Parenthood Health Center

89 South Main Street
West Lebanon NH 03784
298-7766
www.ppnne.org

Hillsborough County

Planned Parenthood Health Center

24 Penacook Street
Manchester NH 03104
669-7321
www.ppnne.org

Teen Health Clinic

1230 Elm Street
Manchester NH 03101
629-9707

Nashua Area Health Center

10 Prospect Street
Suite 102
Nashua NH 03060
883-1626
www.lampreyhealth.org

Merrimack County

Capital Region Family Health Center

250 Pleasant Street
Concord NH 03301
228-7200
www.concordhospital.org

**Family Planning Program & Family Care
Center**

841 Central Street
Franklin NH 03235
934-0177
www.healthfirstfamily.org

Rockingham County

**Planned Parenthood Health Center (3
locations)**

4 Birch Street
Derry NH 03038
434-1354

108 High Street
Exeter NH 03833
772-9315

105 High Street
Portsmouth NH 03801
431-6803

Strafford County

Avis Goodwin Community Health Center (3 locations)

19 Old Rollinsford Road
Suite 7
Dover NH 03820
749-2346

22 South Main Street
Rochester NH 03867
749-2346

40 Winter Street (OB/GYN clinic)
Rochester NH 03867
332-5500
www.avisgoodwinchc.org

Sullivan County

Planned Parenthood Health Center

241 Elm Street
Claremont NH 03743
542-4568
www.ppnne.org

FAMILY RESOURCE CENTERS

Belknap County

Child & Family Services of NH
Parenting Plus, Healthy Families
99 Hanover Street
Manchester NH 03103
www.cfsnh.org

Family Support Services - Lakes Region
67 Communications Drive
Laconia NH 03246
www.lrcsc.org

Lakes Region Community Services Council
67 Communications Drive
Laconia NH 03246
603-524-8811 x170
www.lrcsc.org

The Family Connections Center (NH DOC)
1 Right Way Path
Laconia NH 03246
603-528-9266
www.nh.gov/nhdofrc/index.html

Giggles and Grins Family Resource Center
20 Canal Street
Laconia NH 03246
603-524-2610
www.lrcsc.org

Cheshire County

Monadnock Family Resource Center

64 Main Street
Keene NH 03431
603-357-4400

The Family Center of Greater Peterborough

PO Box 207
Peterborough NH 03458
603-924-6306
www.TheFamilyCenter.us

Coos County

Child & Family Services of NH

Parenting Plus, Healthy Families
99 Hanover Street
Manchester NH 03103
www.cfsnh.org

Family Resource Center at Gorham

123 Main Street
Gorham NH 03581
603-466-5190
www.frcberlin-gorham.org

Grafton County

Child & Family Services of NH

Parenting Plus, Healthy Families
99 Hanover Street
Manchester NH 03103
www.cfsnh.org

Family Support Services - Lakes Region

67 Communications Drive
Laconia NH 03246
www.lrcsc.org

Lakes Region Community Services Council

67 Communications Drive
Laconia NH 03246
603-524-8811 x170
www.lrcsc.org

Good Beginnings of the Upper Valley

375 Mt. Support Rd.
Lebanon NH 03766
603-448-6826
www.goodbeginnings.net

Giggles and Grins Family Resource Center

20 Canal Street
Laconia NH 03246
603-524-2610
www.lrcsc.org

Family Health Services

VNA & Hospice of VT/NH
331 Olcott Dr., Ste. 1
WRJct VT 05001
802/296-2838
Pat.A.Martin@Hitchcock.org
www.vnahospicevtnh.org

Upper Valley Support Group

www.uvsg.org

Hillsborough County

Child & Family Services of NH
Parenting Plus, Healthy Families
99 Hanover Street
Manchester NH 03103
www.cfsnh.org

Nashua Adult Learning Center
4 Lake St.
Nashua NH 03060
603-880-3207
www.adultlearningcenter.org

The Family Center of Greater Peterborough
PO Box 207
Peterborough NH 03458
603-924-6306
www.TheFamilyCenter.us

The Grapevine Family & Community Resource Center
PO Box 637
Antrim NH 03440
603-588-2620
www.antrimnh.org

VNA Parent-Baby Adventure Program
1000 Auburn Street
Manchester NH 03103
603-647-7097
http://www.manchestervna.org/parent_baby.asp

