



Monadnock
COMMUNITY HOSPITAL

Community Health Needs Assessment

September 30, 2018

Presented by

crescendo | 

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Hospital Profile

In 1918, Robert M. Parmelee donated his summer home in Peterborough for use as a community hospital, and in 1923 "The Peterborough Hospital" opened its doors. Parmelee hoped that his contribution would create a local hospital that the residents of the area would consider their own and would continue to support in the coming years. Mr. Parmelee's dream of a community-supported hospital has become a reality. Monadnock Community Hospital (MCH) is an integral part of the healthcare community in the Monadnock Region.

MCH Today

The major strength of MCH is found in the ability of our physicians and staff to offer extensive services utilizing state-of-the-art technology, while maintaining the personalized care of a community hospital. MCH is a 25-bed Critical Access Hospital offering Medical, Surgical and Intensive Care; Obstetrics; Pediatrics; and Mental Health services. In addition, a wide variety of outpatient services are available, including Pulmonary, Cardiac and Physical Rehabilitation; 24-hour Emergency Care; a fully equipped laboratory; and an extensive Radiology department. MCH is fortunate to have strong leadership and a dedicated community that allows us to meet the ever-changing requirements of today's healthcare environment. As that environment changes, MCH is also committed to changing and providing the communities we serve with appropriate and innovative programs.



MCH Emergency Department

The MCH Emergency Department offers health services 24 hours a day, 7 days a week to patients of all ages with all presenting complaints. The Emergency Department is responsible for the immediate treatment of any medical or surgical emergency; for initiating lifesaving procedures in all types of emergency situations; and for providing emergency and initial evaluations and treatment for other

conditions including minor illnesses and injuries, and subacute medical problems. After initial assessment and stabilization, patients can be transported to other medical institutions if necessary.

Board Certified Physicians

The MCH Medical Staff includes over 168 primary and Specialty care physicians, 4 dentists and 34 health professional affiliates. Medical Staff offices are located in the Medical Arts Building on MCH's campus as well as in the communities of Peterborough, Jaffrey, Antrim and New Ipswich. One hundred percent of the Medical Staff are Board Eligible in their Specialty area.

Primary Care Services

Monadnock Community Hospital owns a primary care network of physicians, nurse practitioners, psychiatrists, psychologists and social workers. This network provides a wide range of primary and behavioral health care services for individuals and families with offices in Peterborough, Rindge, Jaffrey, Antrim and New Ipswich.

Mission, Vision, Values:

The Staff and Board of Trustees at Monadnock Community Hospital are committed to the following Mission, Vision and Values statement.

Our Mission

MCH is committed to improving the health and well-being of our community.

Our Vision

We will elevate the health of our community by providing accessible, high quality and value-based care.

Our Values

Performance ~ Respect ~ Integrity ~ Service ~ Compassionate Care ~ Collaboration ~ Creativity

Executive Summary

Community Health Needs Assessment Background

The Community Health Needs Assessment (CHNA) conducted by MCH is a vital piece of the mission to improve the community's health and well-being. Required by the (1) State of New Hampshire, and, (2) the Affordable Care Act of 2010, CHNAs engage the communities served by non-profit healthcare facilities, help identify local strengths and assets (in the hospital and in the community) and refine hospital outreach and programs designed to efficiently and effectively meet prioritized needs. In 2018, MCH completed its CHNA and identified prioritized service gaps and ways that it can help improve community health. Crescendo Consulting Group (CCG) assisted MCH with this important project.

This document serves to fulfill the federal and state requirements. It can also be a starting point for MCH marketing and community outreach initiatives. The CHNA requirements include the following:

- Define the community served by MCH
- Describe the quantitative and qualitative methodology used to identify and prioritize community needs
- Prepare a prioritized list of community health needs
- Develop a comprehensive list of community health or health-related resources
- Identify activities undertaken by the hospital to address needs identified in the previous (2015) CHNA.

Summary of 2018 CHNA Activities and Results

A summary of the CHNA process is contained on the following page showing the service area, the methodology, prioritized needs, and other requirements.

Summary of CHNA



Service area

- Antrim
- Bennington
- Dublin
- Frankestown
- Greenfield
- Greenville
- Hancock
- Jaffrey
- New Ipswich
- Peterborough
- Rindge
- Sharon
- Temple



Methodology

- Secondary research
- Group meetings and discussion
- One-on-one interviews
- Digital analysis
- Online community survey



Prioritized needs

- Behavioral health
- Substance abuse
- Access to care for high need populations
- Care coordination (for higher risk patients, and coordination of care between provider organizations)
- Special outreach to unique populations – youth, dental, seniors, etc.



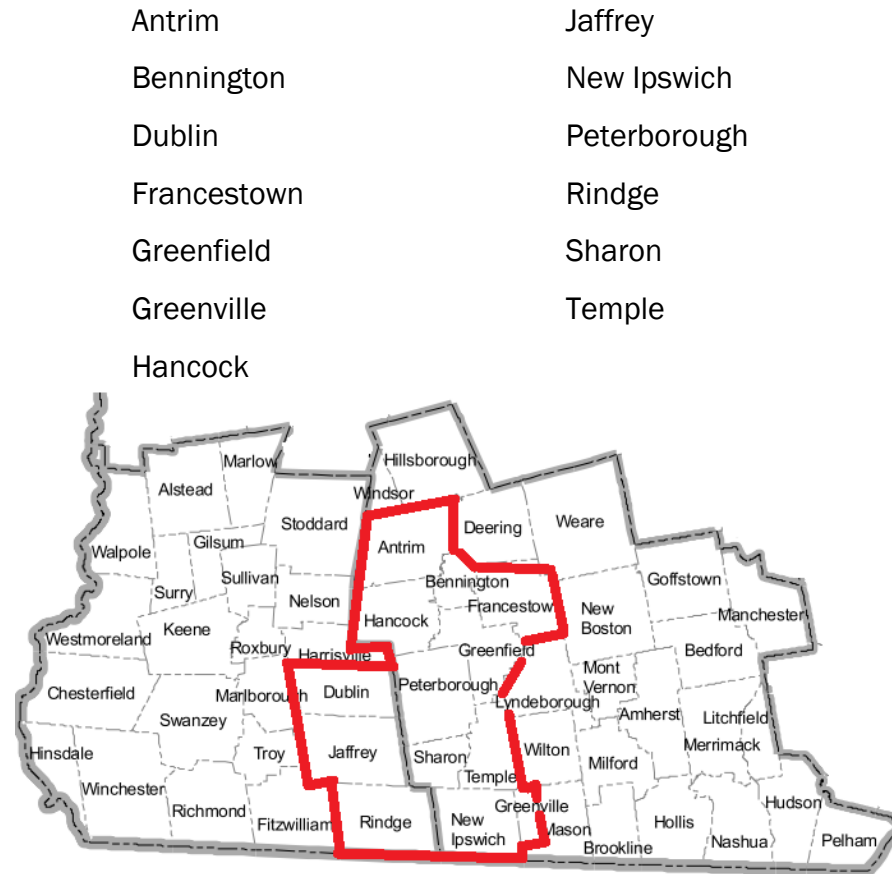
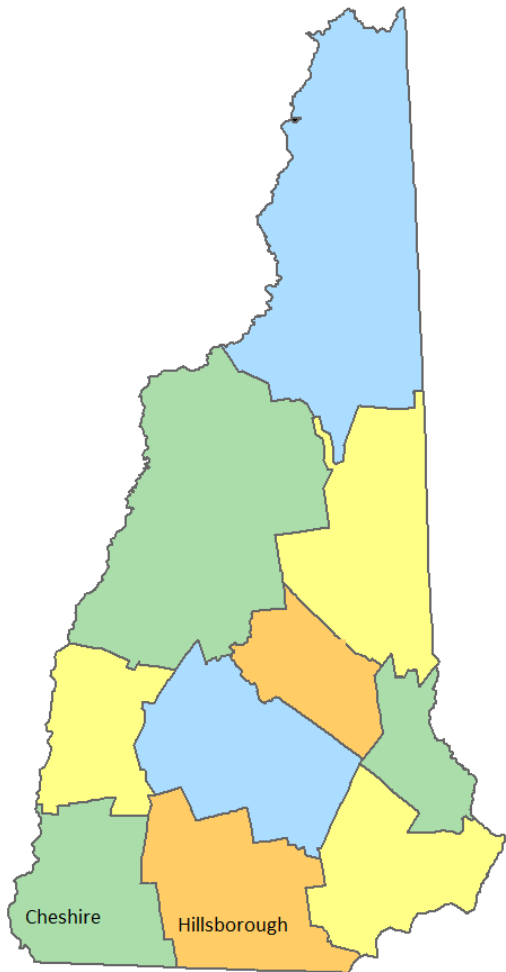
List of community health or health-related resources and Activities since 2015

Included in the appendices.

The following assessment addresses each of the components above in order to meet state and federal requirements, but more importantly, to help the MCH focus outreach efforts designed to improve community health.

Service Area Towns

The service area includes 13 towns in Cheshire and Hillsborough counties. The Monadnock Community Hospital primary service area includes towns in Cheshire and Hillsborough Counties. Outlined in red, below, the towns include



- | | |
|--------------|--------------|
| Antrim | Jaffrey |
| Bennington | New Ipswich |
| Dublin | Peterborough |
| Francesstown | Rindge |
| Greenfield | Sharon |
| Greenville | Temple |
| Hancock | |

Methodology

The MCH methodology highly focused on identifying needs among underserved populations. The approach used was designed to elicit perspectives from a broad range of community stakeholders – especially those representing higher risk groups – MCH conducted a three-phase methodology. MCH and Crescendo used a multi-phased methodology to achieve the objectives of the assessment. The methodology included the following stages:

- Establishing a Leadership Team to provide project guidance and insight regarding local health resources and perspectives of community needs
- Conducting strategic secondary research
- Conducting qualitative research – a qualitative research group and a quantitative survey of community stakeholders representing high-risk populations in the service area
- Conducting a needs prioritization process

Each of these stages and the results of the research is described below.



Leadership Team

MCH benefits from having a highly stable group of community leaders – many of whom have participated in CHNA processes and worked collaboratively with MCH to address prioritized need for many years. The benefit is that a broad section of the MCH region service providers remain engaged and highly insightful about emerging needs, as well as the impact of existing strategies. The Leadership Group, though retaining a core group of highly experienced participants – is continually enhanced with the addition of new participants who bring creative insight and unique perspectives. The result is a MCH-led CHNA Leadership Group that is highly effective, quickly transitions “assessed needs” to implementation strategies, and is sensitive to evolving needs and opportunities for improving community health and wellbeing. The CHNA leadership team included the following members:

Name	Organization / Position		Name	Organization / Position
Jon Frederick	Jaffrey Town Manager		Susan Howard	Monadnock Area Transitional Shelter
Kim Sychterz	JR School District		Kim Chandler	ConVal Substance Abuse Task Force
Flo Caouette	Millipore		Michelle Lowe	Touchstone Farm / Insurance Rep
Anne Nunn	Rivermead		Emily Daniels	Here this Now (ACES)
Owen Houghton	JR Rotary (and caregiver)		Sean Ryan	Peterborough Chamber of Commerce
Sam LaFortune	Chair of JRMA		Kate McPherson	Be the Change Member
Mary Drew	Reality Check/Welfare		Max Mitchell	Jaffrey Chamber of Commerce
Dan Anair	Chief of Police in Rindge		Nichole Von Dette	Alzheimer’s Advocate
Pam Brenner	Town of Peterborough		Phil Wyzik	Monadnock Family Services
Pam Murphy	Peterborough Elementary School		Erika Rogers	Dublin School
Ellen Avery	Community Volunteer Transportation Company		Linda Harris	Shelter from the Storm
Samantha Nolte	Phoenix House		Sandra Faber	Monadnock At Home
Dennis Calcutt	Regional System of Care		Jacqueline Roland	The Grapevine
Margaret Nelson	The River Center		Karen Peterson	Monadnock Developmental Service
Adam Hamilton	People's United Bank		Susan Ashworth	Home Healthcare Hospice and Community Services
Erika Alusic-Bingham	Southern New Hampshire Services		Chief Ed Walker	Peterborough Fire and Rescue

The Group offered critical feedback on the project work plan, critiqued quantitative data, helped to refine the list of community needs, helped develop the database of available resources, and participated in quantitative and qualitative research methods to build the prioritized list of community needs identified in this report.

Strategic Secondary Research

Secondary research provides the framework within which to consider a more detailed analysis of community strengths, needs, and service gaps. Data from the U.S. Census Bureau, New Hampshire Department of Health and Human Services, and other sources of published information establishes a construct that describes the community in static terms. It includes materials that provide insight regarding the community profile and health-related measures. The “demographics and key indicators” table is shown below while others follow or are included in the appendices of this report. Some of the sources used in the CHNA include the following:

- **Demographic Data**
 - U.S. Census Bureau
 - Community Commons online resource
 - Environmental Systems Research Institute (ESRI)
 - U.S. Centers for Disease Control and Prevention
 - New Hampshire Department of Health and Human Services
- **Health Risk Behavior Data from the U.S. Centers for Disease Control and Prevention**
 - Behavioral Risk Factor Surveillance System Survey (BRFSS)
 - Robert Wood Johnson Foundation
- **Existing materials from Monadnock Community Hospital and other organizations**
 - Health profile and incidence data from State of New Hampshire, Division of Public Health and others
 - Birth and Death Statistics
 - Chronic disease data from the Cancer Registry and others

Secondary data is used to frame the community and provide a quantitatively chartered view of the service area. Secondary data served as an excellent mechanism by which to define demographic trends and nominal data points, objectively assess service area health measures, and identify health and community needs. Crescendo analyzed the secondary data from the sources above and developed a series of data tables to provide a profile of the MCH service area and better understand health needs and opportunities. The results of the analyses are contained this assessment report.

Key Demographic & Economic Indicators

According to ESRI (and based on projected US Census Bureau data), the combined service area population is about 38,000 people.

Key Demographic and Economic Indicators							
Town	Demographic			Poverty Profile	2010-2018 Change Rate Percentage		
	2018 Population	Median Age	Median HH Income	Percent Living in Poverty	Population	Median Age	HH Income
Antrim	2,737	45.4	\$67,552	11.4%	3.8%	4.4%	9.6%
Bennington	1,559	38.9	\$59,432	2.5%	5.6%	1.6%	5.5%
Dublin	1,692	49.3	\$70,435	4.2%	5.9%	6.0%	11.6%
Francestown	1,600	50.1	\$89,519	4.7%	2.4%	5.5%	13.7%
Greenfield	1,827	45.0	\$67,222	7.0%	4.5%	6.4%	-2.7%
Greenville	2,124	42.3	\$53,889	8.3%	0.9%	1.7%	2.9%
Hancock	1,673	53.5	\$80,938	2.7%	1.1%	5.4%	26.0%
Jaffrey	5,249	43.2	\$62,800	12.7%	-3.8%	4.1%	10.9%
New Ipswich	5,243	37.6	\$90,228	4.1%	2.8%	3.0%	17.2%
Peterborough	6,549	48.8	\$68,858	7.5%	4.2%	4.7%	-1.8%
Rindge	6,310	33.0	\$67,466	11.1%	4.9%	11.1%	-1.1%
Sharon	364	47.9	\$66,250	0.0%	3.4%	0.8%	-2.5%
Temple	1,416	48.0	\$78,906	7.2%	3.7%	6.4%	69.9%
Service Area	38,343	44.8	\$70,038	6.4%	3.2%	4.4%	8.9%
New Hampshire	1,374,067	42.9	\$71,195	5.3%	4.4%	4.4%	12.5%
U.S.	330,088,686	38.3	\$58,000	11.0%	6.9%	3.0%	11.7%

Source: 2018 ESRI Data, American Community Survey

- The service area is diverse regarding median age (Rindge, 33.0 years; Hancock, 53.5 years), median household income (Greenville, \$53,889; New Ipswich, \$90,228); and, poverty levels (Bennington, 2.5%; Jaffrey, 12.7%).
- Most MCH service area towns are older than the U.S. average (38.3 years) and higher median incomes.
- Some towns saw a massive jump in median annual household income from 2010 to 2018, most notably Temple which rose from \$46,440 to \$78,906, almost a 70% increase.

Population

The service area population is stable, as the population has increased 5.5% since 2000. Median age (together with median household income) tends to be positively correlated to the health needs of any given population. The MCH service area has a relatively high median age.

Monadnock Community Hospital Service Area		
<u>Measure / Year</u>	<u>Population</u>	<u>Median Age</u>
2000	36,337	NA
2010	37,352	41.7
2015	37,170	43.0
2018	38,343	44.8
2023	38,900	44.0
2018-2023 Annual Rate of Change	1.45%	-1.8%

SOURCE: 2018 ESRI Data, American Community Survey

- The expected population growth rate from 2018 to 2023 is small (1.45%).
- The median age is expected to get slightly younger between 2018 and 2023.
- New Hampshire is the second oldest median age state (median age of 42.9 in 2018), while the MCH service area median age (44.0) is older than the New Hampshire average (42.9) and the U.S. average (38.3).
- Even though the median age is relatively high, disease incidence (shown later) is not as elevated.

Age

The MCH service area includes a high percentage of people in age groups more likely to use healthcare services or in need of preventive / healthy lifestyle support.

Age Breakdown				
	<u>2010</u>	<u>2015</u>	<u>2018</u>	<u>2020</u>
Total Population	37,352	37,170	38,343	39,844
0 to 4	5.3%	5.0%	4.6%	4.8%
5 to 9	6.1%	5.6%	6.3%	5.3%
10 to 14	6.7%	6.2%	5.8%	6.1%
15 to 24	14.9%	14.3%	12.0%	13.2%
25 to 34	9.2%	10.5%	8.8%	11.0%
35 to 44	12.4%	10.7%	7.4%	11.0%
45 to 54	16.9%	15.0%	15.5%	13.0%
55 to 64	14.6%	16.0%	17.4%	16.0%
65 to 74	7.6%	10.0%	11.5%	12.2%
75 to 84	4.3%	4.4%	5.2%	5.2%
85 and older	2.1%	2.3%	1.8%	2.4%
18 and older	77.4%	79.1%	80.6%	79.9%

SOURCE: 2018 ESRI Data, American Community Survey

- More than one in five MCH service area residents are over age 65; about 22% are under 18 years of age.
- About 20% of residents are in the 18 to 44 age group in which there tends to be higher numbers of young families and individuals getting established in their professions.
- The percent of residents age 65 and over increased over 30% since 2010.

Senior Population

The older person (age 55 and older) population will be over 8,300 by 2020 in the MCH service area. With the increased number of seniors, healthcare requirements will increase due to age and due to the correlatively higher needs based on median income decreases.

2020 Households by Income and Age of Householder 55+								
	<u>55-64</u>	<u>Percent</u>	<u>65-74</u>	<u>Percent</u>	<u>75+</u>	<u>Percent</u>	<u>Total</u>	<u>Percent</u>
Total	3,570	100%	2,916	100%	1,831	100%	8,317	100%
<\$15,000	214	6.00%	219	7.50%	180	9.80%	613	7.40%
\$15,000-\$24,999	121	3.40%	169	5.80%	250	13.70%	540	6.50%
\$25,000-\$34,999	136	3.80%	269	9.20%	301	16.40%	706	8.50%
\$35,000-\$49,999	272	7.60%	369	12.70%	367	20.00%	1,008	12.10%
\$50,000-\$74,999	739	20.70%	693	23.80%	305	16.70%	1,737	20.90%
\$75,000-\$99,999	810	22.70%	452	15.50%	198	10.80%	1,460	17.60%
\$100,000-\$149,999	726	20.30%	390	13.40%	156	8.50%	1,272	15.30%
\$150,000-\$199,999	333	9.30%	141	4.80%	28	1.50%	502	6.00%
\$200,000+	219	6.10%	214	7.30%	46	2.50%	479	5.80%
Median Household Income	\$82,218		\$62,953		\$41,127		\$66,538	
Average Household Income	\$102,005		\$90,248		\$60,282		\$88,698	

SOURCE: 2018 ESRI Data, American Community Survey

- The decrease in household income after age 64 (due to retirement) may limit some access to care, yet increased access to Medicare helps offset some income-based challenges.
- The large difference between the median and average household income suggests that some of the individuals in the \$200,00+ income category may earn substantially more than \$200,000 per year – noting a small, but wealthy population segment.

Household Income

A second major indicator of the health of any given population is household income, as it often impacts access to care and is somewhat correlated with healthy lifestyles. The MCH service area is somewhat economically polarized, as about one-fourth of the households have annual income under \$35,000 and about the same percentage have incomes over \$100,000.

Household Income		
Annual Household Income Group	Percent of Households	
	2015	2018
Less than \$15,000	7.3%	6.8%
\$15,000 - \$24,999	7.8%	7.9%
\$25,000 - \$34,999	8.1%	7.7%
\$35,000 - \$49,999	11.0%	11.7%
\$50,000 - \$74,999	22.7%	19.2%
\$75,000 - \$99,999	18.8%	15.9%
\$100,000 - \$149,999	14.6%	18.9%
\$150,000 - \$199,999	5.1%	6.3%
\$200,000 or more	4.6%	5.7%
Average Household Income	\$65,348	\$69,651

SOURCE: 2018 ESRI Data, American Community Survey

- The percentage of households earning over \$100,000 per year is expected to increase 27.1% from 2015 to 2018.
- The percentage making under \$35,000 is also expected to decrease from 2015 to 2018.
- The average household income is expected to continue to increase through 2018.

Educational Attainment

The improving economy since 2015 (and before) has not correlated with higher educational attainment.

Educational Attainment, 2018	
Highest Educational Level	Percent of Service Area
Less than 9th Grade	1.5%
9th - 12th Grade, No Diploma	5.5%
High School Graduate	24.3%
GED/Alternative	3.4%
Some College, No Degree	18.8%
Associates Degree	9.2%
Bachelor's Degree	21.6%
Graduate/Professional Degree	15.7%

SOURCE: 2018 ESRI Data, American Community Survey

- The percent of residents with no post-secondary school education did not change from 2015-2018.
- The level of attainment is polarized with more than one in three people (34.7%) having no post-secondary education and a similar number (37.3%) having earned a bachelor's degree or higher.
- Two of three people (65.3%) have at least some post-secondary education – near even with the New Hampshire rate (66.7%) and much higher than the U.S. rate of 60.8%.

Employment and Industry

The MCH service area has an unemployment rate of 2.8%. Nearly half of the employed population (40.7%) work in services industries such as healthcare, education, professional or other services, or public administration.

Employment Profile, 2018 ¹			
Employment by Industry, 2010		Employment by Industry 2018	
Industry	Percent Employed	Industry	Percent Employed
Agriculture	1.5%	Agriculture	1.6%
Construction	10.2%	Construction	10.3%
Manufacturing	16.5%	Manufacturing	16.4%
Wholesale Trade	2.9%	Wholesale Trade	1.9%
Retail Trade	11.4%	Retail Trade	10.7%
Transportation/Utilities	3.5%	Transportation/Utilities	3.2%
Information	2.7%	Information	2.0%
Finance/Insurance/Real Estate	4.1%	Finance/Insurance/Real Estate	3.8%
Professional Services	9.6%	Professional Services	9.5%
Education/Healthcare	25.1%	Education/Healthcare	24.8%
Arts/Entertainment/Recreation	5.5%	Arts/Entertainment/Recreation	8.1%
Other Services	4.0%	Other Services	4.9%
Public Administration	2.9%	Public Administration	2.5%
Unemployment Rate	4.2%	Unemployment Rate	2.8%

SOURCE: American Community Survey, 2016

- Though still a small percentage of the total employment population, an increasing percent work in the arts / entertainment / recreation industry. The distribution by employment sector in most other areas stayed stable.
- One in four residents of the MCH service area work in a field related to Education/Healthcare.

NOTE: Nationally, construction industry workers are more prone than some others to require pain management medications and are susceptible to opioid risks.

¹ Percentages may not sum to 100% due to multiple responses.

Annual Healthcare Spending

MCH service area residents spend approximately 16% more than the U.S. average on healthcare services. This is a fairly consistent percentage across all, or most, specific healthcare categories.

Healthcare Spending per Household, 2018 ²		
<u>Healthcare category</u>	<u>Index to U.S. Average</u>	<u>Amount per Household Spent</u>
Total Medical Care Spending	116	\$6,622.14
Physician services	117	\$295.23
Dental services	118	\$442.93
Eye care services	116	\$70.89
Lab tests	114	\$68.41
Hospital room services	115	\$197.20
Convalescent or nursing home care	93	\$29.86
Other medical services	123	\$39.76
Nonprescription drugs	115	\$153.27
Nonprescription vitamins	115	\$81.47
Medicare prescription drug premium	108	\$138.06
Eyeglasses and contact lenses	118	\$109.24
Hearing aids	109	\$31.21
Medical equipment for general use	120	\$7.13

SOURCE: 2018 ESRI Data, American Community Survey

- MCH service area residents' medical care spending is above the U.S. average for prescription and non-prescription drugs, as well as most other category components.

² **Data Note:** The Spending Potential Index (SPI) is household-based, and represents the amount spent for a product or service relative to a national average of 100. Detail may not sum to totals due to rounding.

(1) Other Medical Services includes Services by Medical Professionals other than Physicians, Nursing Services, Therapeutic Treatments, Blood Donation, Ambulance, Emergency Room, and Outpatient Hospital Services

Source: Esri forecasts for 2015 and 2020

Most Common Causes of Death

“Most common causes” is available at the county level. The list of the most common causes of death in Hillsborough County (and in most areas of the U.S.) are cancer and heart disease. However, Hillsborough County and New Hampshire experience a much lower rate of cancer deaths (83.0, and 87.0, respectively) than the U.S. (100.0).

Leading Causes of Death (Per 100,000 Population)			
	Hillsborough County	New Hampshire	U.S.
Cancer	154.8	162.2	160.9
Heart Disease	83.0	87.0	100.0
Lung Disease	40.7	41.5	41.3
Stroke	26.0	28.1	36.9
Unintentional Injury	31.4	33.6	28.0

Source: 2018 Community Commons Health Indicators Report

- Heart disease and cancer are the two leading causes of death in the region and nationally.
- Death from stroke is approximately 20% less in Hillsborough County than the U.S. total.
- Unintentional injury rates in Hillsborough County (31.4) are higher than the national average (28.0).

Health Indicators

Selected health and lifestyle indicators for the MCH service area (included in Hillsborough and Cheshire Counties) indicate that residents have health characteristics similar to the U.S. average.

Population Health and Lifestyle Indicators							
	Poor or Fair Health Status ³	Poor Physical Health ⁴	Poor Mental Health ⁵	Adult Obesity	Physically Inactivity ⁶	Heavy or Binge Drinking (Past 30 days)	Preventable Hospital Stays
County							
Belknap	12%	3.1	3.6	30%	22%	17%	41
Carroll	13%	3.2	3.4	24%	20%	18%	48
Cheshire	13%	3.6	3.5	25%	20%	16%	35
Coos	18%	4.3	4.8	31%	27%	18%	57
Grafton	11%	3.2	3.4	27%	18%	19%	43
Hillsborough	11%	3.1	3.1	27%	21%	18%	56
Merrimack	11%	2.9	3.2	28%	20%	15%	50
Rockingham	10%	3.0	3.1	26%	19%	20%	57
Strafford	14%	3.8	3.7	31%	23%	17%	58
Sullivan	12%	3.5	3.8	27%	24%	15%	56
U.S. Average	16%	2.5	3.4	27%	23%	15%	59.3

SOURCE: County Health Rankings, 2018

- The percent of Hillsborough and Cheshire County resident who say that they have a “poor or fair” health status is below the U.S. average, and the number of preventable hospital stays is also below the U.S. average.
- The percentage saying that they are in poor physical health and the percent with recent heavy or binge drinking is above the U.S. average.

³ Percentage of adults reporting fair or poor health (age-adjusted)

⁴ Average number of physically unhealthy days reported in past 30 days (age-adjusted)

⁵ Average number of mentally unhealthy days reported in last 30 days (age-adjusted)

⁶ Percentage of adults aged 20 and over reporting no leisure-time physical activity

Risk Factors

The Youth Risk Behavior Survey (YRBS) is a survey instrument administered to youth and young adults to monitor priority health risk behaviors that contribute to the leading causes of death, disability, and social problems. In 2017, the YRBS was administered by the New Hampshire Department of Health and Human Services (DHHS) and the Department of Education (DOE) to 12,050 students in 70 public high schools in New Hampshire during the spring of 2017. Results of the statewide survey are reported out and stratified by Public Health Region; The MCH region is “Greater Monadnock.”

As noted on the NH Health WISDOM website, the “Youth Risk Behavior Survey is designed to:

- “Determine the prevalence of health risk behaviors in high school students.
- “Examine the co-occurrence of health risk behaviors.
- “Serve as a baseline to measure changes in health risk behavior over time.
- “Provide objective data for use by community organizations and state agencies in preparing grant applications and pursuing other funding mechanisms.”

Core research areas include alcohol use behaviors and perceptions; bullying, electronic bullying, and fighting; drug use behaviors and perceptions; physical inactivity and unhealthy dietary behaviors; and fear of being hurt by others, use of marijuana and other illicit drugs, food and nutrition; sexual and dating violence; sexual risk behaviors; sexual behaviors; suicide, sadness, and helplessness; tobacco use and perceptions; vehicle and bicycle safety; and, other risks. Most areas of potential risk are near or below the New Hampshire (NH) state average. However, a few areas are noted as elevated (i.e., statistically above the NH average) and may help inform MCH’s prioritized needs. See the table below.⁷

YRBS Category	Risk Factors Elevated (i.e., above the NH average) ⁸
Alcohol Use Behaviors And Perceptions	None – All 10 risk areas are at, or below, the NH average.
Bullying, Electronic Bullying, And Fighting	Carried a weapon (e.g., gun knife, etc.) Carried a weapon on school property 6 other risk factors were at, or below, the NH average

⁷ The comprehensive YRBS report is contained in the appendices.

⁸ YRBS Survey as reported on the NH WISDOM website. Available at https://wisdom.dhhs.nh.gov/wisdom/#Topic_A663BFbfd9604CCB861E7CB9F678C130_Anon

YRBS Category	Risk Factors Elevated (i.e., above the NH average) ⁸
Drug Use Behaviors And Perceptions	<p>Tried marijuana for the first time before age 13</p> <p>Think people are at greater risk of harming themselves if they use marijuana once or twice a week</p> <p>Reported that their friends feel it would be wrong or very wrong for them to quit smoking marijuana</p> <p>Reported that their parents would feel it would be wrong or very wrong for them to smoke marijuana</p> <p>14 other risk factors were at, or below, the NH average</p>
Physical Inactivity And Unhealthy Dietary Behaviors	None – All 22 risk areas are at, or below, the NH average.
Sexual And Dating Violence and Sexual Risk Behaviors	None – All 16 risk areas are at, or below, the NH average.
Sexual Behaviors	None – All 13 risk areas are at, or below, the NH average.
Suicide, Sadness, And Helplessness	<p>Purposely hurt themselves without wanting to die during the past 12 months</p> <p>Even though all four other risk factors were not “statistically significant above the NH average, all four are “directionally above the average.</p>
Tobacco Use And Perceptions	None – All 14 risk areas are at, or below, the NH average.
Vehicle And Bicycle Safety	None – All 5 risk areas are at, or below, the NH average.
Other Risks	<p>Saw a dentist during the past 12 months</p> <p>12 other risk factors were at, or below, the NH average</p>

- Marijuana use among youth generally tends to be a relatively higher-risk area in the MCH service area.
- Self-injury (and the likely correlative issues of mental health appear to be somewhat more vulnerable in the MCH region than the NH average.

Mental Health

There continue to be noteworthy mental health challenges in the MCH service area, as several key measures reflect ongoing and urgent needs.

Mental Health and Risky Behaviors			
	Hillsborough County	New Hampshire	U.S.
Poor Mental Health Days	3.5	4.2	3.1
Mental Health Provider Rate ⁹	248.5	258.1	202.8
Depression	21.8%	18.8%	16.7%
Suicide Rate ¹⁰	16.7	15.7	13.0

SOURCE: 2018 Community Commons Health Indicators Report

- Hillsborough County and New Hampshire both have a higher recorded number of poor mental health days (3.5, 4.1, respectively) than the national average (3.1).
- The suicide rate in Hillsborough county (16.7) is much higher than the national average (13.0).
- More people in Hillsborough county are diagnosed with depression (21.8%) than the state and national average (18.8% and 16.7%, respectively).

⁹ Per 100,000 Population

¹⁰ Per 100,000 Population

Substance Use

Substance use issues remain an urgent issue in the MCH service area.

Substance Use and Healthy Behaviors			
	Hillsborough County	New Hampshire	U.S.
Excessive Alcohol Use ¹¹	17.9%	18.4%	16.4%
Current Smokers	16.1%	17.1%	18.1%
Drug Overdose Deaths ¹²	30.2	25.6	15.6

SOURCE: 2018 Community Commons Health Indicators Report

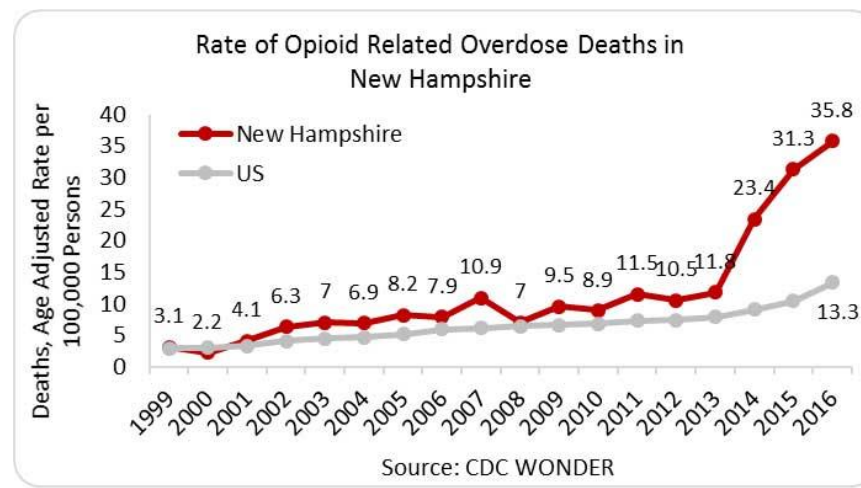
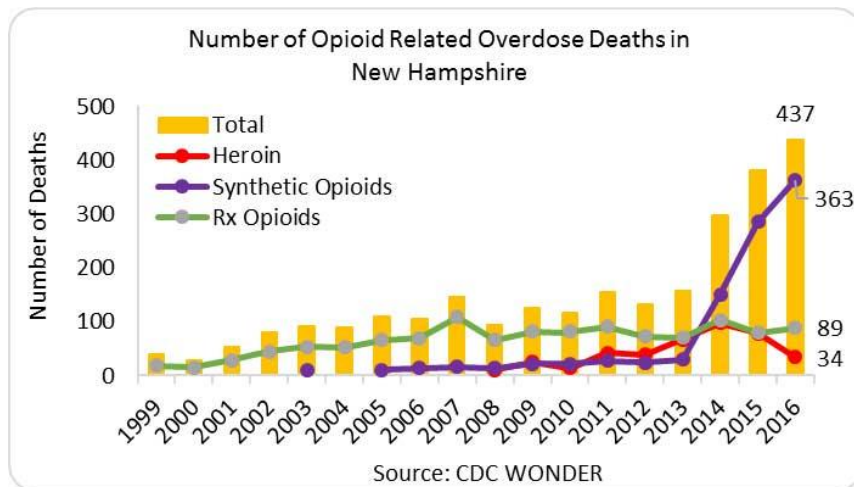
- Drug overdose deaths in Hillsborough County (30.2) are double the national average (15.6).
- Drug overdose deaths in Hillsborough County (30.2) occur at a higher rate than the state average (25.6).
- Fewer residents in Hillsborough County are smokers (16.1%) than the U.S. average (18.1%).

¹¹ Age Adjusted

¹² Per 100,000 Population

Statewide, the opioid issue remains an urgent challenge.

- Opioid-related deaths in NH soared from 2013 through 2016.
- However, there is some evidence that the death rate has peaked and, perhaps, begun to decrease, as 2017 rates were down about two percent versus 2016.¹³
- Death rates increased most precipitously due to increased use / deaths from synthetic opioids.



- Alcohol use among pregnant women continues to impact the state, and although county level data was not available, may also be assumed to be a concern in the MCH service area.
 - The U.S. Centers for Disease Control evaluated Neonatal Alcohol Syndrome (NAS) trends, and found that NAS in New Hampshire “increased dramatically from 2003 through 2011—from 20 cases in 2003 to nearly 150 in 2011 ([NH DHHS](#)). By 2015 this number rose to 269 infants (a rate of 24.4 of 1,000 live births) diagnosed with NAS ([K. Smith, Carsey Research Regional Brief #51, University of NH](#)).”¹⁴

¹³ NH Office of the Medical Examiner, 2018. Available at <https://www.vnews.com/Rate-of-Death-Due-to-Drug-Overdoses-Begins-to-Ebb-in-Twin-States-16520853>.

¹⁴ NIDA, 2018. Available at <https://www.drugabuse.gov/drugs-abuse/opioids/opioid-summaries-by-state/new-hampshire-opioid-summary>

Secondary Data Summary

Based on the results of the secondary research, some of the primary health-related issues in the service area include the following:

- Mental illness
- Alcohol and other drug use
- Access to services
- Chronic disease care
- Wellness and healthy lifestyle activities

Health-related issues tend to drive to a focused set of root cause issues – service capacity (i.e., adequate supplies of providers and available hours of operation) and the ability to take advantage of services (e.g., awareness of service availability, transportation, insurance / financial capability, care coordination for unmotivated or complex patients, and other issues).

Primary Research

Leadership meetings and one-on-one interviews were conducted with a broad range of MCH leaders, community stakeholders, other community service providers, and healthcare consumers in the service area. The primary research also included quantitative and qualitative feedback provided from 33 community leaders and stakeholders via an electronic survey. The research approach was designed to “cast a broad net” and engage underserved populations and other stakeholders highly knowledgeable about resources and service gaps that those communities face.

The research goals were (1) to flesh out a high-level list of community needs, and, (2) to gain insight and granularity regarding specific subpopulations impacted by higher priority needs. The discussion group included leaders from community service providers who represent at-risk groups such as (but not limited to) the following:

- Adults and children suffering from behavioral health problems
- Chronic disease patients and those at-risk of acquiring a chronic condition
- Economically challenged populations including children living in poverty and/or near-poverty
- Homeless individuals and families
- Individuals and families engaging in risky lifestyles
- Populations requiring integrated care services
- Senior citizens
- Other frequent users of the healthcare system

Community Group Meetings and One-on-One Interviews

The interviews and group meetings provided an in-depth understanding of the issues identified in the secondary research (and many others). The Community Group meetings facilitated a greater analysis of initial service gaps and needs. One-on-one interviews allowed deep exploration into possible root factors and identification of higher-priority issues.

The analysis led to the creation of a final, large, non-prioritized list that was evaluated via a quantitative research among community stakeholders. The appendix includes the survey and the needs identified in earlier research. The quantitative survey of community stakeholders was conducted among a breadth of service providers who represent community members such as the following:

- Alcohol and drug abusers
- Behavioral health sufferers
- Child and adolescent / school age youth
- Chronic disease sufferers
- College and high school students
- Domestic violence victims
- Homeless people
- People at risk for diabetes
- Senior citizens
- Senior housing participants
- Young families
- Others

A description of the survey and the prioritization process is described below.

The survey asked respondents to evaluate a set of 46 needs identified as noted in the Leadership Group meeting and in the secondary research. The needs included the following:

Needs Included in the Quantitative Survey¹⁵

Access to pulmonary specialties/all specialty care access	Food security
Affordable Dental services for adults	Home health services such as Visiting Nurses or other in-home care
Affordable Dental services for children	Homeless services (healthcare for the homeless)
Affordable medical care	Hospice or end-of-life care
Affordable prescription drugs	Lack of employer support (causes people to go to work sick)
Alcohol abuse treatment	Lack of insurance coverage
Availability of affordable healthcare, prescriptions, and services	Migrant health services

¹⁵ Respondents were asked to rate the needs on a three-point scale: Much more is needed, More is needed, No more is needed (a “Do not know” option was also available). They also had the opportunity to identify any additional community health needs (comments submitted were largely embedded within existing categories).