Merrimack County

Concord Heights Neighborhood Family Center

Dame School, Canterbury Road
Concord NH 03301
603-225-0832

Riverbend Parent-Child Centers

PO Box 2032
Concord NH 03302
603-226-7505
www.riverbendcmhc.org

The Children's Place and Parent Education Center

PO Box 576
27 Burns Avenue
Concord NH 03302
603-224-9920
www.thechildrensplacenh.org

Casey Family Services

105 Loudon Road, Building 2
Concord NH 03301
www.caseyfamilyservices.org

VNA Parent-Baby Adventure Program

1000 Auburn Street
Manchester NH 03103
603-647-7097
<http://www.manchestervna.org/parentbaby.asp>

Rockingham County

Child & Family Services of NH
Parenting Plus, Healthy Families
99 Hanover Street
Manchester NH 03103
www.cfsnh.org

Families First Support & Health Center
100 Campus Drive, Ste 12
Portsmouth NH 03801
603-422-8208
www.FamiliesFirstSeacoast.org

The Upper Room, A Family Resource Center
36 Tsienneto Road
Derry NH 03038
www.urteachers.org

Strafford County

The HUB Family Resource Center
23 Atkinson Street
Dover NH 03820
603-749-9754
www.hubfamilies.org

Sullivan County

Diana Love Center for Children and Families
169 Main St.
Claremont NH 03743
603-542-1848
goodbeginnings@adelphia.net

Upper Valley Support Group
www.uvsg.org

INFORMATION AND REFERRAL SERVICES

Dial 211 or 1-866-444-4211

Also at www.211nh.org

Statewide information and referral service that connects you with health and human services available in your area.

Carroll County

Tri-County CAP: Carroll County office

1-888-842-3835

Cheshire County

Monadnock United Way Helpline

23 Center Street

Keene NH 03431

352-1999

Toll free- 1-800-368-4357

Coos County

Tri-County CAP: Coos County office

1-800-552-4617

Grafton County

Headrest

14 Church Street

PO Box 247

Lebanon NH 03766

Hotline: 448-4400

Toll free- 1-800-639—6095

Email: Info@headrest.org

Tri-County CAP: Grafton County
1-800-552-4617

Hillsborough County

Information Bank
177 Lake Avenue
Manchester NH 03103
668-8600

Rockingham County

Lamprey Health Care
207 South Main Street
Newmarket NH 03857
659-2424
Toll free- 1-800-582-7214

Info Link
100 Campus Drive Suite 13
Portsmouth NH 03801
Toll free- 1-888-499-2525

Sullivan County

Sullivan County United Way
PO Box 673
Claremont NH 03743
543-0121

COMMUNITY MENTAL HEALTH CENTERS

Belknap County

Genesis Behavioral Health

111 Church Street
Laconia NH. 03246
524-1100

Carroll County:

Northern Human Services

87 Washington Street
Conway NH. 03818
447-3347

Cheshire County:

Monadnock Family Services

64 Main Street, Suite 301
Keene NH. 03431
357-4400

Coos County

Northern Human Services (3 locations)

3 Riverside Court Yard
Twelfth Street
Berlin NH 03570
752-7404

31 Brooklyn St.
Groveton NH 03582
636-2555

Grafton County:

West Central Behavioral Health

9 Hanover Street, Suite 2
Lebanon NH. 03766
448-0126

Hillsborough County:

Community Council of Nashua

7 Prospect Street
Nashua NH. 03060
889-6147

Mental Health Center of Greater Manchester

401 Cypress Street
Manchester NH. 03103
668-4111

Merrimack County

Riverbend Community Mental Health Center

PO Box 2032
Concord NH. 03302
228-1551

24 Hour Emergency Services number: 226-0817

Rockingham County

Seacoast Mental Health Center (2 locations)

1145 Sagamore Avenue
Portsmouth NH. 03801
431-6703

30 Prospect Avenue
Exeter NH 03833
603-772-2710

Center for Life Management

10 Tsienneto Road
Derry NH. 03038
434-1577

Strafford County

Community Partners

113 Crosby Road, Suite 1
Dover NH. 03820
749-4015

Sullivan County

Counseling Center of Newport

167 Summer Street
Newport NH 03773
603-863-1951

West Central Behavioral Health

140 North Street
Claremont NH 03743
603-542-2578

HOSPITALS IN NEW HAMPSHIRE

Belknap County

Lakes Region General Hospital
Laconia NH 03246
524-3211
www.lrgh.org/lrgh

Carroll County

Huggins Hospital
Wolfeboro NH 03894
569-7500
www.hugginshospital.org

The Memorial Hospital
North Conway NH 03860
356-5461
www.thememorialhospital.org

Cheshire County

The Cheshire Medical Center
Keene NH 03431
354-5400
www.cheshire-med.com

Coos County

Androscoggin Valley Hospital
Berlin NH 03570
752-2200
www.avhnh.com

Upper Connecticut Valley Hospital
Colebrook NH 03576
237-4971
www.dartmouth-hitchcock.org/ucvh

Weeks Medical Center
Lancaster NH 03584
788-4911
www.weeks.hitchcock.org

Grafton County

Alice Peck Day Memorial Hospital
Lebanon NH 03766
448-3121
www.alicepeckday.org

Cottage Hospital
Woodsville NH 03785
747-9000
www.cottagehospital.org

Dartmouth –Hitchcock Medical Center
Lebanon NH 03756
650-5000
www.dhmc.org

Littleton Regional Hospital
Littleton NH 03561
444-9000
www.littletonhospital.org

Speare Memorial Hospital
Plymouth NH 03264
536-1120
www.spearehospital.com

Hillsborough County

Catholic Medical Center
Manchester NH 03101
668-3545
www.catholicmedicalcenter.org

Elliot Hospital
Manchester NH 03103
669-5300
www.ellioghospital.org

Monadnock Community Hospital
North Conway NH 03860
356-5461
www.thememorialhospital.org

Southern New Hampshire Medical Center
Nashua NH 03060
577-2000

St. Joseph Hospital
Nashua NH 03061
882-3000
www.stjosephhospital.org

Merrimack County

Concord Hospital
Concord NH 03301
225-2711
www.concordhospital.org

Franklin Regional Hospital
Franklin NH 03235
934-2060
www.lrgh.org/franklin

New London Hospital
New London NH 03257
526-2911
www.newlondonhospital.org

Rockingham County

Exeter Hospital
Exeter NH 03833
778-7311
www.exeterhospital.com

Parkland Medical Center
Derry NH 03038
432-1500
www.parklandmc.com

Portsmouth Regional Hospital
Portsmouth NH 03801
436-5110

Strafford County

Frisbee Memorial Hospital
Rochester NH 03867
332-5211
www.frisbiehospital.com

Wentworth-Douglass Hospital
Dover NH 03820
742-5252
www.wdhospital.com

Sullivan County

Valley Regional Hospital
Claremont NH 03743
542-7771
www.vrh.org

PEER SUPPORT CENTERS

Belknap County

Corner Bridge
328 Union Avenue
Laconia NH 03246
524-0801

Lakes Region Consumer Advocacy Board
328 Union Avenue
Laconia NH. 03247
524-0801

Carroll County

The Alternative Life Center (ALC)
110 West Main Street
Conway NH. 03818
447-1765

The Alternative Life Center South
94 Center Street
PO Box 684
Wolfeboro NH. 03896

Cheshire County

Granite State Monarchs
64 Beaver Street
PO Box 258
Keene NH. 03431
355-5093
Warm Line: 7-10pm 7 days a week
1-866-352-5093

Coos County

Serenity Steps

567 Main Street
Berlin NH. 03896
752-8111

The Haven

27 Lombard Street
Colebrook NH. 03576
237-4353

Grafton County

Littleton Peer Support

46 Cottage Street
Littleton NH. 03561
444-5344

Warm Line: 5-9 pm 7 days a week
1-866-447-1765

Next Step

109 Bank Street
Lebanon NH. 03766
448-6941

Warm Line: 5-10 pm 7 days a week
1-888-582-0920

Crisis Respite: 543-1388 or 1-888-582-0920

Hillsborough County

Connections

45 High Street
Nashua NH.
881-8436

A Way to Better Living, Inc.

13 Orange Street
PO Box 1721
Manchester NH. 03105
623-4523

Merrimack County

Concord Peer Support

55 School Street
Concord NH. 03301
224-0083

Circle of Hope

PO Box 462
Franklin NH. 03225
934-3105

NAMI New Hampshire

15 Green Street
Concord NH. 03301
1(800) 242-6264

Rockingham County

Seacoast Consumer Alliance

544 Islington Street
Portsmouth NH. 03801
772-5814

Circle of L.I.F.E

11 Wall Street
PO Box 409
Derry NH. 03038
432-9072

Strafford County

Tri-City Consumer's Action Cooperative

814 Central Avenue
Dover NH. 03820
749-5670

Sullivan County

Stepping Stone Peer Support Center

108 Pleasant Street
Claremont NH. 03743
543-1388

**DIVISION OF FAMILY ASSISTANCE DISTRICT
OFFICES**

Belknap County

Laconia District Office
65 Beacon Street West
Laconia NH 03246
524-4485
Toll free- 1-800-322-2121