Needs Included in the Quantitative Survey¹⁵

Availability of specialists and treatments	More dentists
Behavioral health – early detection and intervention	More doctors providing routine medical care (family doctor, pediatrician, primary care)
Behavioral health care for adult social, emotional, and organically-based illnesses	More doctors that provide specialized care for cancer, diabetes, asthma, and other conditions
Behavioral health for senior population	Multi-lingual health services
Breast care and cancer screening	Nutrition education and services
Care for heart disease or heart conditions	Obesity education and care
Chronic disease screening	Opioid abuse prevention, intervention, and treatment
Communication between community service providers regarding the breadth of services available	Other youth-oriented programs (example: wellness, mentoring, lifestyle and goal setting)
Coordination of care	Pain management
Coordination of care between provider organizations	Preventive health services, such as flu shots, mammograms, and other screenings
Counseling or intervention services to deal with home violence	Senior health services
Depression and other mental illness support and counseling	Services that provide transportation to medical appointments and the pharmacy
Diabetes	Smoking or tobacco prevention and education
Diabetes care and education	Suicide prevention
Drug and alcohol abuse treatment	Support groups for people suffering from depression or anxiety
Drug and alcohol education and early intervention	Teen suicide
Exercise programs for adults and seniors	Urgent care
Exercise programs for children	Women’s healthcare

Needs Prioritization Methodology

Analyses of the secondary research, data analysis, and primary research, led to the development of a list of approximately 50 community needs. The prioritization process is designed to address one of the primary challenges to ongoing efforts to improve community health: All needs are important and impact a large number of community members. The implicit objective is to identify a prioritized list of needs that impacts the greatest number of people, the most urgent issues, and/or ones for which the hospital can make the greatest impact. The methodology used to create the list is described below.

1. Secondary data was collected on a variety of demographic, lifestyle, disease state, and other public health-related issues.
2. Secondary research results were used to focus and refine the list of issues included in the Community Leadership Group meetings.
3. Information gleaned from the Community Leadership Group meetings was used to build a narrow list of topics to discuss in-depth in the Stakeholder One-on-One Interviews.
4. Aggregately, secondary research, Community Leadership Group meetings, and Stakeholder One-on-One Interviews generated a de-duplicated list of approximately 50 community needs that were quantitatively evaluated through an online survey in which participants rated and ranked the community needs generated by the research.



Prioritized Needs

The prioritized list of the top ten community needs shown in the table below is based on input from the steering committee meetings; analysis of local, state of New Hampshire, and federal quantitative data; community input; and, the needs evaluation process.

Summary Table

Prioritized Community Needs	
Rank	Health Need
1	Behavioral health – early detection and intervention
2	Behavioral health care for adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.)
3	Drug and alcohol abuse treatment
4	Drug and alcohol education and early intervention
5	Affordable medical care for seniors and lower income households
6	Affordable Dental services for adults
7	Coordination of care
8	Coordination of care between provider organizations
9	Youth-oriented health programs
10	Services that provide transportation to medical appointments and the pharmacy

When aggregated, the ten service gaps above can form five primary groups of needs:

- Behavioral health
- Substance abuse
- Access to care for high need populations
- Care coordination (for higher risk patients, and coordination of care between provider organizations)
- Special outreach to unique populations – youth, dental, seniors, etc.

As suspected, the overall list of prioritized needs is very similar to those identified in 2015. Note the following comparative lists.

Needs Comparison¹⁶ 2015 Compared with 2012	
<p><u>2015 Assessment</u></p> <p>Behavioral health</p> <p>Drug and alcohol access, detection, and care</p> <p>Access – Affordability and transportation</p> <p>Domestic violence counseling / intervention</p> <p>Healthcare services for the homeless</p>	<p><u>2018 Assessment</u></p> <p>Behavioral health</p> <p>Substance abuse</p> <p>Access to care for high need populations</p> <p>Care coordination (for higher risk patients, and coordination</p> <p>Special outreach to unique populations – youth, dental, seniors, etc.</p>

Even though comparative needs lists are similar, when further exploring the prioritized gaps using the qualitative research, several more detailed initiatives were identified (which will be used to develop outreach strategies in the Implementation Plan phase of MCH’s work. Two of the most prominent community health needs, behavioral health and medical healthcare, are not among the core hospital services. However, increasing requirements for integrated medical / physical and mental health care in the E.D. or other settings are helping to define MCH focus on these issues. MHC focus has included enhanced community mental health engagement, MHC-supported health literacy programs, and others.

¹⁶ Similar needs are collapsed into common categories, where appropriate.

Activities Since the 2015 CHNA

MCH continues to be a leader in aggressively working to address prioritized community service gaps or needs. Since 2015, MCH has aggressively focused services and engaged the community in order to address key service gaps. The following table includes a list of detailed, completed activities designed to support the above focus areas, as identified in the 2015 CHNA and Implementation Plan.



<u>Prioritized Needs from the 2015 Assessment</u>
Behavioral health
Drug and alcohol access, detection, and care
Access – Affordability and transportation
Domestic violence counseling / intervention
Healthcare services for the homeless

Monadnock Community Hospital Community Outreach and Implementation Plan Activities Since the 2015 CHNA

Focus Area (in red) and Targeted Activities

Strengthen behavioral health services

Designed a special room for behavioral health patients that are here long term waiting for a bed (including a bathroom and TV)

Establish transfer agreements with other regional healthcare facilities

Provide wellness, rehab, lifestyle, nutrition, and healthy-weight support

Spearhead the Be the Change Behavioral Health Task Force – offering education, awareness, and resource to community members.

Improve drug and alcohol access, detection, and care

Build a community Task Force including school leaders, police, & various community members

Conduct group therapy sessions and motivational interviewing for people with chronic pain

Conduct monthly calls and/or visits with School Resource Officers or Guidance Counselors

Continue to provide low-cost drug testing and physicals to area employers.

Educate the ED staff to refer people with drug and/or alcohol issues to rehab facilities

Helped implement a Substance Use Task Force in the ConVal School District

Improving handoffs between organizations

Maximize the “Pain Management Program”

Monadnock Community Hospital Community Outreach and Implementation Plan Activities Since the 2015 CHNA

Focus Area (in red) and Targeted Activities

Operate the Medication Bridge Program

Provide a Prescription Take Back Box for all unwanted medication in the community

Provide free community forums regarding substance use and behavioral health issues

Provide free or low-cost drug testing and physicals to area employers

Provide in-kind financial and support for Alcoholics Anonymous and Narcotics Anonymous

Provide wellness alternatives and education through the Bond Wellness Center

Subsidize over \$544,000 in behavioral health services

Increase access to care – Affordability and transportation

Became a Breast Milk Bank Location for drop off and pick up for mothers in need

Collaborate with “Monadnock at Home” and provide space for their staff at MCH

Continue the Monadnock Healthy Teeth (MHT) program

Continue to offer subsidized care for cardiac rehabilitation, pulmonary rehabilitation, and diabetes

Continue use of the expanded Oncology Unit to be able to provide more care to patients close to home

Expanded hours in the primary care offices allowing afterhours access to patients

Offer higher education opportunities for people pursuing nursing and other medical training

Offer higher education opportunities through our Simulation Lab for local EMS providers and other community health professions

Partner with local high schools to provide job shadowing opportunities

Provide free or discounted healthcare services

Provide medical staff to serve as Medical Director of area nursing homes

Provide referrals and support for Home Healthcare, Hospice and Community Services

Provide total annual Community Benefits between \$9.0 million and \$10.0

Improve domestic violence counseling / intervention

Monadnock Community Hospital Community Outreach and Implementation Plan Activities Since the 2015 CHNA

Focus Area (in red) and Targeted Activities

Developing behavioral health crisis team capabilities

Enhance healthcare services for the homeless

Build a Community Support Group and Resource Guide and insert in local paper twice a year

Offer a free, community-based seminar series regarding health and wellness

Provide a Financial Grant program to help pay for services and prescription medications

Provide a social worker in all Primary Care Practices

Provide educational support for the New Hampshire Health Access Network

Provide financial assistance to CVTC, Community Volunteer Transportation Company

Provide material support for the American Red Cross Ride Program and EMS

Support MCH Staff in serving on Board of Directors with several other area not-for-profit providers

Other Services Impacting a Range of Community Needs or Service Gaps

Affiliated with Catholic Medical Center bringing more services to MCH

Brought a part time dermatology APRN to the hospital

Facilitate helicopter and ambulance transfer services

Implemented a tele-stroke program to bring faster stroke care to patients

Started an Exercise is Medicine Program for physicians to prescribe exercise and allow patients to use the Bond Wellness Center

Appendix

The Appendices include the following sections:

- Matrix of Key Measures
- Needs Prioritization Survey
- Behavioral Risk Factors
- Community Directory of Healthcare Resources (courtesy of The River Center)

Matrix of Key Measures

Key Demographic Measures per Monadnock Service Area

Measure	Antrim	Bennington	Dublin	Frances-town	Greenfield	Greeneville	Hancock	Jaffrey	New Ipswich	Peter-borough	Rindge	Sharon	Temple	Total
Population	2,737	1,559	1,692	1,600	1,827	2,124	1,673	5,249	5,243	6,549	6,310	364	1,416	38,343
Median Age	45.4	38.9	49.3	50.1	45.0	42.3	53.5	43.2	37.6	48.8	33.0	47.9	48.0	43.0
Median House-hold Income	\$64,929	\$66,190	\$70,231	\$81,528	\$67,992	\$57,064	\$83,481	\$57,619	\$90,153	\$64,797	\$76,799	\$61,886	\$62,800	\$70,698
Percent Living in Poverty	11.4%	2.5%	4.2%	4.7%	7.0%	8.3%	2.7%	12.2%	4.1%	7.5%	11.1%	0.0%	7.3%	7.8%
Ethnicity														
%White	96.7%	96.7%	96.0%	95.9%	97.1%	96.2%	96.6%	95.2%	97.3%	95.3%	94.3%	97.5%	97.2%	96.3%
%African American	0.3%	0.5%	0.4%	0.3%	0.6%	0.7%	0.4%	0.5%	0.3%	0.8%	1.9%	0.0%	0.1%	.05%
%Hispanic	1.7%	1.4%	2.6%	1.6%	1.4%	3.1%	1.5%	2.3%	2.4%	1.7%	1.9%	2.5%	2.7%	2.0%
%Asian	0.5%	0.8%	1.0%	0.7%	0.8%	0.1%	1.1%	1.5%	0.4%	2.3%	1.2%	0.8%	0.7%	0.9%
Percent 16+ Unemployed														
Owner Occupied Housing Units	74.0%	68.5%	81.1%	86.6%	81.4%	67.6%	81.4%	67.1%	85.0%	66.4%	83.8%	84.5%	84.9%	77.8%

Data Source: U.S. Census Bureau

Needs Prioritization Survey



2018 Monadnock Community Hospital, Community Health Needs Assessment Survey

Thank you for your assistance!

Hello! We are conducting a community healthcare services needs assessment on behalf of Monadnock Community Hospital. We would like to get your opinions about a few important topics so that we can better understand community needs in terms of healthcare services.

Please complete the survey by Monday, September 24.

Thank you!

1



2018 Monadnock Community Hospital, Community Health Needs Assessment Survey

Community Healthcare Services Needs

Community needs are varied and impact the area in many different ways. By responding to the questions below, you will help us develop a better understanding of segments upon which Monadnock Community Hospital may want to focus.

1. We would like you to evaluate a list of healthcare services or things that can impact access to services. For each, please indicate if it is: much more needed, some more needed, or we have enough and no more of it is needed.

	Much more needed	Some more needed	No more is needed	Don't know / not sure
Access to pulmonary specialties/all specialty care access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Dental services for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable Dental services for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable medical care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable prescription drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alcohol abuse treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of affordable healthcare, prescriptions, and related services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of specialists and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Much more needed	Some more needed	No more is needed	Don't know / not sure
Behavioral health – early detection and intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral health care for adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behavioral health for senior population	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breast care and cancer screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care for heart disease or heart conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chronic disease screening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication between community service providers regarding the breadth of services available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordination of care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordination of care between provider organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling or intervention services to deal with home violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depression and other mental illness support and counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes care and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug and alcohol abuse treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug and alcohol education and early intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise programs for adults and seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise programs for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home health services such as Visiting Nurses or other in-home care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homeless services (healthcare for the homeless)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3

	Much more needed	Some more needed	No more is needed	Don't know / not sure
Hospice or end-of-life care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of employer support (causes people to go to work sick)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of insurance coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Migrant health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More dentists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More doctors that provide routine medical care (family doctor, pediatrician, primary care)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More doctors that provide specialized care for cancer, diabetes, asthma, and other conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multi-lingual health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nutrition education and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obesity education and care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opioid abuse prevention, intervention, and treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other youth-oriented programs (example: wellness, mentoring, lifestyle and goal setting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pain management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preventive health services, such as flu shots, mammograms, and other screenings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services that provide transportation to medical appointments and the pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smoking or tobacco prevention and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suicide prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support groups for people suffering from depression or anxiety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4

	Much more needed	Some more needed	No more is needed	Don't know / not sure
Teen suicide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urgent care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Women's healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>			

5



2018 Monadnock Community Hospital, Community Health Needs Assessment Survey

Most Important Needs

2. What are the three greatest community healthcare services needs? These can include anything I mentioned in the previous question or any other healthcare services needs that come to mind.

(1)

(2)

(3)

Comments:



2018 Monadnock Community Hospital, Community Health Needs Assessment Survey

About You

In order to better understand the survey results, we would like to ask a few basic questions about you.

3. Gender

- Female
- Male
- Non-binary identification

4. In what year you were you bom?

7

5. In general, how would you describe your health?

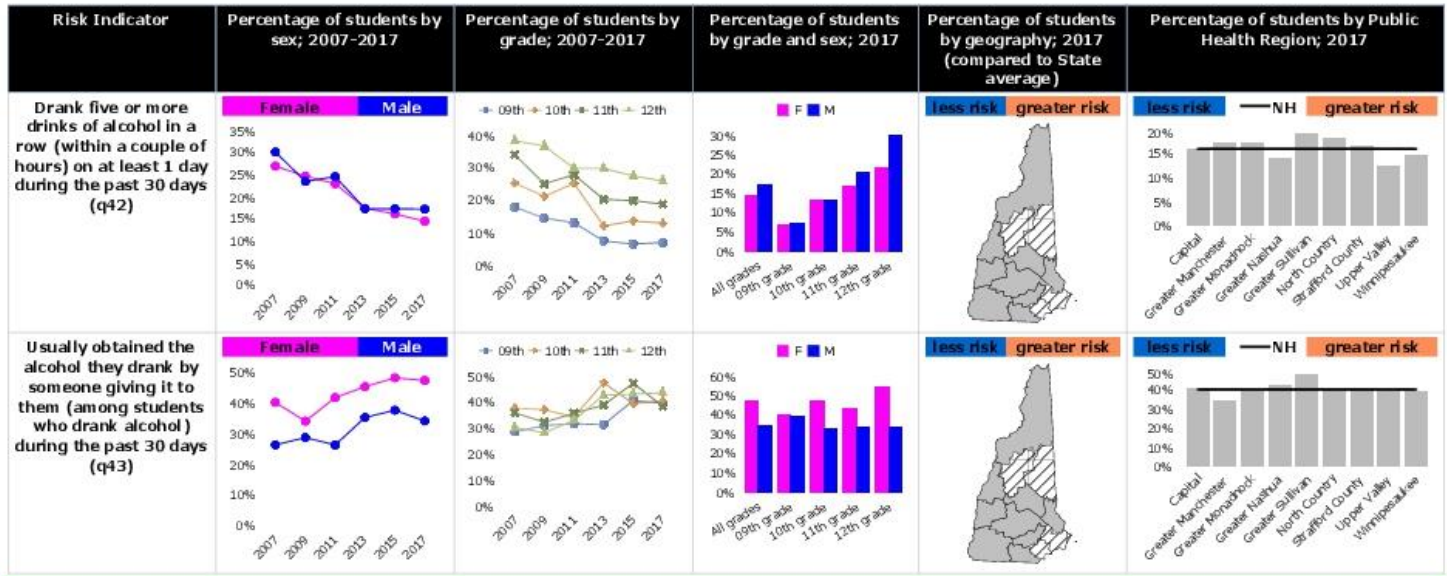
- EXCELLENT
- VERY GOOD
- GOOD
- FAIR
- POOR

8

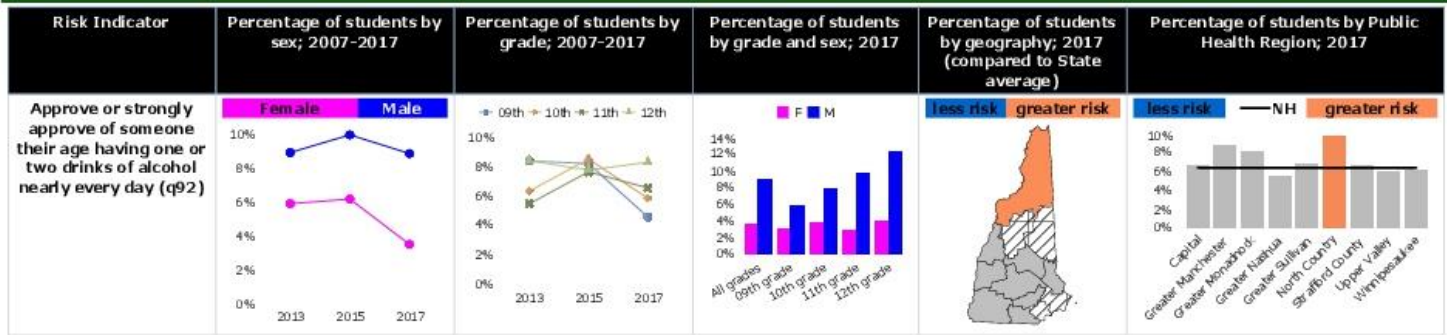
Behavioral Risk Factors

Alcohol Use - Behaviors

Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Drove when they had been drinking alcohol in a car or other vehicle one or more times during the past 30 days (among students who had driven a car or other vehicle) (q13)					
Had their first drink of alcohol before age 13 years (other than a few sips) (q40)					
Currently drank alcohol (q11)					