Carroll County

Conway District Office
73 Hobbs Street
Conway NH 03818
447-3841
Toll free- 1-800-552-4268

Cheshire County

Keene District Office
809 Court Street
Keene NH 03431
357-3510
Toll free-1-800-624-9700

Coos County

Berlin District Office
231 Main Street
Berlin NH 03570
752-7800
Toll free-1-800-972-6111

Grafton County

Littleton District Office
80 North Littleton Road
Littleton NH 03561
444-6786
Toll-free 1-800-552-8959

Hillsborough County

Manchester District Office
195 McGregor Street Suite 110
Manchester NH 03102
668-2330
Toll free- 1-800-852-7493

Nashua District Office
19 Chestnut Street
Nashua NH 03060
883-7726
Toll-free-1-800-852-0632

Merrimack County

Concord District Office
40 Terrill Park Drive
Concord NH 03301
271-6201
Toll free- 1-800-322-9191

Rockingham County

Portsmouth District Office
30 Maplewood Avenue
Portsmouth NH 03801
433-8380
Toll free- 1-800-821-0326

Salem District Office
154 Main Street, Suite 1
Salem NH 03079
893-9763
Toll free- 1-800-852-7492

Strafford County

Rochester District Office
150 Wakefield Street, Suite 22
Rochester NH 03867
332-9120
Toll free- 1-800-862-5300

Sullivan County

Claremont District Office
17 Water Street, Suite 301
Claremont NH 03743
542-9544
Toll free- 1-800-982-1001

**DOMESTIC VIOLENCE, SEXUAL ASSAULT AND
STALKING SUPPORT SERVICES IN NEW
HAMPSHIRE**

**NH Statewide Sexual Assault Hotline: 1-800-277-
5570**

**NH Statewide Domestic Violence Hotline: 1-866-
644-3574**

**NH Coalition Against Domestic and Sexual
Violence**

PO Box 353

Concord, NH.

03302

224-8893

General website: www.nhcadsv.org

Teen website: www.reachoutnh.com

Belknap County

New Beginnings Women's Crisis Center

PO Box 622

Laconia, NH. 03247

Domestic Violence Crisis Line: 1-866-644-3574

Sexual Assault Crisis Line: 1-800-277-5570

Office: 528-6511

Website: www.newbeginningsnh.org

Carroll County

Starting Point: Services for Victims of Domestic & Sexual Violence

PO Box 1972
Conway, NH 03818

Crisis Line: 1-800-336-3795
Conway Office: 356-7993
Ossipee Office: 539-5506
Website: www.startingpointnh.org

Cheshire County

Monadnock Center for Violence Prevention

12 Court Street
Keene, NH. 03431

Crisis Line: 1-888-511-6287
Keene Office: 352-3782
Peterborough Office: 209-4015
Jaffrey Office: 532-6288

Coos County

RESPONSE to Sexual & Domestic Violence

54 Willow Street
Berlin, NH 03570

Domestic Violence Crisis Line: 1-866-644-3574
Sexual Assault Crisis Line: 1-800-277-5570
Berlin Office: 752-5679
Colebrook Office: 237-8746
Lancaster Office: 788-2562

Grafton County

WISE

79 Hanover Street, Suite 1
Lebanon, NH 03766

Crisis Line: 1-866-348-WISE
Local Crisis Line: 448-5525
Office: 448-5922

The Support Center at Burch House

PO Box 965
Littleton, NH 03561

Crisis Line: 1-800-774-0544
Littleton Office: 444-0624
Website: www.tccap.org/support_center.htm

Voices Against Violence

PO Box 53
Plymouth, NH 03264

Crisis Line: 536-1659
Public Office: 536-5999
Shelter Office: 536-3423
Website: www.voicesagainstvviolence.org

Hillsborough County

YWCA Crisis Service

72 Concord Street
Manchester, NH 03101

Crisis Line: 668-2299
Manchester Office: 625-5785
Derry Office: 432-2687

Bridges: Domestic & Sexual Violence Support

PO Box 217
Nashua, NH 03061

Crisis Line: 883-3044
Nashua Office: 889-0858
Milford Office: 672-9833
Website: www.bridgesnh.org