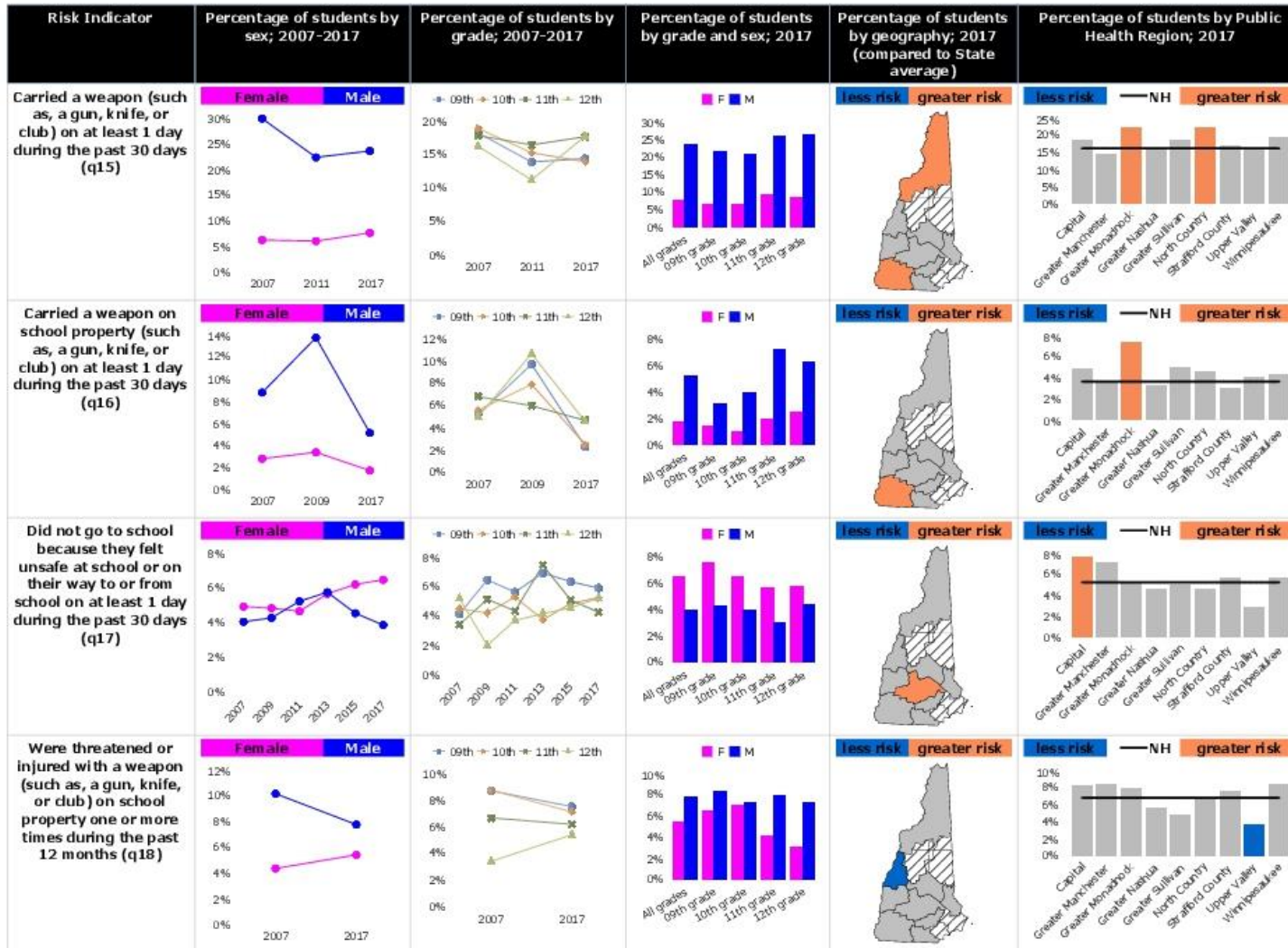


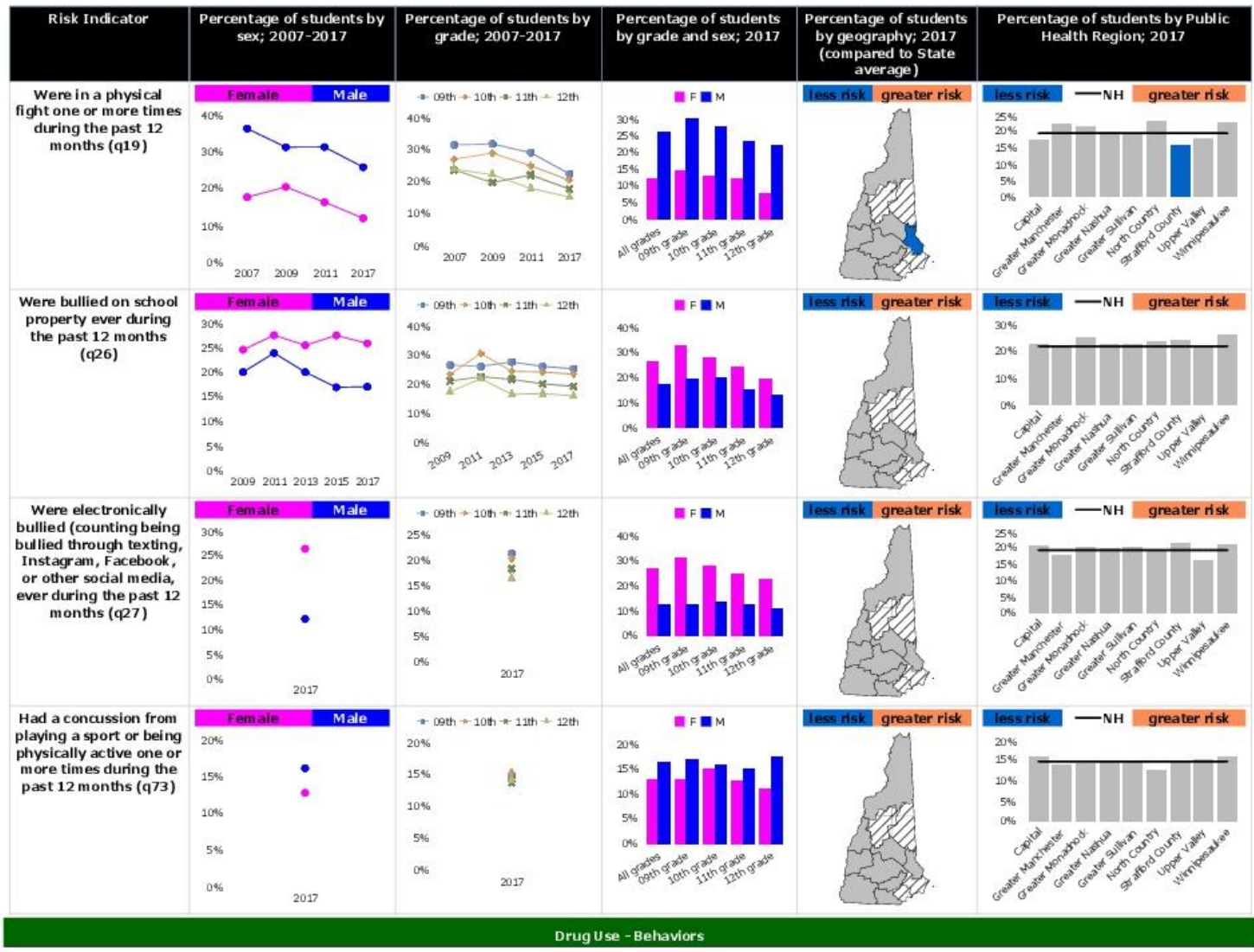
Alcohol Use - Perceptions



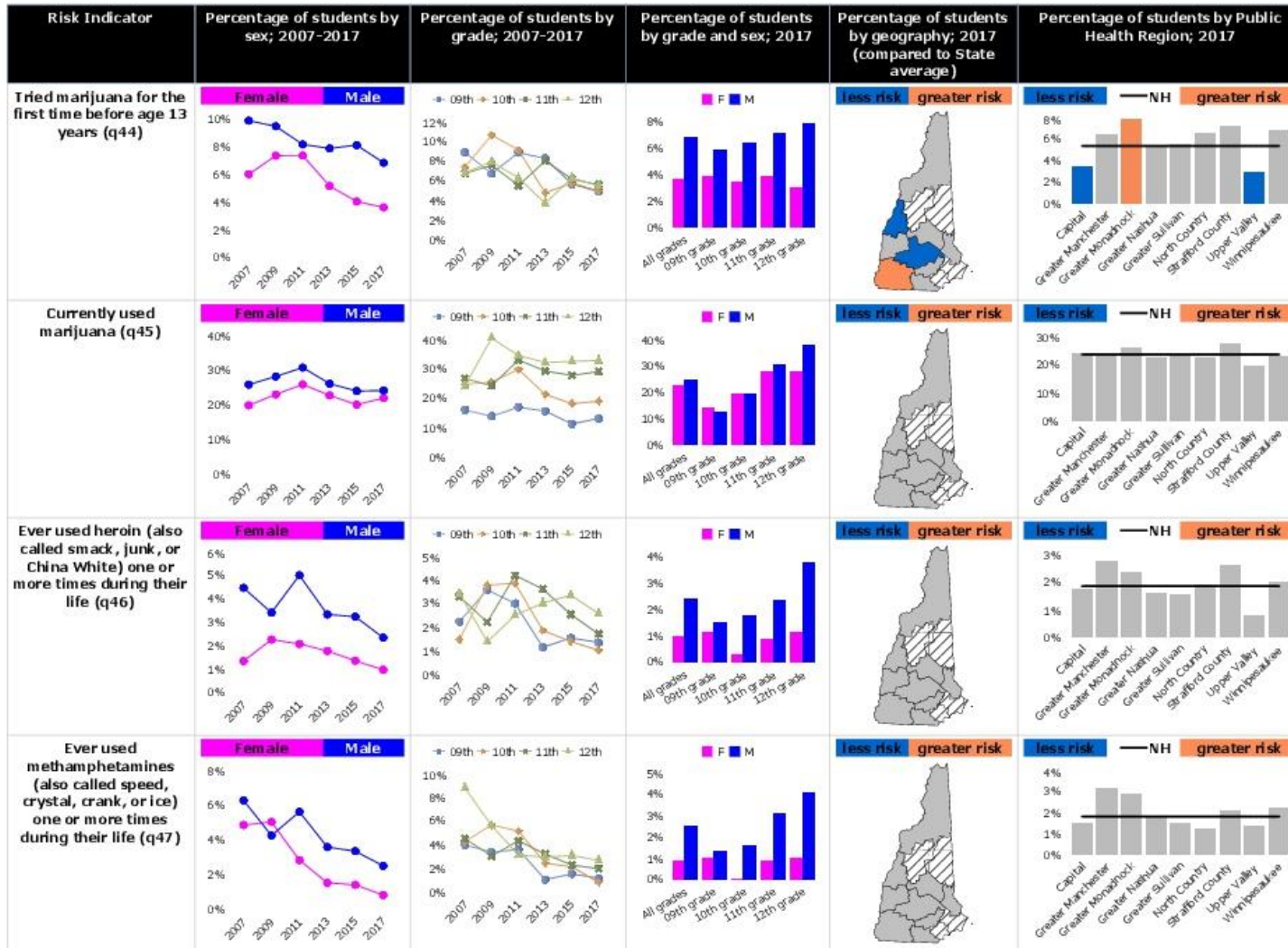
Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Think people are at great risk of harming themselves (physically or in other ways) if they have five or more drinks of alcohol once or twice a week (beer, wine, or liquor) (q85)					
Reported that their friends feel it would be wrong or very wrong for them to have one or two drinks of an alcoholic beverage nearly every day (beer, wine, or liquor) (q89)					
Reported that their parents feel it would be wrong or very wrong for them to have one or two drinks of an alcoholic beverage nearly every day (beer, wine or liquor) (q93)					
Think it would be very easy for them to get some alcohol if they wanted to (beer, wine, or liquor) (q97)					

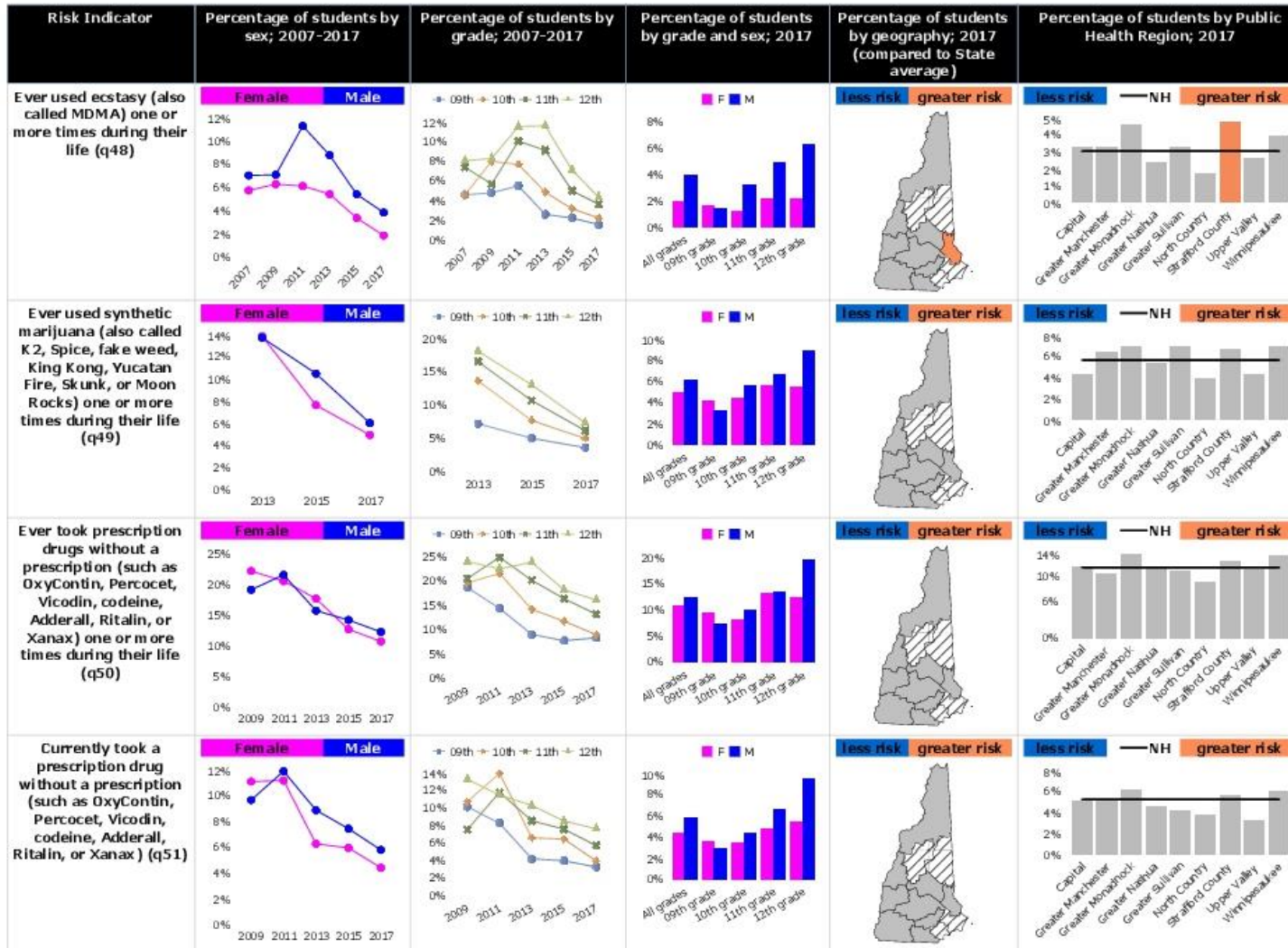
Bullying, Electronic Bullying and Fighting

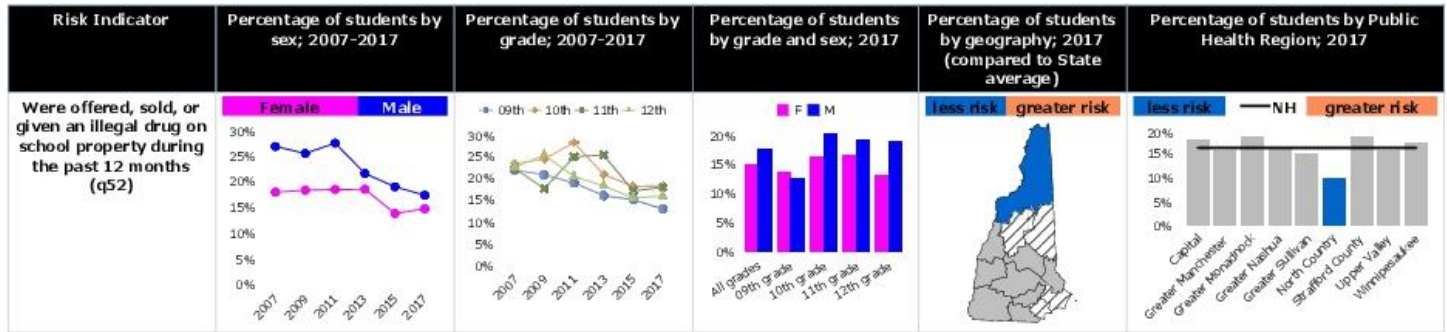




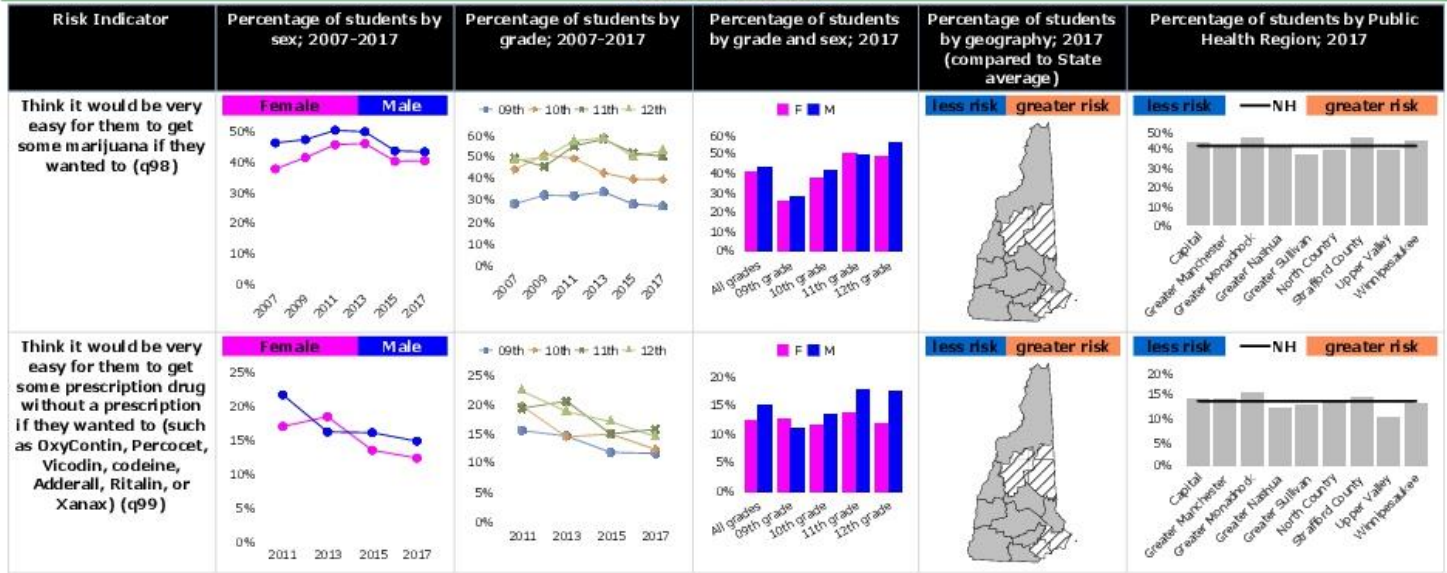
Drug Use - Behaviors

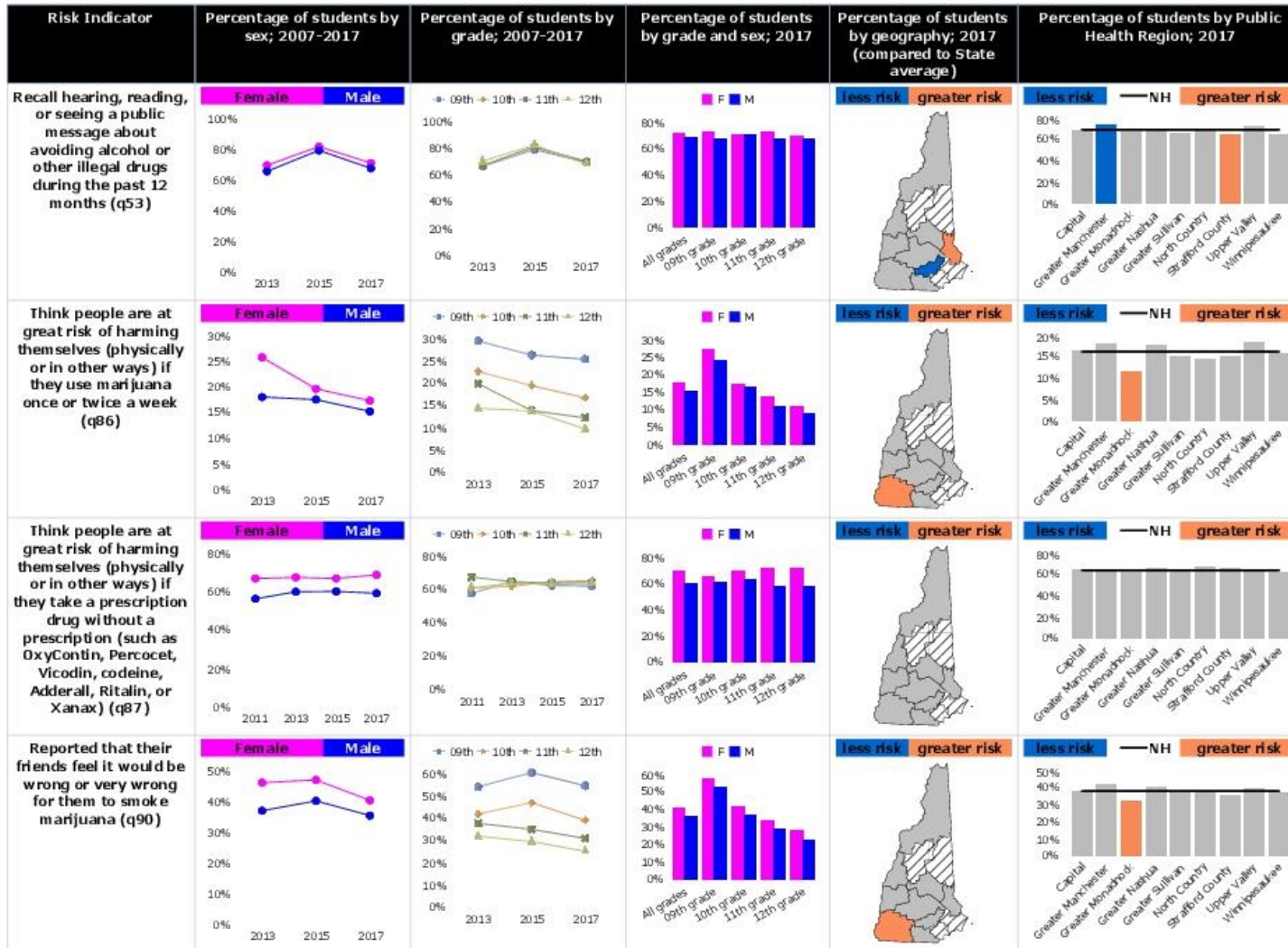


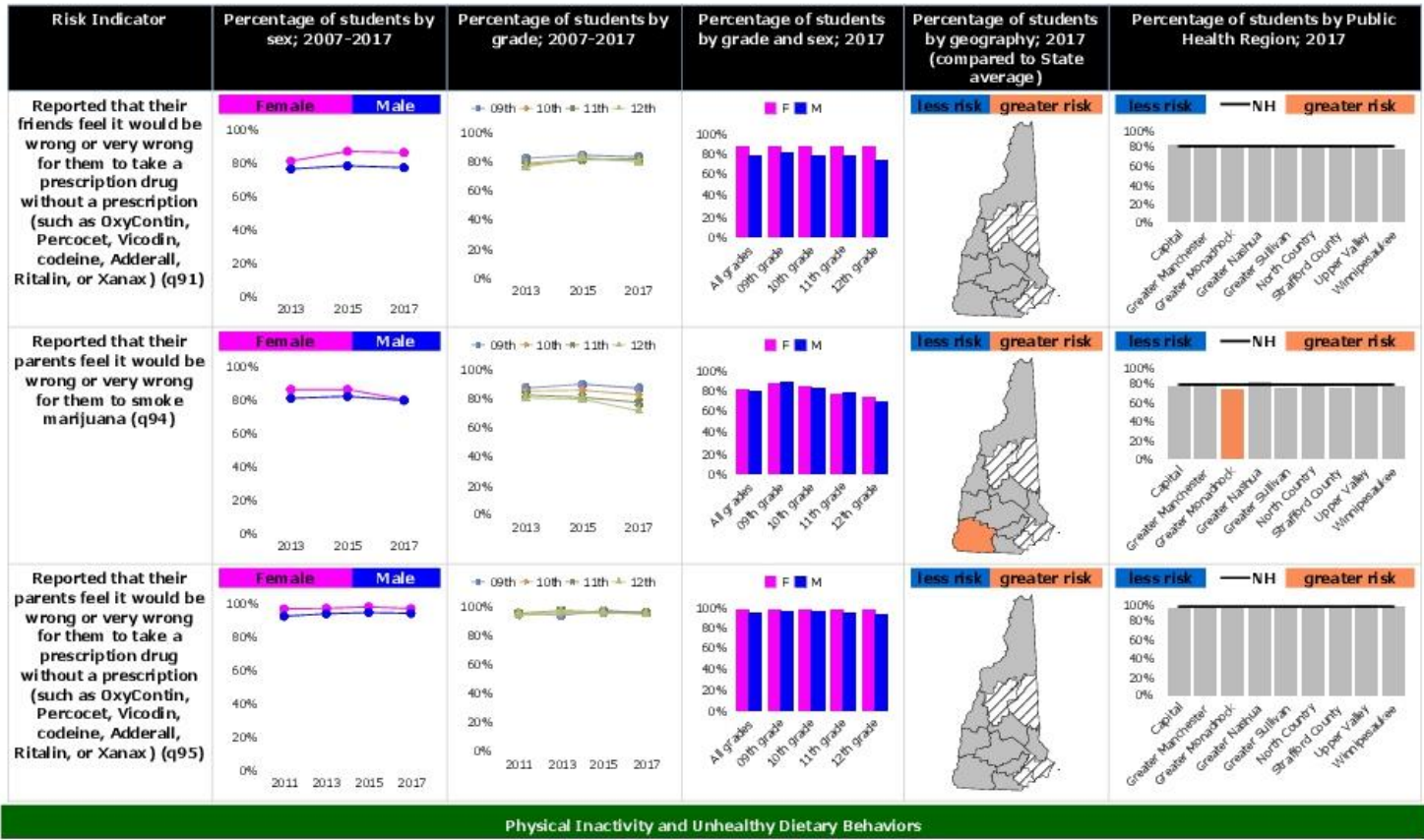




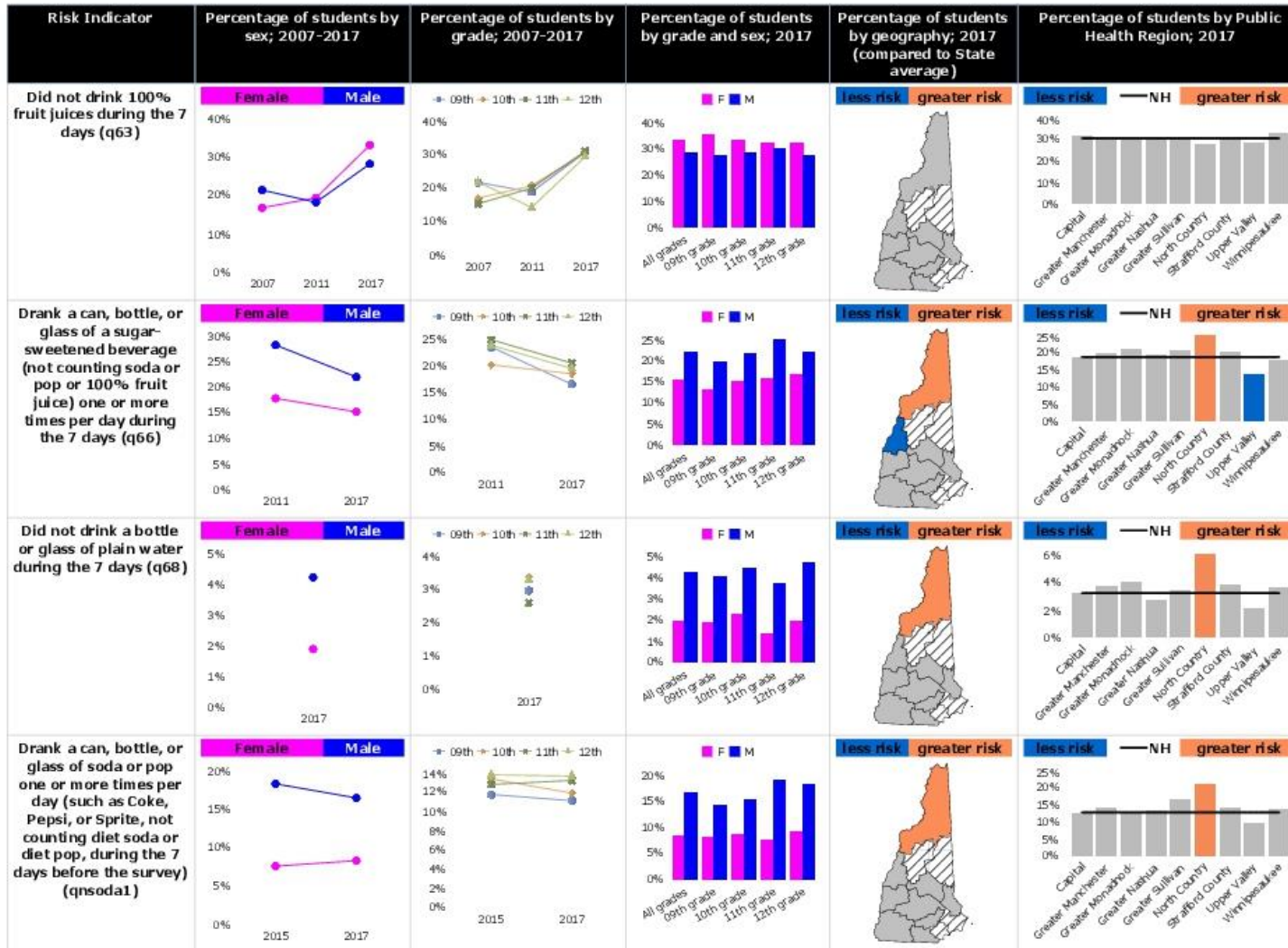
Drug Use - Perceptions

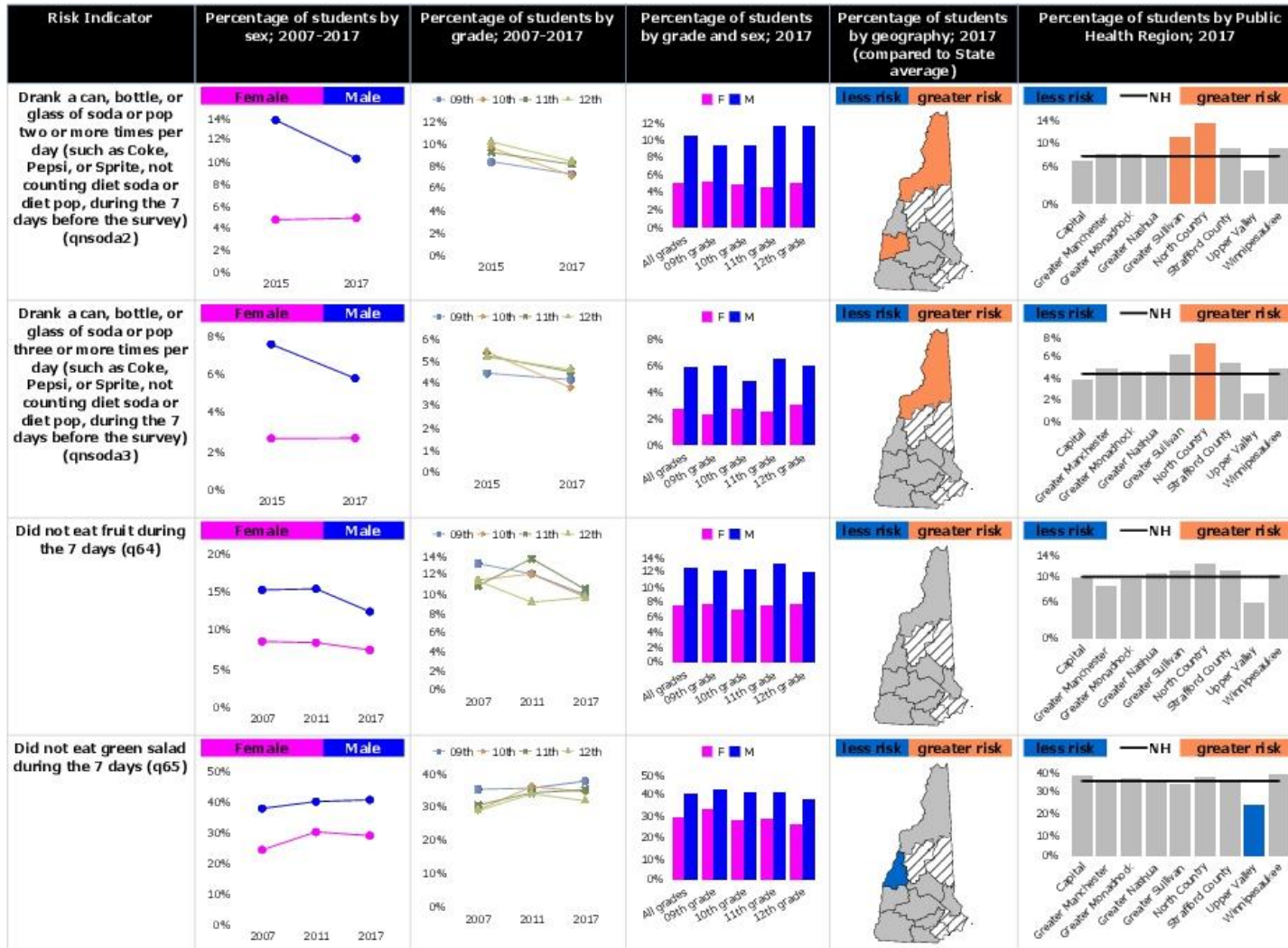






Physical Inactivity and Unhealthy Dietary Behaviors

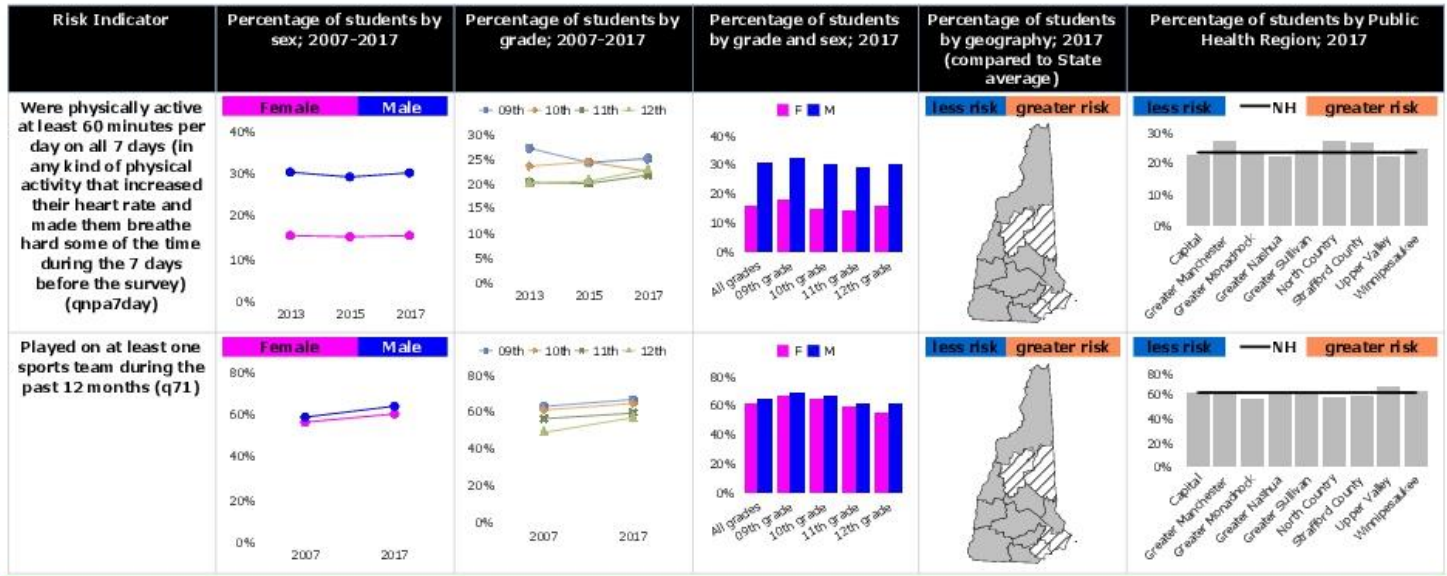




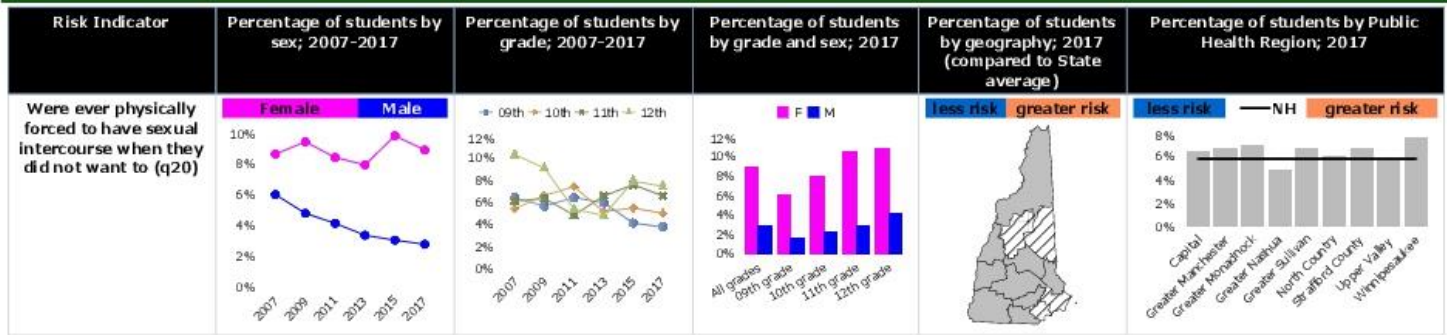
Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Did not eat fruit or drink 100% fruit juices (such as orange juice, apple juice, or grape juice, during the 7 days before the survey) (qnfr0)					
Did not participate in at least 60 minutes of physical activity on at least 1 day (in any kind of physical activity that increased their heart rate and made them breathe hard some of the time during the 7 days before the survey) (qnpa0day)					
Played video or computer games or used a computer 3 or more hours per day (q72)					
Did not drink a can, bottle, or glass of soda or pop (not counting diet soda or diet pop) during the 7 days (q67)					

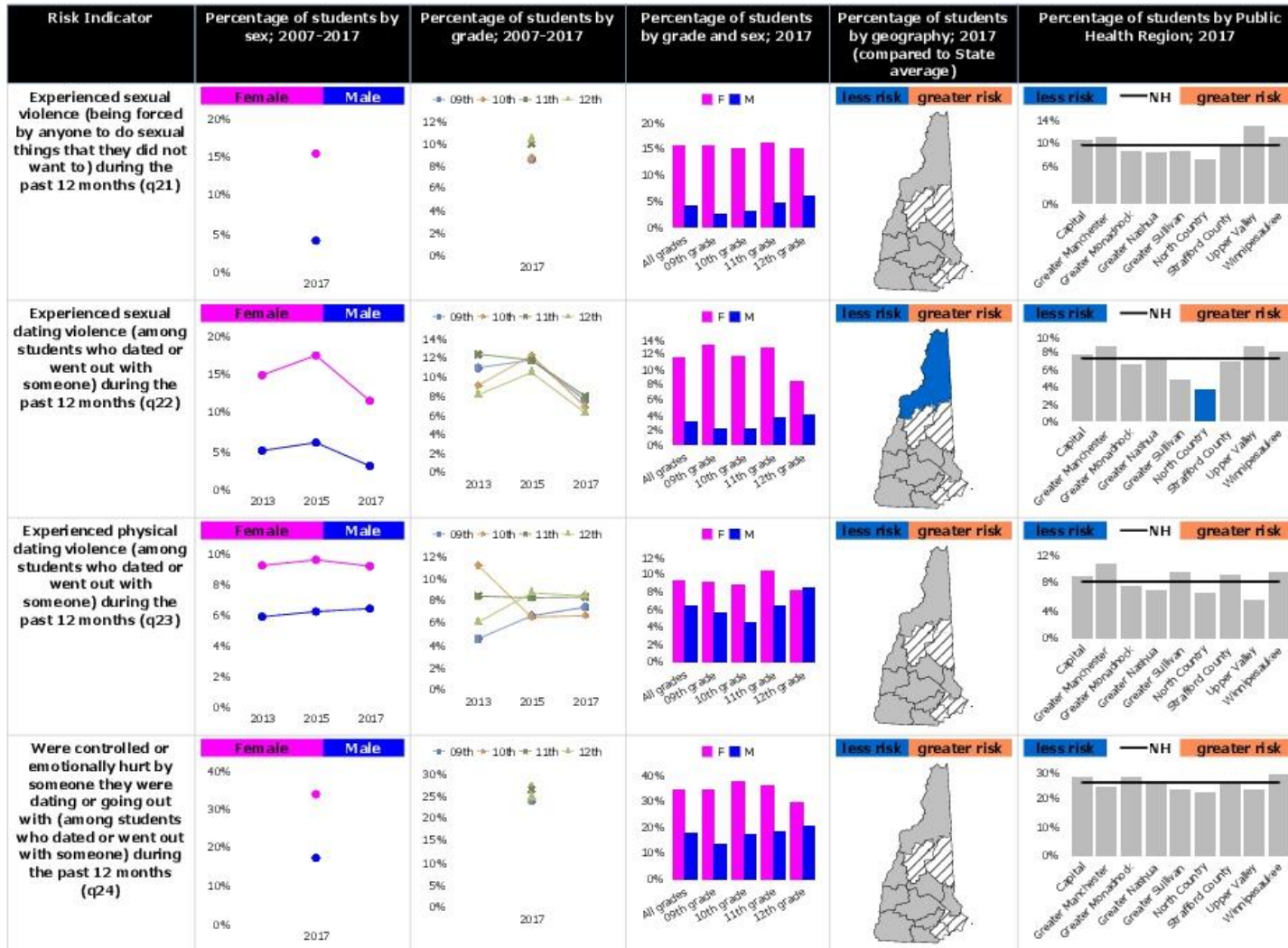
Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Reported that some of their classroom teachers provide short physical activity breaks during regular class time (q70)					
Were physically active at least 60 minutes per day on 5 or more days during the 7 days (q69)					
Ate fruit or drank 100% fruit juices one or more times per day (such as orange juice, apple juice, or grape juice, during the 7 days before the survey) (qnfr1)					
Ate fruit or drank 100% fruit juices two or more times per day (such as orange juice, apple juice, or grape juice, during the 7 days before the survey) (qnfr2)					