Merrimack County

Rape & Domestic Violence Crisis Center (RDVCC)

PO Box 1344
Concord, NH 03302

Domestic Violence Crisis Line: 1-866-644-3574
Sexual Assault Crisis Line: 1-800-277-5570
Office: 225-7376
Website: www.rdvcc.org

Rockingham County

A Safe Place

6 Green Leaf Woods, Suite 101
Portsmouth, NH 03801

Crisis Line: 1-800-854-3552
Portsmouth Crisis Line: 436-7924
Portsmouth Office: 436-4619

Rochester Crisis Line: 330-0214

Salem Crisis Line: 890-6392

Sexual Assault Support Services
7 Junkins Avenue
Portsmouth, NH 03801

Crisis Line: 1-888-747-7070
Portsmouth Office: 436-4107
Rochester Office: 332-0775
Website: www.sassnh.org

Strafford County

**Sexual Harassment & Rape Prevention Program
(SHARPP)**

UNH/Verrette House
6 Garrison Avenue
Durham, NH 03824

Crisis Line: 1-888-271-SAFE (7233)
Office: 862-3494
Website: www.unh.edu/sharpp

Sullivan County

Turning Points Network

11 School Street
Claremont, NH 03743

Crisis Line: 1-800-639-3130
Claremont Office: 543-0155
Newport Office: 863-4053
Website: www.free-to-soar.org

PRESCRIPTION ASSISTANCE RESOURCES:

NH Bridge Program: This program allows for long- term medications to be provided to the patient on a reduced or no cost basis. You cannot possess any other prescription coverage and your income must fall within certain limits. To obtain more information or to find a doctor that participates in this program visit www.healthyNH.com or contact:

Foundation for Healthy Communities
225-0900

Veterans Benefits: If you are an eligible veteran you may qualify for medication services at the VA. To find out more information visit www.visn1.med.va.gov or contact:

624-4366 ext. 6073

Helpful websites: Although these websites do not provide financial assistance for prescriptions, they contain a great deal of information about programs and services in your area.

www.pparxnh.org/pap: The partnership for prescription assistance is a website developed to connect individuals to prescription programs and services. To use this website you complete a series of questions and the site will determine your eligibility for certain prescription programs in your area. Contact by phone at: 1-888-477-2669.

www.needymeds.com: This site links the user to helpful prescription resources within their community. You can find out if your medications are eligible for prescription assistance programs, receive

helpful information about paperwork, access government programs and research drug discount cards.

www.rxassist.org: This website provides information for low -income individuals and families related to reduced and no cost prescription programs. This site does require that you register as a user before obtaining the information.

www.egov.nh.gov/medicine%2Dcabinet: The New Hampshire Medicine Cabinet is an online resource providing helpful hints on managing and purchasing medications. Other prescription resources can be accessed through this website.

www.themedicineprogram.com: This program offers assistance with enrolling in programs based on income level. For more information visit their website or contact: 1-866-694-3893.