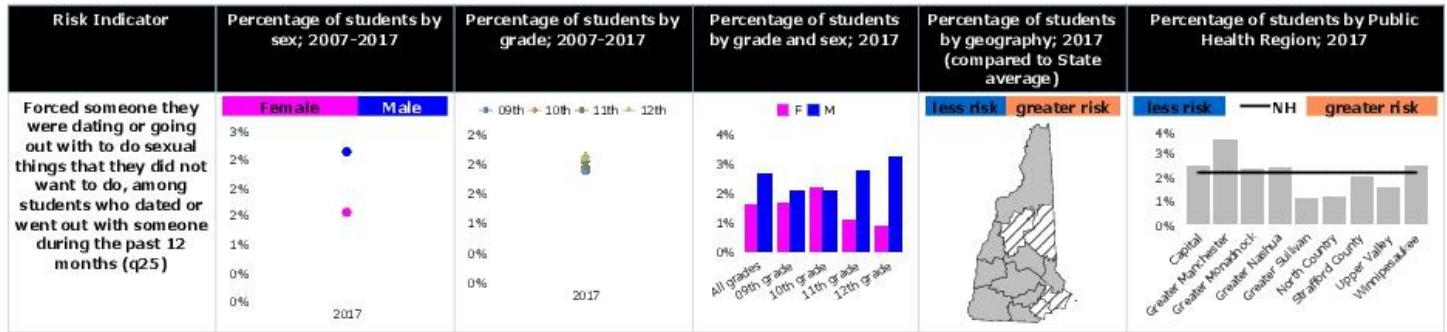
Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Ate fruit or drank 100% fruit juices three or more times per day (such as orange juice, apple juice, or grape juice, during the 7 days before the survey) (qnfr3)					
Drank a bottle or glass of plain water one or more times per day (counting tap, bottled, and unflavored sparkling water, during the 7 days before the survey) (qnwater1)					
Drank a bottle or glass of plain water two or more times per day (counting tap, bottled, and unflavored sparkling water, during the 7 days before the survey) (qnwater2)					
Drank a bottle or glass of plain water three or more times per day (counting tap, bottled, and unflavored sparkling water, during the 7 days before the survey) (qnwater3)					



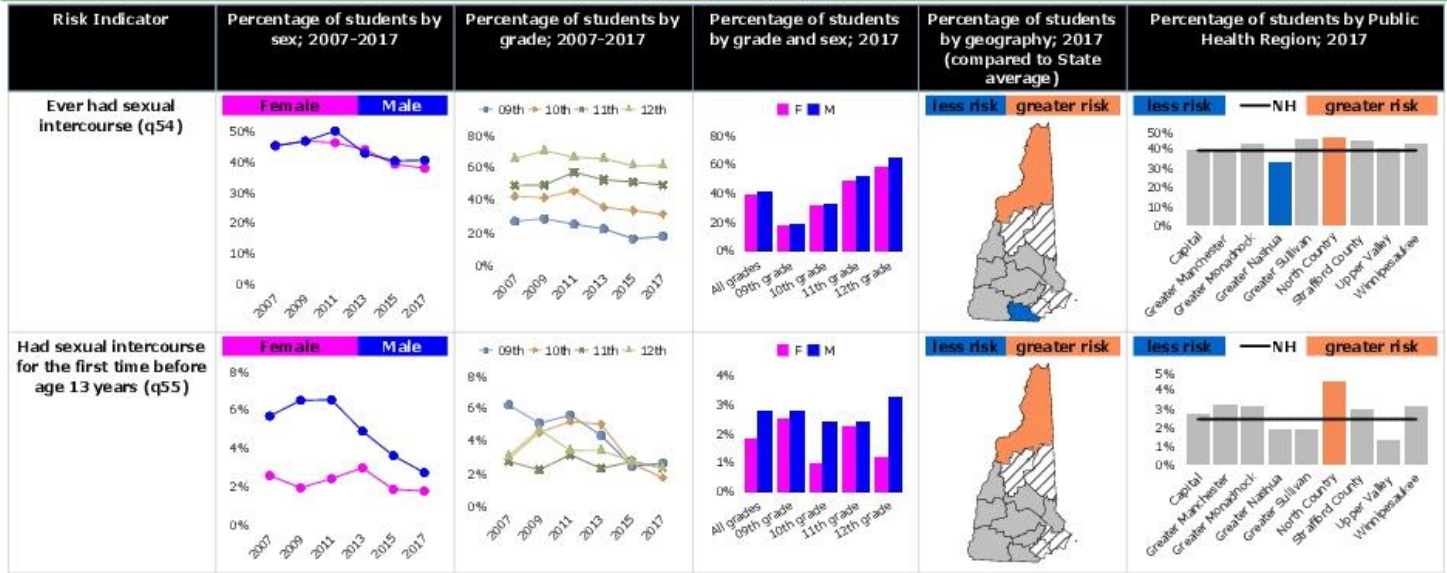
Sexual and Dating Violence



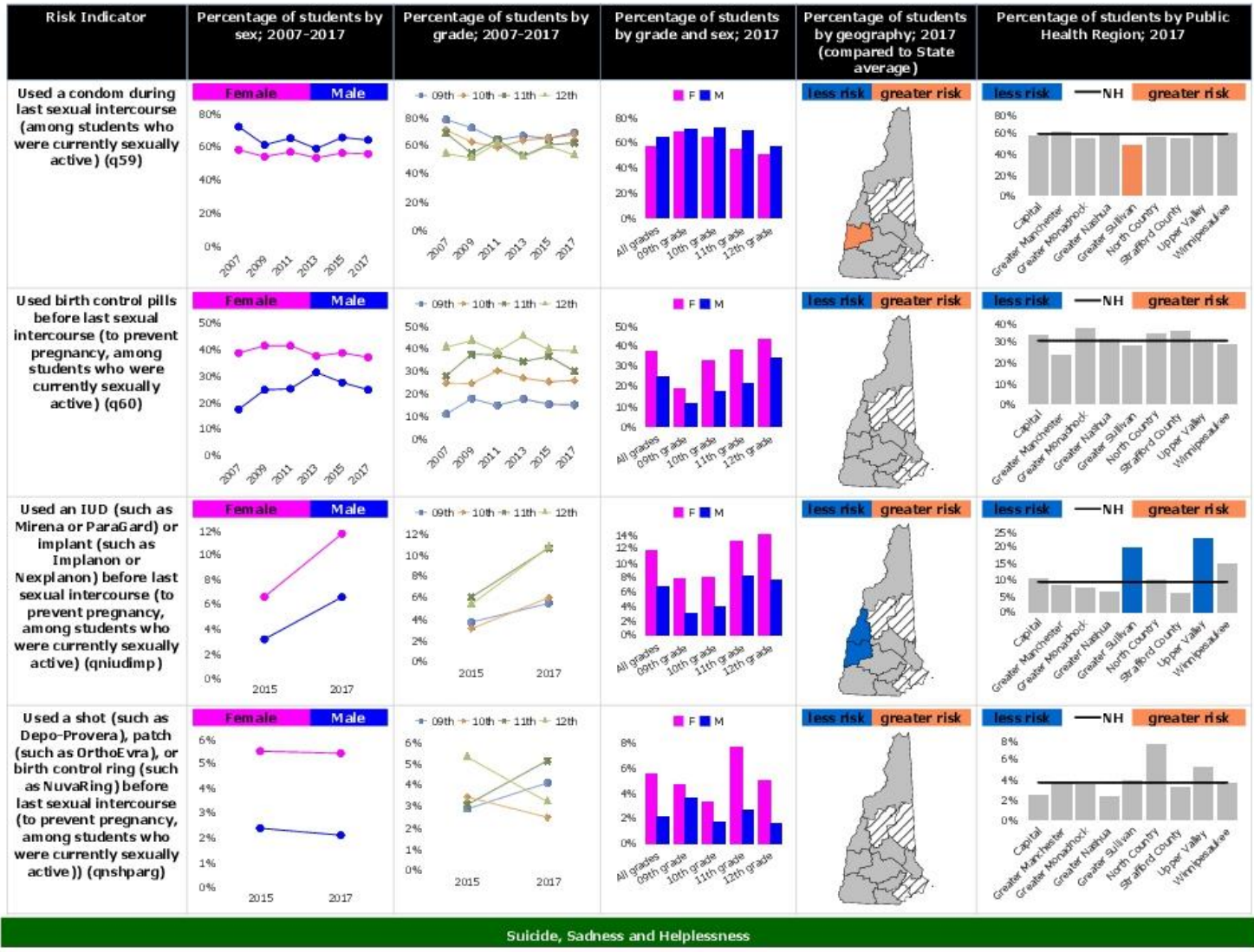




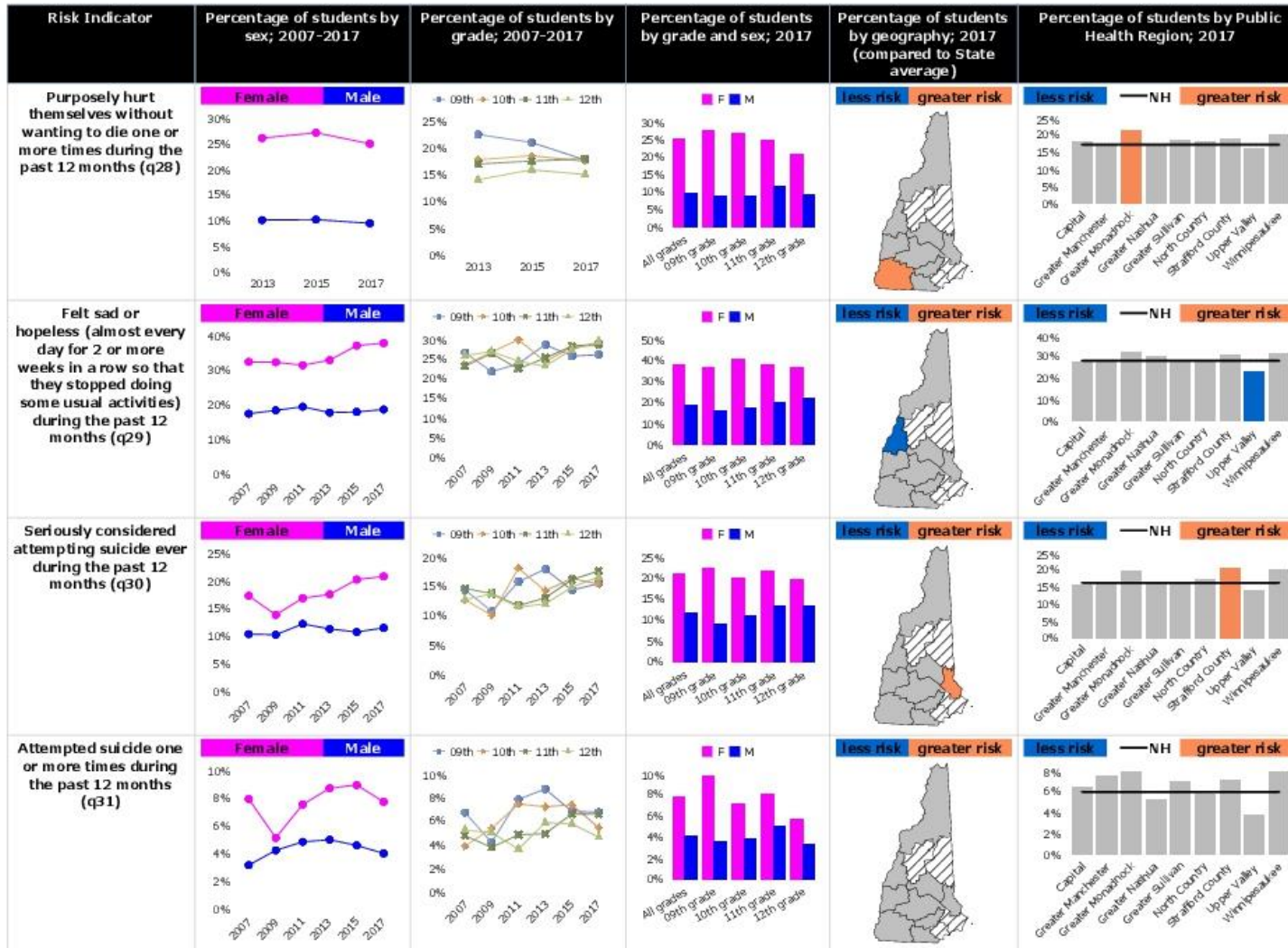
Sexual Risk - Behaviors

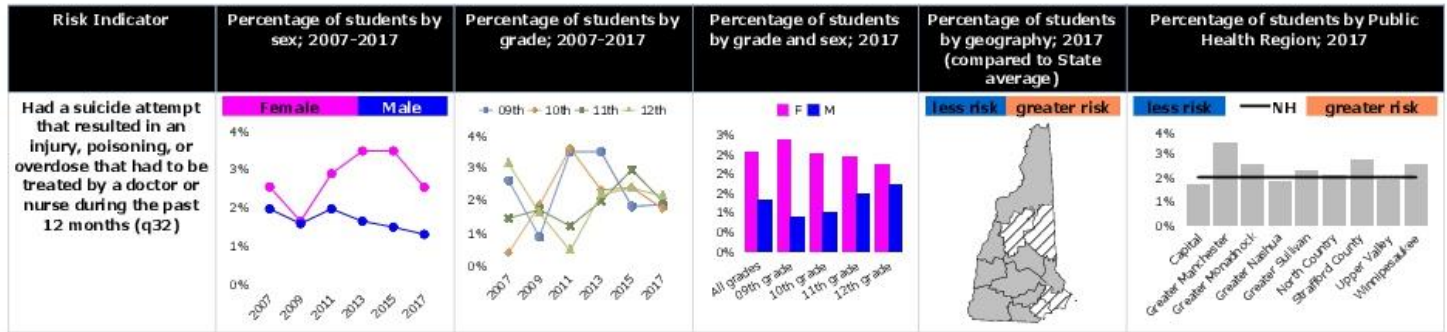


Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Had sexual intercourse with four or more persons during their life (q56)					
Were currently sexually active (had sexual intercourse with at least one person) during the past 3 months (q57)					
Drank alcohol or used drugs before last sexual intercourse (among students who were currently sexually active) (q58)					
Did not use any method to prevent pregnancy during last sexual intercourse (among students who were currently sexually active) (q59)					

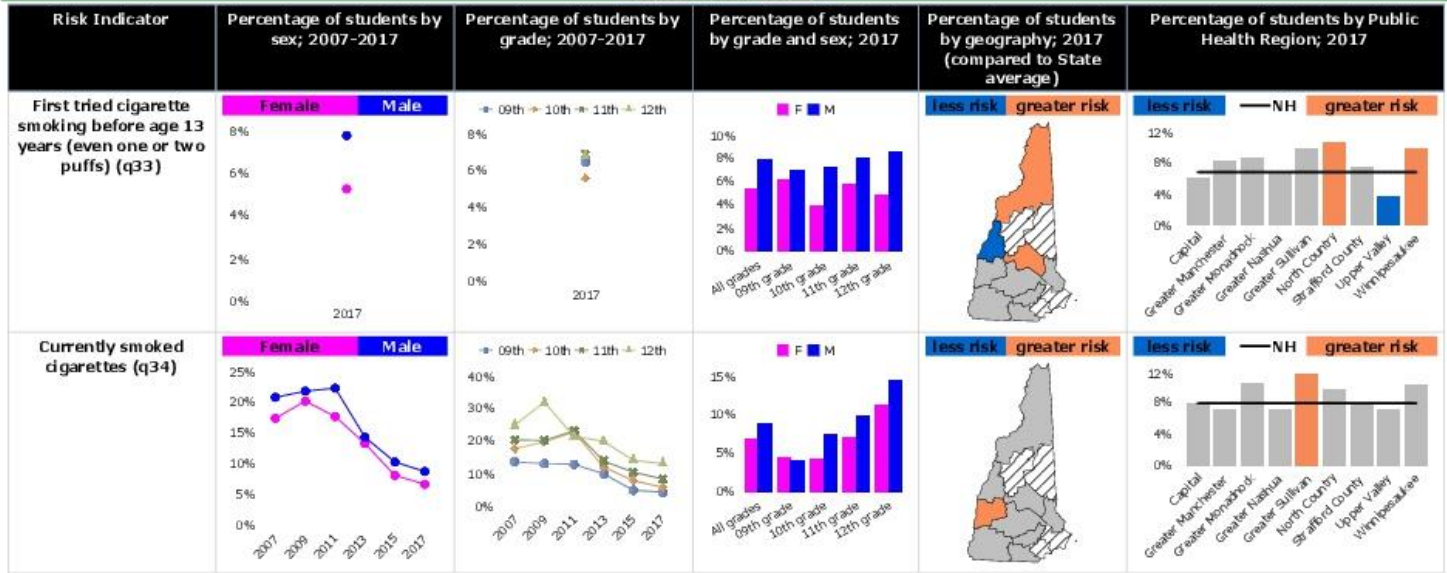


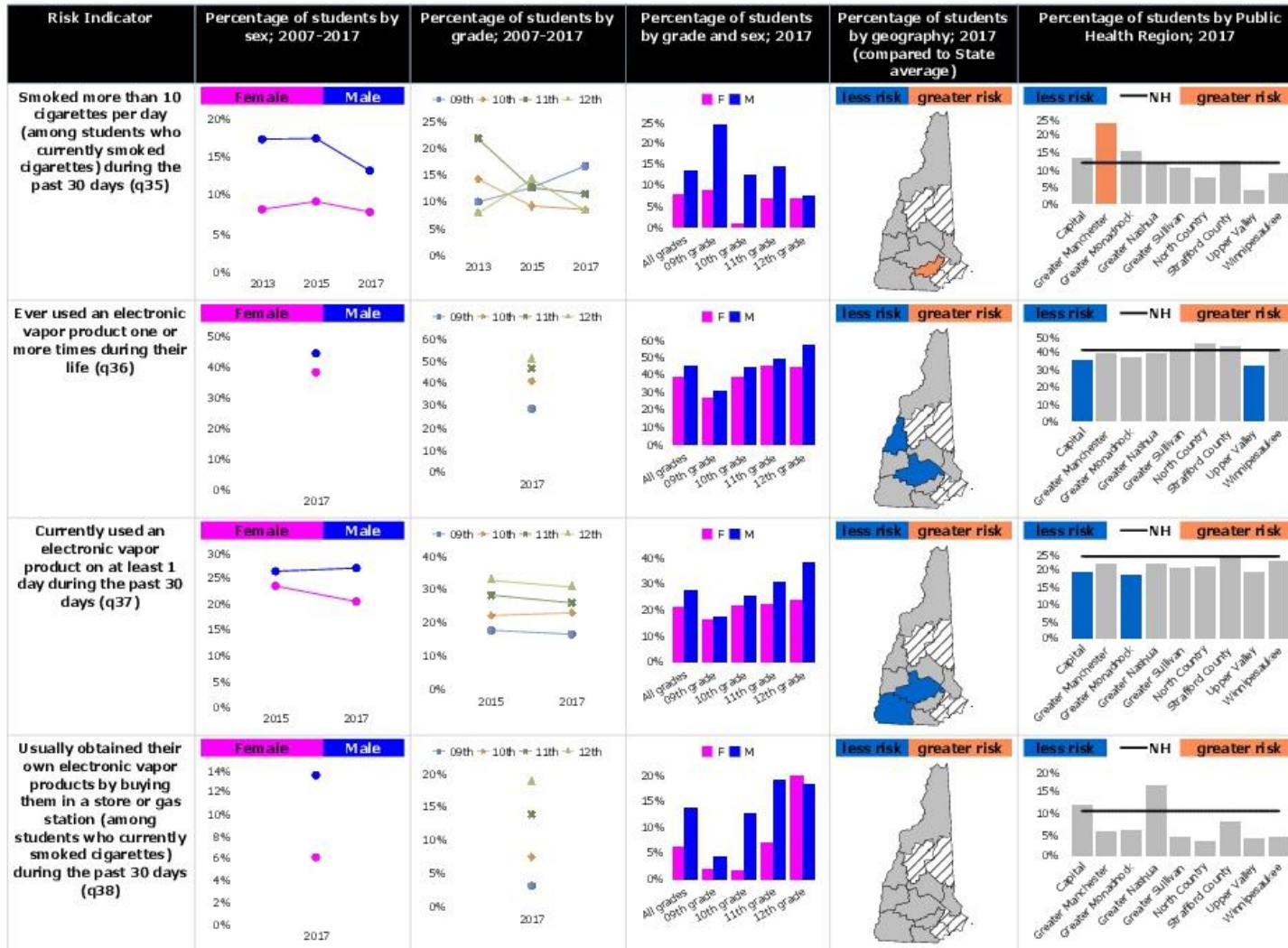
Suicide, Sadness and Helplessness

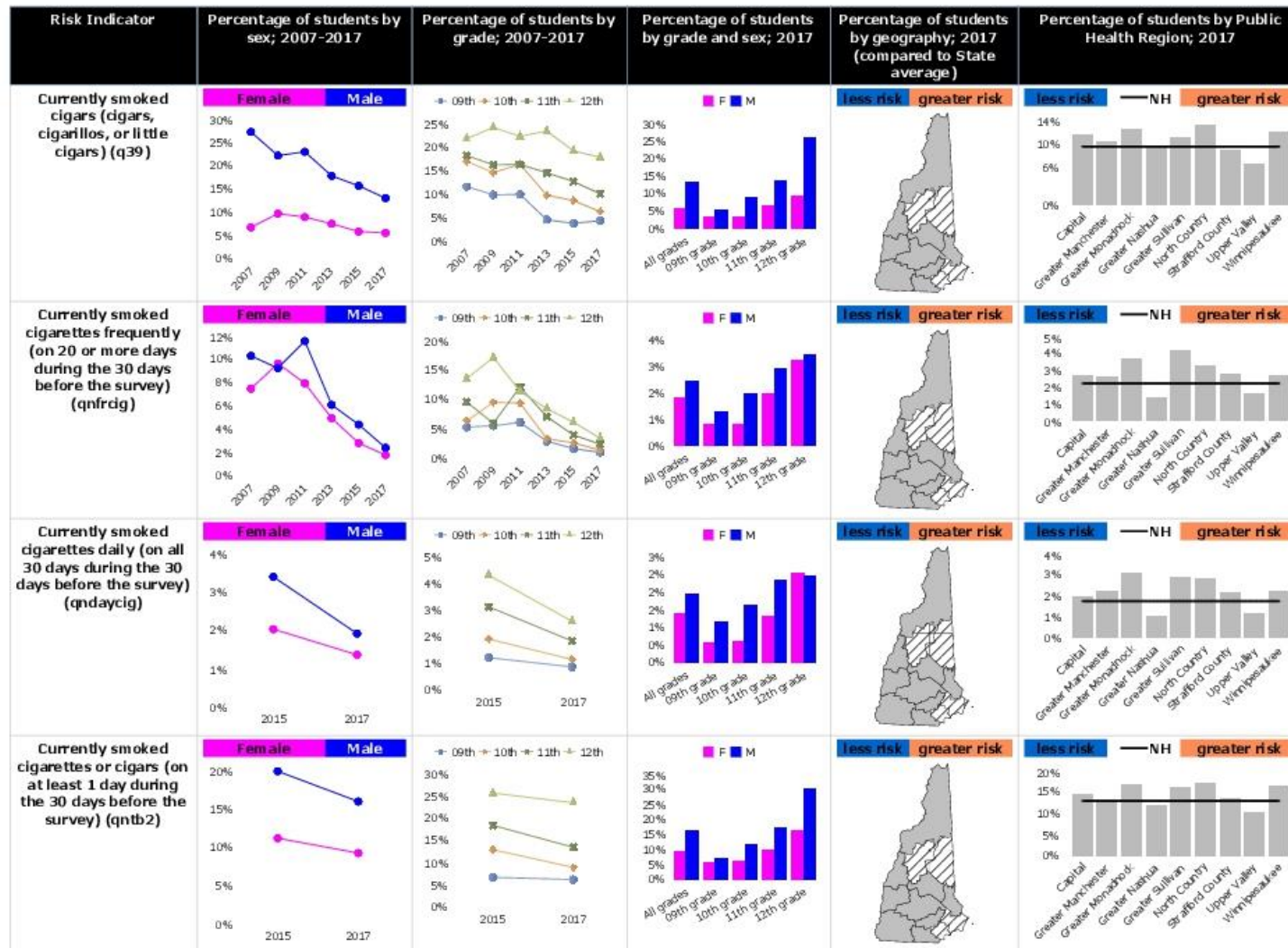




Tobacco Use - Behaviors



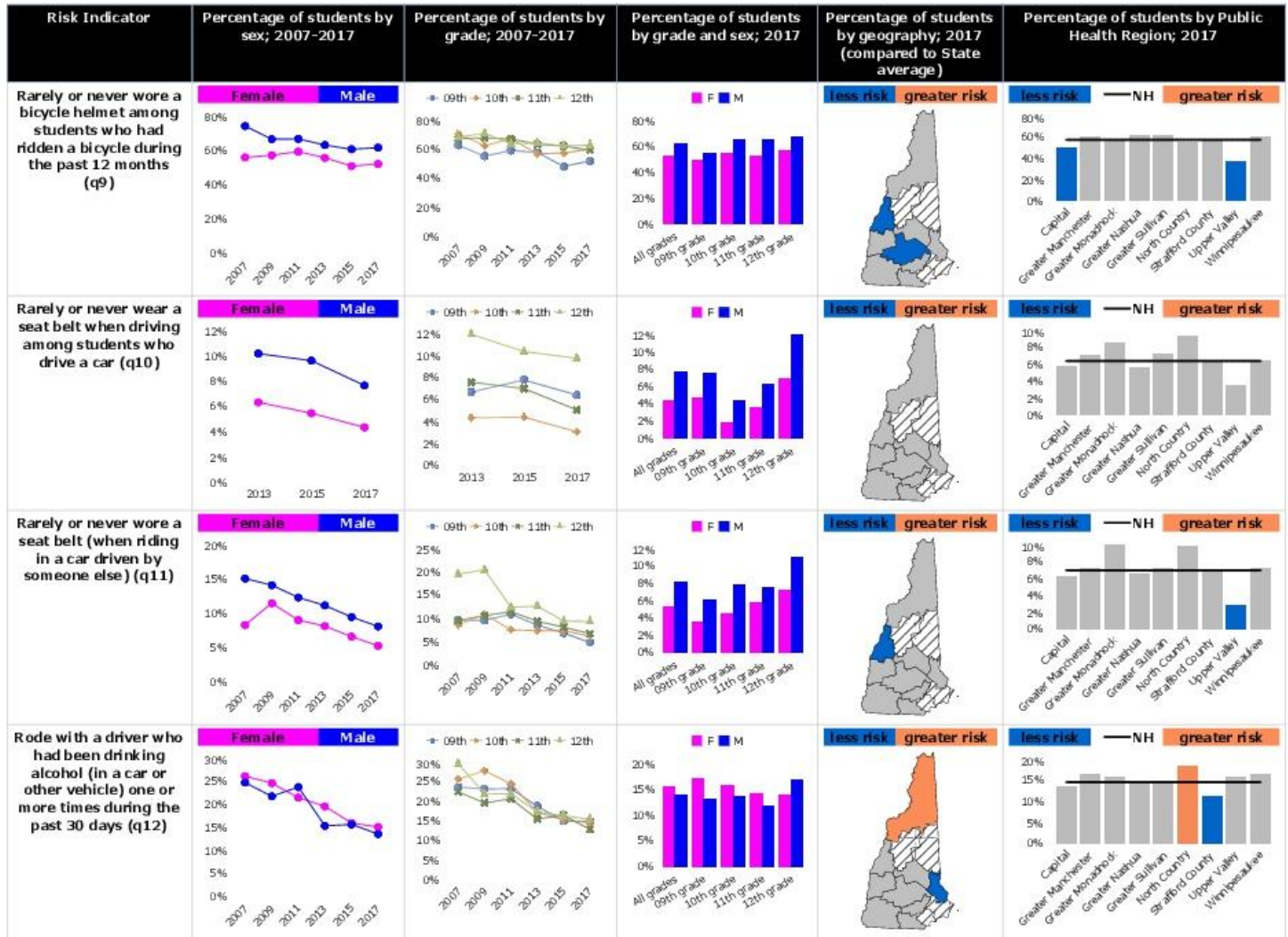


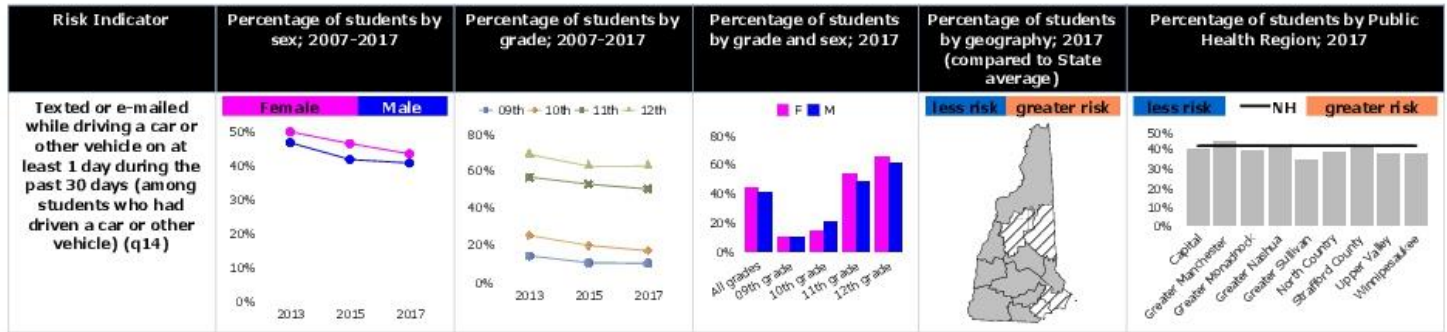


Tobacco Use - Perceptions

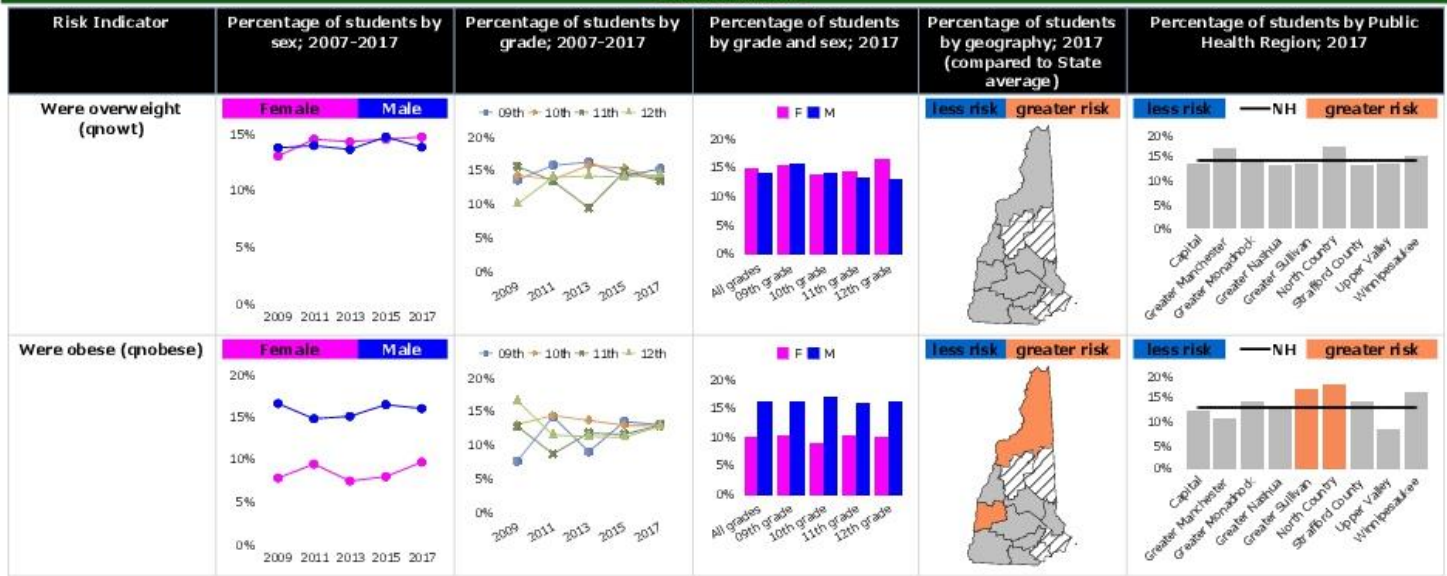
Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Think it would be very easy for them to get some cigarettes if they wanted to (q96)					
Have talked with at least one of their parents or guardians about the dangers of tobacco, alcohol, or drug use during the past 12 months (q78)					
Think people greatly risk harming themselves (physically or in other ways) if they smoke one or more packs of cigarettes per day (q84)					
Reported that their friends feel it would be wrong or very wrong for them to smoke tobacco (q88)					