**STD CLINICS AND HIV COUNSELING AND TESTING
SITES**

Belknap County

Laconia Family Planning

121 Belmont Road
Laconia NH 03246
524-5453

Carroll County

White Mountain Community Health Center

PO Box 2800
298 White Mountain Highway
Conway NH 03818
447-8900

Ossipee Family Planning

127 Route 28
Ossipee NH 03864
539-7552

Cheshire County

Planned Parenthood

8 Middle Street
Keene NH 03431
352-6898

Coos County

Coos County Family Health Services

133 Pleasant Street
Berlin NH 03570
752-2040

Indian Stream

141 Corliss Lane
Colebrook NH 03576
237-8336

Weeks Medical Center

170 Middle Route
Lancaster NH 03584
788-5090

Whitefield Family Health

14 Kings Square
Whitefield NH 03598
837-2333

Grafton County

**Ammonoosuc Community Health Services,
Inc.**

(Franconia Family Health)
155 Main St.
Franconia, NH 03580
823-7078

202 Cottage Street
Littleton, NH 03561
444-2464

40 Railroad St.
Woodsville, NH 03785
747-3990

Plymouth Family Planning

258 Highland Street
Plymouth NH 03801
536-3584

Whitefield Family Health

14 Kings Square
Whitefield NH 03598
837-2333

Hillsborough County

Manchester Health Department

1528 Elm Street
Manchester NH 03101
624-6466

Nashua Community Health Department

18 Mulberry Street
Nashua NH 03060
589-4500

Nashua Area Health Teen to Teen Clinic

10 Prospect Street # 102
Nashua NH 03060
883-1626

Merrimack County

Capital Region Family Health Center

250 Pleasant Street
Concord NH 03301
228-7200 x 4872

Franklin Family Planning

841 Central Street
Franklin NH 03235
934-4905

Rockingham County

Feminist Health Center

559 Portsmouth Avenue
Greenland NH 03840
436-7588

Strafford County

Avis Goodwin Community Health Center

19 Old Rollinsford Road # 7
Dover NH 03820
749-2346

Avis Goodwin Community Health Center

22. South Main Street
Rochester NH 03867
332-4249

Sullivan County

Planned Parenthood

241 Elm Street
Claremont NH 03743
542-4568

**UNH COOPERATIVE EXTENSION OFFICES
(FAMILY AND CONSUMER EDUCATORS)**

Belknap County
36 County Dr.
Laconia NH 03246
527-5475

Hillsborough County
329 Mast Rd., Suite 101
Goffstown NH 03045
641-6060

Carroll County
PO Box 860
Ctr. Ossipee NH 03814
539-3331

Merrimack County
315 Daniel Webster way
Boscawen NH 03303
Liz Martin
796-2151 X 316

Cheshire County
800 Park Ave.
Keene NH 03431
352-4550

Rockingham County
113 North Rd.
Brentwood NH 03833
1-800-248-6672

Coos County
629A Main St.
Lancaster NH 03584
788-4961

Strafford County
259 County Farm Rd.,
Unit 5
Dover NH 03820
749-4445

Grafton County
Whole Village Center
258 Highland St.
Plymouth NH 03264
536-3720

Sullivan County
24 Main St.
Newport NH 03773
863-9200

DENTAL RESOURCES

Helpful websites:

www.nhds.org : The website for the New Hampshire Dental Society has a great deal of resources related to dental care. Clicking on the “Oral Health” link will bring you to an alphabetical topic listing. Check out the “access to dental care” link as it provides many helpful resources in locating affordable dental care.

www.dentalplans.com: This website offers information on discount dental plans and dental insurance options.

www.ask.hrsa.gov/pc/: This government website allows you to search for health care providers by state. You can contact them directly to see if they provide dental programs.

School based Clinics: Dental schools provide dental services to the community at rates ranging from 15-35 dollars a visit. Although the students at the school will be completing the work, they complete it under the close supervision of their dental instructors. Appointments are offered at specific times, and only certain procedures are covered. For additional information contact the program directly.

Dental Hygiene Clinic

NHTI, Concord's Community College
31 College Drive
Concord, NH 03301-7412
(603) 271-7160

New Hampshire Oral Health Program

Listings: This list was provided by the New Hampshire Dental Society. Although all of the programs provide services to the low income and uninsured, some of them have certain eligibility requirements. For specific information about a program contact them directly.

Belknap

**Dental Resource Center
Lakes Region General Hospital**
80 Highland Street
Laconia NH 03246
527-7112

Carroll

**White Mountain Community Health Center
(serves children & pregnant women only)**
PO Box 2800
Conway NH 03818
447-8900

Cheshire

Dental Health Works
69 Island Street
Keene NH 03431
358-6624

Coos

Molar Express
North County Health Consortium
646 Union Street, Suite 400
Littleton NH 03561
444-4461

Grafton

Molar Express
North County Health Consortium
646 Union Street, Suite 400
Littleton NH 03561
444-4461

Red Logan Dental Center
70 North Main Street
White River Junction, VT 05001
(802) 295-7573

Hillsborough

Catholic Medical Center
Poisson Dental Center
100 McGregor Street
Manchester NH 03102
663-6226

Greater Nashua Dental Connection
31 Cross Street
Nashua NH 03060
879-9317

Merrimack

**Capital Region Family Health Center
Community Health Services**

250 Pleasant Street
Concord NH 03301
228-7200

Rockingham

Community Health Services Dental Program

41 Birch Street
Derry NH03038
421-3602

Families First Dental Center

100 Campus Drive
Portsmouth NH 03801
422-8208

Health Reach Dental Center

5 Hampton Road
Exeter NH 038.3
743-4900

Lamprey Health Care

Healthy Smiles Dental Center
128 State Rt. 27
Raymond NH 03077
895-3351 x7309

Seacare Dental Services

11 Downing Street
Exeter NH 03833
772-8119

Strafford

Avis Goodwin
19 Rollinsford Rd
Dover NH 03820
749-1334

Sullivan

Red Logan Dental Center
70 North Main Street
White River Junction, VT (802) 295-7573

**COMMUNITY HEALTH CENTERS(SOME CENTERS
HAVE MULTIPLE LOCATIONS NOT LISTED)**

Belknap

Health First: Family Care Center

22 Strafford Street
Laconia NH 03246
366-1070

Carroll

White Mountain Community Health Center

298 White Mountain Highway
Conway NH 03818.
447-8900

Coos

**Coos County Family (2 locations) Health
Services**

54 Willow Street
Berlin NH 03570
752-3669

2 Broadway Avenue
Gorham NH 03581
752-3669

Indian Stream Health Center

141 Corliss Lane
Colebrook NH 03576
237-8336

Weeks Medical Center

170 Middle Street
Lancaster NH 03584
788-5098

Whitefield Family Health Center

14 King Square
Whitefield, NH 03598
444-2464

Grafton

Ammonoosuc Community Health Services (2 locations)

25 Mt. Eustis Road
Littleton NH 03561
444-2464

79 Swiftwater
Woodsville NH 03785
747-3740

Franconia Family Health

155 Main St.
Franconia NH 03580
823-7078

Mid-State Health Center

101 Boulder Drive, Suite 1
Plymouth N H 03264
536-4099

Mount Mooselaukee Health Center

333 NH Route 25
Warren NH 03279
764-5704

Hillsborough

Child Health Services

1245 Elm Street
Manchester NH 03101
668-6629

Manchester Community Health Center

145 Hollis Street
Manchester NH 03101
626-9500

Nashua Area Health Center

10 Prospect Street
Nashua NH 03060
659-2494

Merrimack

Concord Hospital

Capital Region Family Health Center

250 Pleasant Street
Concord NH 03301
228-4677

Health First: Family Care Center

841 Central Street
Franklin NH 03235
934-1464

Rockingham

Families First of the Greater Seacoast

100 Campus Drive, Suite 12
Portsmouth NH 03801
422-8208

Lamprey Health Care

207 South Main Street
Newmarket NH 03857
659-2494

Strafford

Avis Goodwin Community Health Center (3 locations)

22 South Main Street
Rochester NH 03867
749-2346

40 Winter Street
Rochester NH 03867
749-2346

19 Old Rollinsford Road
Dover NH 03820
749-2346

Sullivan

Partners in Health

167 Summer Street
Newport NH 03773
543-6978

Valley Regional Healthcare Inc.

243 Elm Street
Claremont NH 03743
543-6900

VISION RESOURCES PROGRAMS THAT CAN PROVIDE ASSISTANCE:

Vision USA

243 N. Lindbergh Blvd.
St. Louis, MO. 63141

Toll free: 1-800-766-4466

Helpful websites:

<http://newhampshire.aoa.org>: The website of the New Hampshire Optometric Association provides information and vision related resources. If you are looking for a provider in your area, click on the “find an optometrist” link located at the top of their website. There are also links to public health programs such as Vision USA, a program that provides assistance to the low income and uninsured for vision related expenses.

APPENDIX

TOWNS IN NEW HAMPSHIRE BY COUNTY

Belknap County

Alton	Barnstead	Belmont
Center Harbor	Gilford	Gilmanton
Laconia	Meredith	New Hampton
Sanbornton	Tilton	

Carroll County

Albany	Bartlett	Brookfield
Chatham	Conway	Eaton
Effingham	Freedom	Hart's Location
Jackson	Kearsarge	Madison
Moultonborough	North Conway	Ossipee
Sanbornville	Sandwich	Silver Lake
Tamworth	Tuftonboro	Wakefield
Wolfeboro		

Cheshire County

Alstead	Chesterfield	Dublin
Fitzwilliam	Gilsum	Harrisville
Hinsdale	Jaffrey	Keene
Marlborough	Marlow	Nelson
Richmond	Rindge	Roxbury
Spofford	Stoddard	Sullivan
Surry	Swanzey	Troy
Walpole	Westmoreland	Winchester

Coos County

	Bean's Grant	Bean's Purchase
Berlin	Cambridge	Carroll
Chandler's Purchase	Clarksville	Colebrook
Columbia	Crawford's Purchase	Cutt's Grant
Dalton	Dix's Grant	Dixville
Dixville Notch	Dummer	Errol
Erving's Location	Gorham	Groveton
Green's Grant	Hadley's Purchase	Jefferson
Kilkenny	Lancaster	Low and Burbank's Grant
Martin's Location	Milan	Millsfield
North Stratford	Northumberland	Odell
Percy	Pinkham's Grant	Pittsburg
Randolph	Sargent's Purchase	Second College Grant
Shelburne	Stark	Stewartstown
Stratford	Success	Thompson and Meserve's Purchase
Twin Mountain	Wentworth's Location	West Stewartstown
Whitefield		

Grafton County

Alexandria	Ashland	Bath
Benton	Bethlehem	Bridgewater
Bristol	Campton	Canaan
Dorchester	Easton	Ellsworth
Enfield	Franconia	Glencliff
Grafton	Groton	Hanover
Haverhill	Hebron	Holderness
Landaff	Lebanon	Lincoln
Lisbon	Littleton	Livermore
Lyman	Lyme	Monroe
Orange	Orford	Piermont
Pike	Plymouth	Rumney
Sugar Hill	Thornton	Warren
Waterville	Wentworth	West Lebanon
Valley		
Woodstock	Woodsville	

Hillsborough County

Amherst	Antrim	Bedford
Bennington	Brookline	Deering
Francestown	Goffstown	Greenfield
Greenville	Hancock	Hillsboro
Hollis	Hudson	Litchfield
Lyndeborough	Manchester	Mason
Merrimack	Milford	Mont Vernon
Nashua	New Boston	New Ipswich
Pelham	Peterborough	Reed's Ferry
Sharon	Temple	Weare
Windsor	Wilton	

Merrimack County

Allenstown	Andover	Boscawen
Bow	Bradford	Canterbury
Chichester	Concord	Contoocook
Danbury	Dunbarton	Epsom
Franklin	Henniker	Hill
Hooksett	Hopkinton	Loudon
Newbury	New London	Northfield
Pembroke	Penacook	Pittsfield
Potter's Place	Salisbury	Suncook
Sutton	Warner	Webster
Wilmot	Wilmot Flats	

Rockingham County

Atkinson	Auburn	Brentwood
Candia	Chester	Danville
Deerfield	Derry	East Kingston
Epping	Exeter	Fremont
Greenland	Hampton	Hampton Falls
Hampstead	Kensington	Kingston
Londonderry	New Castle	Newfields
Newington	Newmarket	Newton
North Hampton	Northwood	Nottingham
Plaistow	Portsmouth	Raymond
Rye	Salem	Sandown
Seabrook	South Hampton	Stratham
Windham		

Strafford County

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

Sullivan County

Acworth	Charlestown	Claremont
Cornish	Croydon	Goshen
Grantham	Langdon	Lempster
Newport	Plainfield	Springfield
Sunapee	Unity	Washington
George's Mills		

NOTES

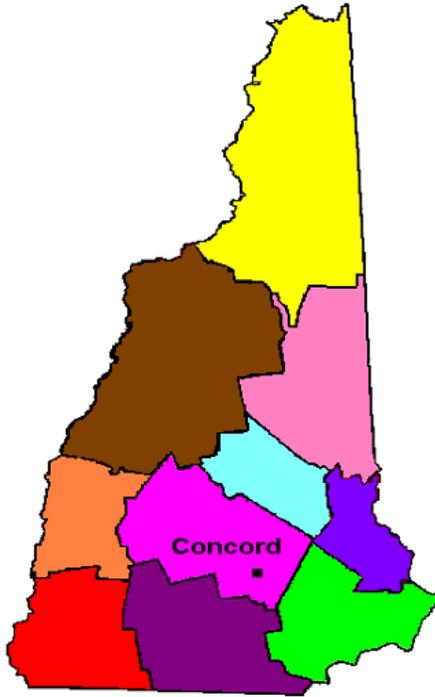
**Sometimes life can be tough. It's Ok to ask for help
We are a Frameworks Community. This means that
youth suicide prevention is a priority here.**

**If you or someone you know needs help, don't go it
alone. Reach out and connect with someone who knows
how to help.**

**If you or someone you know is in crisis or emotional
distress, call the National Suicide Prevention Lifeline
(available 24/7):**

1-800-273-TALK (8255)

County Map



- | | |
|--|--|
|  Grafton |  Cheshire |
|  Rockingham |  Hillsborough |
|  Coos |  Belknap |
|  Strafford |  Merrimack |
|  Sullivan |  Carroll |