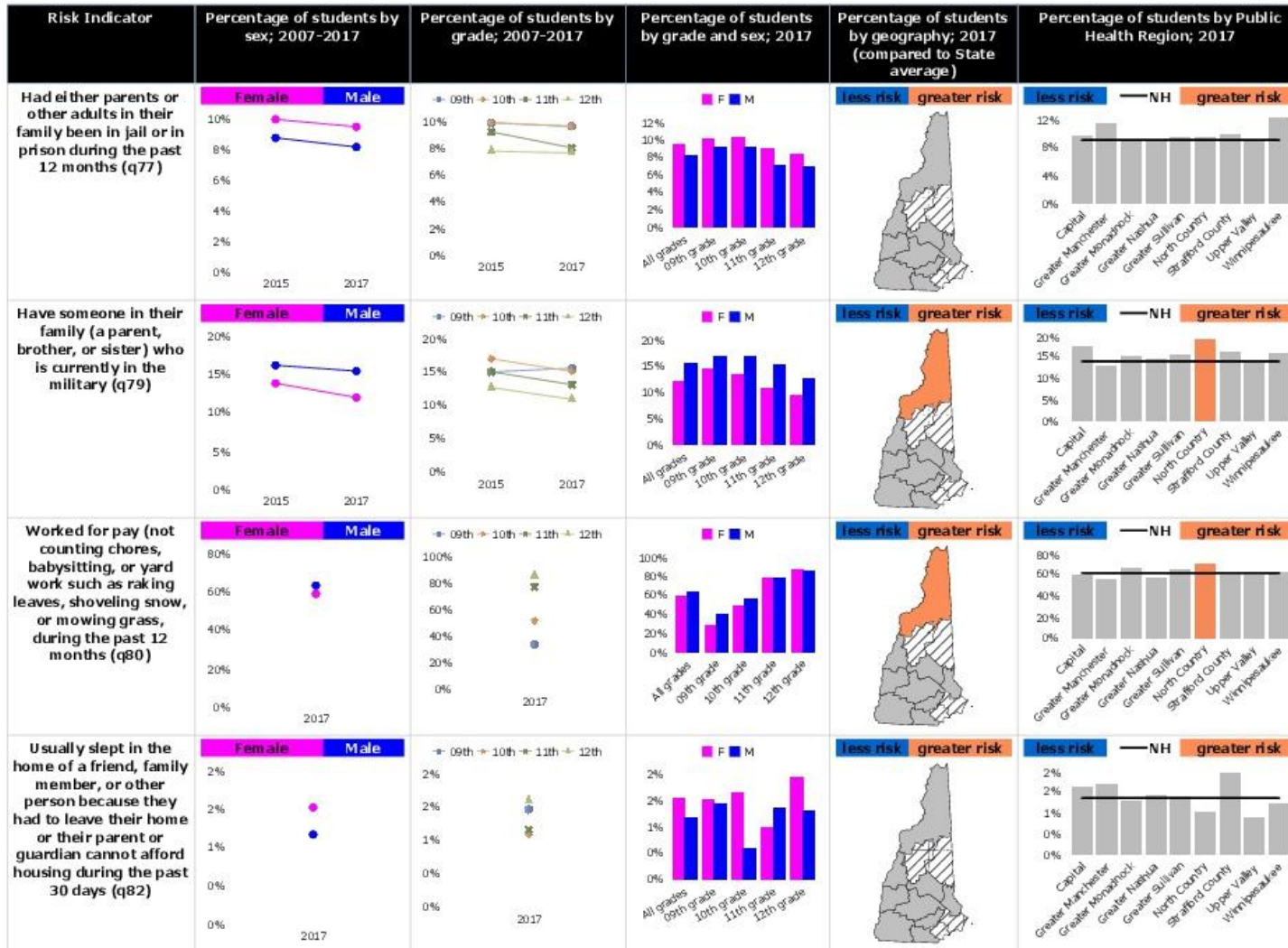
Vehicle and Bicycle Safety

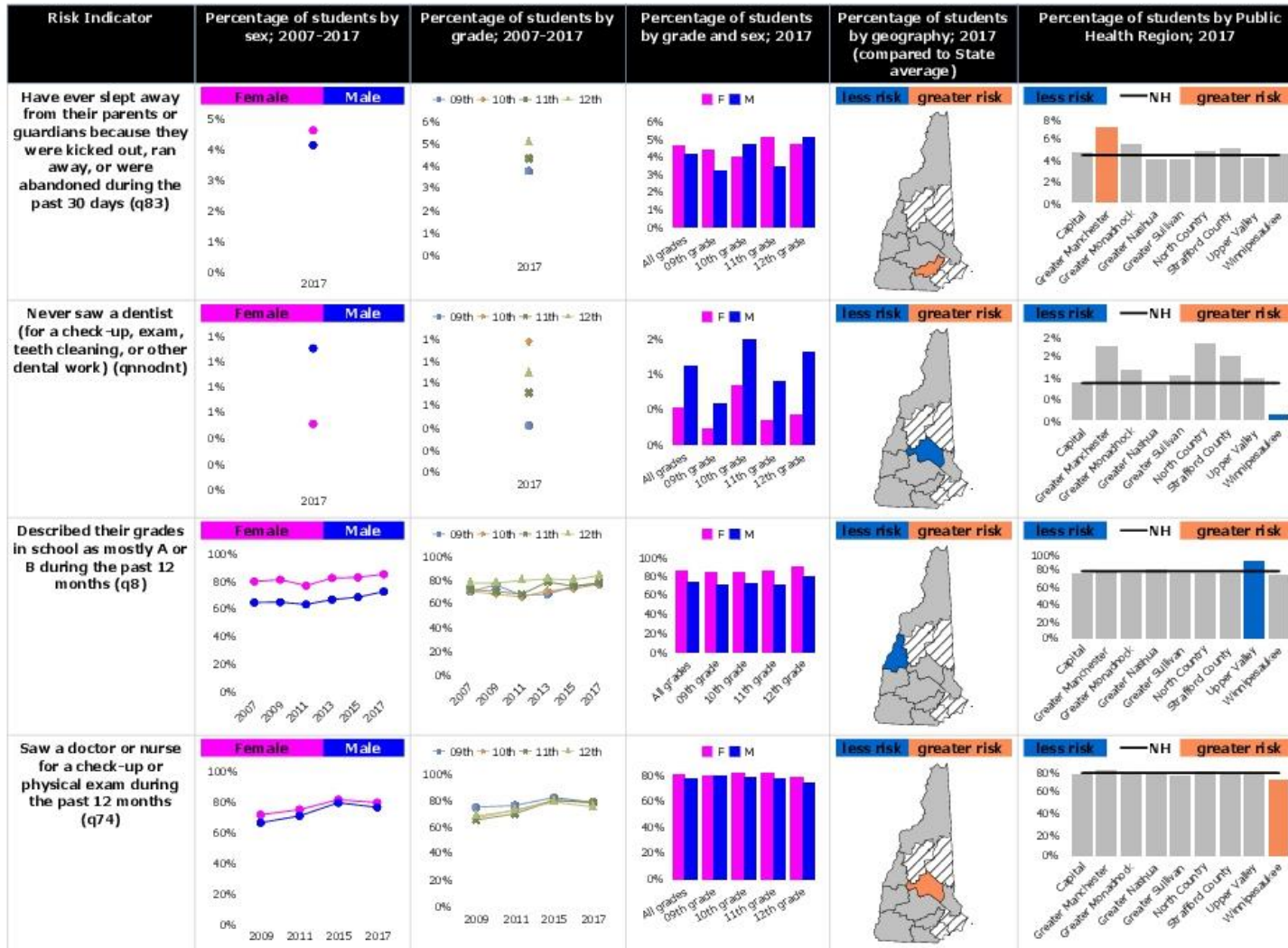


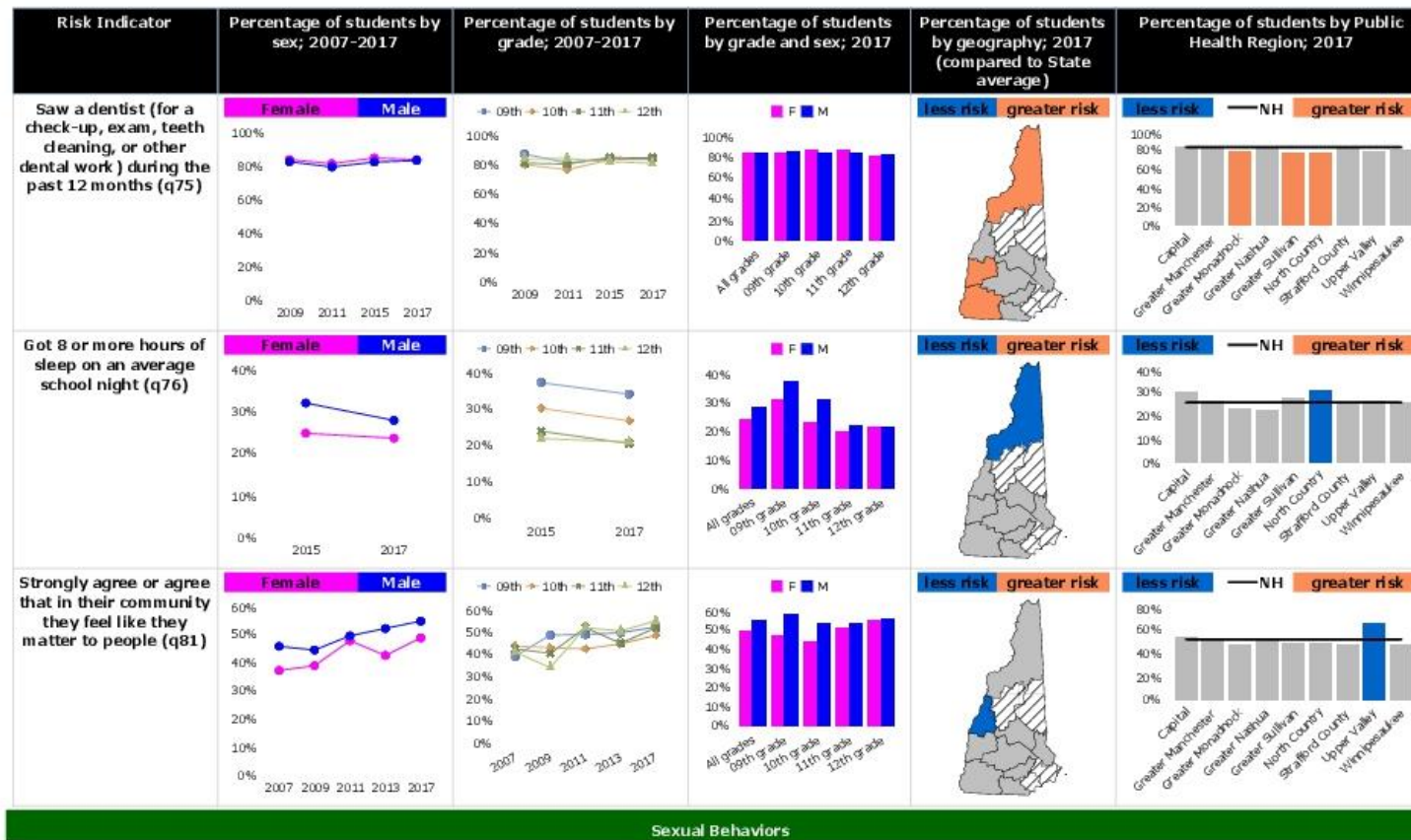


Other Health Risks

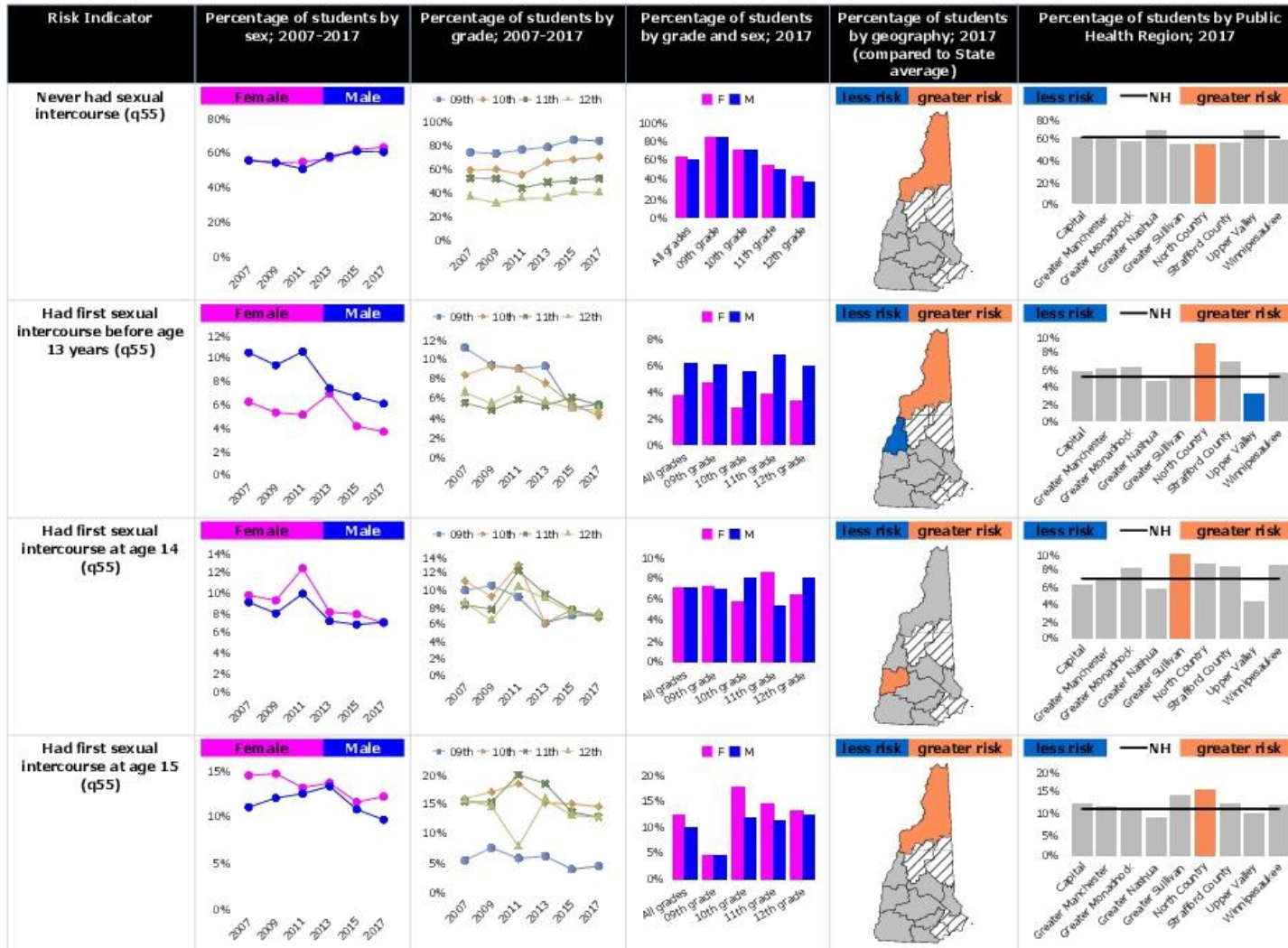


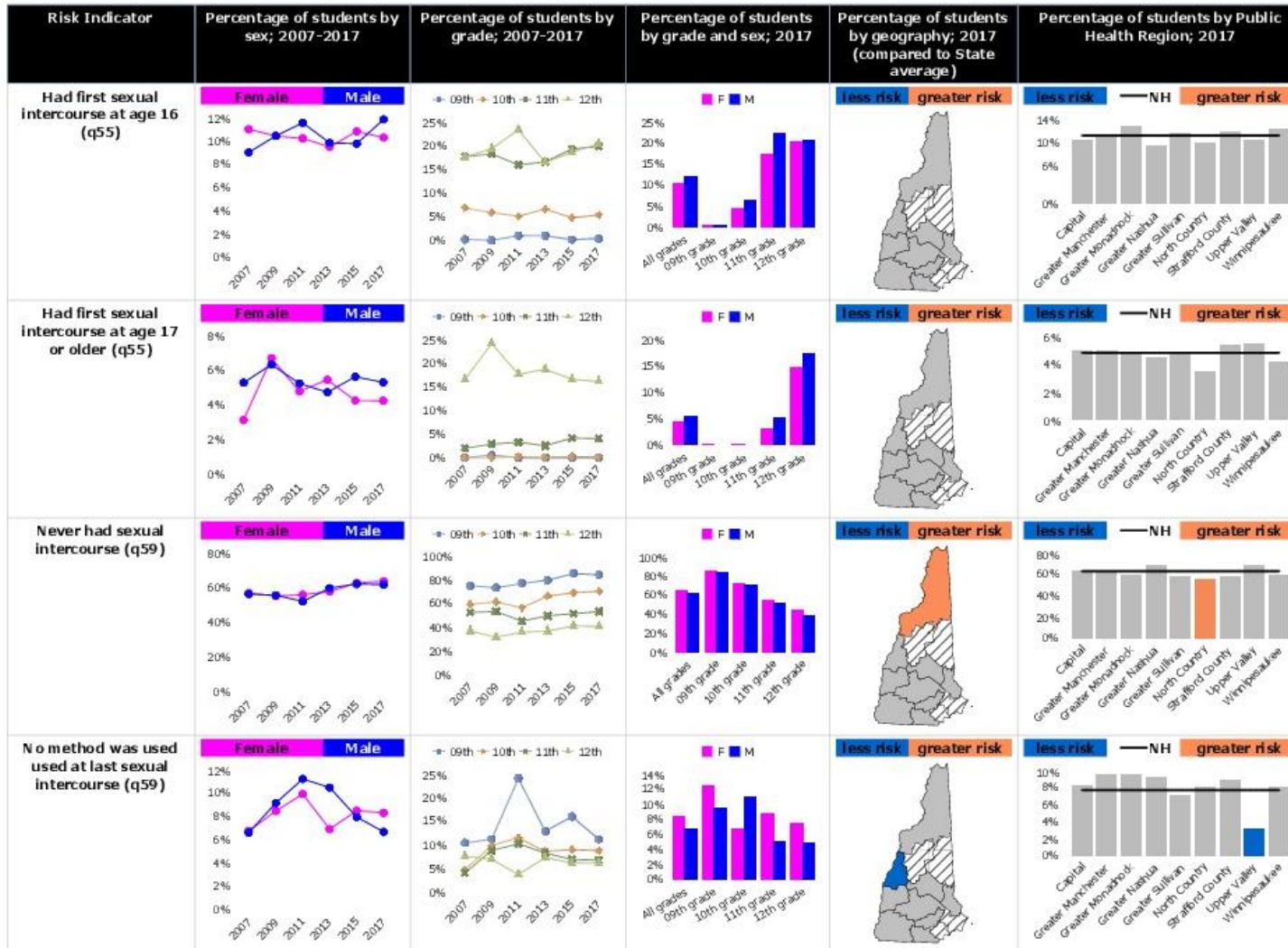




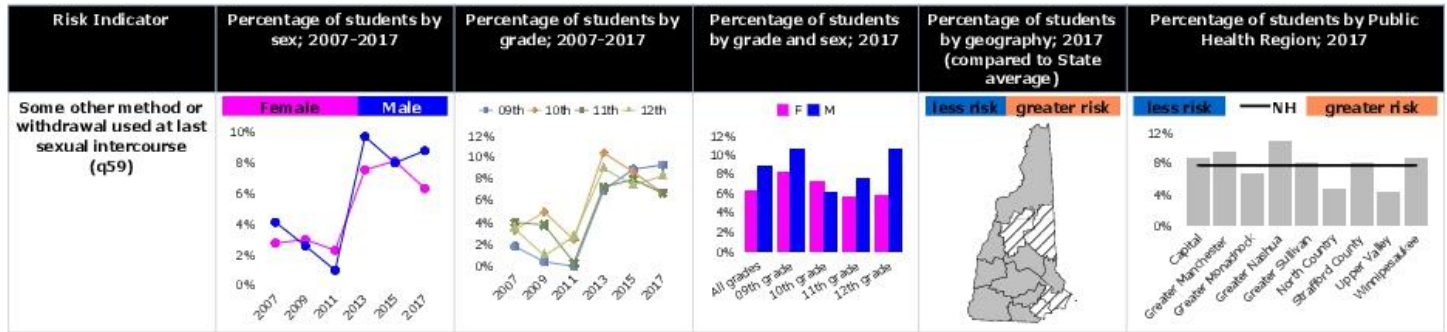


Sexual Behaviors





Risk Indicator	Percentage of students by sex; 2007-2017	Percentage of students by grade; 2007-2017	Percentage of students by grade and sex; 2017	Percentage of students by geography; 2017 (compared to State average)	Percentage of students by Public Health Region; 2017
Birth control pills used at last sexual intercourse (q59)					
Condoms used at last sexual intercourse (q59)					
IUD or implant used at last sexual intercourse (q59)					
Shot, patch or birth-control ring used at last sexual intercourse (q59)					



Source: wisdom.dhhs.nh.gov

Report selections

Select Risk Indicator: All indicators

Information

Source data description	Youth Risk Behavior Survey (YRBS)
Overview	<p>The Youth Risk Behavior Survey (YRBS) is a national survey, conducted by the Centers for Disease Control and Prevention (CDC) every two years among representative samples of 9th through 12th grade students. The survey monitors six types of health-risk behaviors that contribute to the leading causes of death and disability among youth and adults, including:</p> <ul style="list-style-type: none"> * Behaviors that contribute to unintentional injuries and violence * Sexual behaviors that contribute to unintended pregnancy and sexually transmitted diseases, including HIV infection * Alcohol and other drug use * Tobacco use * Unhealthy dietary behaviors * Inadequate physical activity <p>YRBS also measures the prevalence of obesity and asthma among youth and young adults in high school.</p> <p>In New Hampshire, YRBS is jointly administered by the Departments of Health & Human Services and Education. High schools are given the opportunity to participate in either the random state survey, a comprehensive school level census survey, or both. The survey was administered in New Hampshire schools during the early winter of 2015. The results are now available towards below. The data from the YRBS are used extensively by health departments, schools, and local area agencies to define areas of high health risk: and to secure the resources necessary to address any identified issues.</p> <p>State and regional estimates were calculated from a random sample developed using scientific survey methods. These methods ensure the respondents are representative of students in the region in the state. The results account for student, classroom, school, and regional factors. The random sample is not designed to provide school-level estimates. Note: access to region-level results were first made available in 2015 and are not available prior to that year.</p>
Purposes	<p>Research has shown that risky health behaviors developed in childhood and adolescence often lead to poor health and lower productivity, including poor academic performance. The effects of such risky behaviors often extend into adulthood. Fortunately, such behaviors are both measurable and to some extent preventable by implementing programs made possible by utilizing YRBS data.</p> <p>YRBS was designed to enable public health professionals, educators, policy makers, and researchers to 1) describe the prevalence of health-risk behaviors among youths, 2) assess trends in health-risk behaviors over time, and 3) evaluate and improve health-related policies and programs.</p>
Strengths	<p>Research has shown that risky health behaviors developed in childhood and adolescence often lead to poor health and lower productivity, including poor academic performance. The effects of such risky behaviors often extend into adulthood. Fortunately, such behaviors are both measurable and to some extent preventable by implementing programs made possible by utilizing YRBS data.</p> <p>The YRBS represents a unique opportunity to collect data that are currently being used by New Hampshire school districts to obtain grants to assist schools and communities in developing intervention programs that discourage risky behaviors and improve the learning environment and lives of their students.</p>
Limitations	<p>YRBS data apply only to youth who attend school. The extent of underreporting or over-reporting of behaviors cannot be determined, although the survey questions demonstrate good test-retest reliability. Interstate comparisons must be interpreted cautiously because the methods used to collect YRBS data may vary. YRBS is not conducted in all schools in NH. The sample of high school-aged youth only includes those who attend public high school.</p> <p>Data that had a representative sample of students, appropriate documentation, and an overall response rate greater than or equal to 60% were weighted. Four Public Health Region areas were not weighted in the 2015 survey due to low overall response rate: Carroll County and South Central.</p> <p>Four Public Health Region areas were not weighted in the 2017 survey due to low overall response rate: Central NH, Carroll County, South Central and Seacoast.</p> <p>Overall response rate is computed as (number of participating schools/number of eligible sampled schools) X (number of usable questionnaires/number of eligible students sampled in participating schools), rounded to the nearest integer.</p>
Survey Design	<p>Schools may participate in YRBS by either administering the State Sample or the Community Survey:</p> <p>The State Sample, which involves surveying a limited number of classes in grades 9 – 12, allows us to make statistically valid estimates of youth risk behaviors that apply to Public Health Regions and to the State as a whole.</p> <p>The Community Survey, which involves surveying the entire student body, and includes the State Sample, provides schools with an extensive and user-friendly report of behavior that presents a risk to the community's youth, broken out by gender and grade. Although it includes questions regarding certain behaviors that occur on school property, the focus is on the community, and not on the high school itself.</p>
Other Information	Data for demographic annual trends is available at the state level only.

Community Directory of Health Resources

Courtesy of the River Center

The River Center

46 Concord

Peterborough, NH 03458

<http://www.rivercenter.us/>



Help in a Hurry

211

Focus on Recovery Helpline

Provides free and confidential information and referral. Help with food, housing, employment, health care, counseling and more.

<http://www.211.org/>

CRISIS HELPLINE

Crisis Text Line: 741741

Serving anyone, in any type of crisis, providing access to free, 24/7 support and information, from anywhere in the United States, via texting. Texting 741741 connects with a trained Crisis Counselor.

www.crisistextline.org

SUICIDE PREVENTION

National Suicide Prevention Lifeline Crisis Chat (free & confidential)

1-800-273-TALK (8255)

Available 24 hours every day

www.suicidepreventionlifeline.org

The Samaritans, Inc.

603-357-5505 24-Hour Hotline (or call 911)

1-800-273-8255 National Hotline

1-800-632-8188 Parenting Stress Hotline

Befriending people in crisis situations, emergency crisis intervention. Will not accept collect calls in crisis situations.

www.samaritansnh.org

ALCOHOL AND DRUGS

Monadnock Region Substance Abuse Services

1-603-357-4400

Alcohol and drug crisis and counseling services 24 hours a day.

www.mfs.org

Reality Check

(603) 532-9888

21 Goodnow Street, Jaffrey, NH

Drug addiction and recovery resources

www.realitychecknow.org

GateHouse Sober Community

1-603-818-6666 Nashua, NH

People in recovery helping people find recovery.

Where sobriety becomes your way of life

www.gatehousesobercommunity.com

NH Bureau of Drug and Alcohol Services

1-800-804-0909

Confidential NH helpline.

www.drugfreeNH.org

www.checkyourself.com

www.abovetheinfluence.com

Brattleboro Retreat

1-800-RETREAT Toll Free or Local 1-(802) 257-7785

Central Intake 1-(802) 258-3700 – 24 hours a day

Inpatient detox / Inpatient mental health

www.brattlebororetreat.org

Phoenix House

603-563-8501 Dublin (Serves adults only) Press Option 1 for Admissions

603-358-4041 Keene – Outpatient and Adult Residential Short Term

Alcohol and drug 24-hour crisis intervention. 28-day in-patient program. Residential treatment for alcohol or substance abuse.

www.phoenixhouse.org

DISASTER RELIEF

American Red Cross

1-800-244-2214

Offers help in fire, flood, or other disasters. Also, CPR training and other educational services, AIDS information.

www.redcross.org

MEDICAL EMERGENCY

Call 911

Will put you in touch with your local emergency personnel.

Monadnock Community Hospital

924-7191 Ask for the Emergency Room.

MENTAL HEALTH

Monadnock Family Services

603-357-4400

Emergency services 24 hours daily – 7 days a week.

Monadnock Area Peer Support

Recovery – Wellness – Empowerment

603-357-5093, 357-5094, or toll free 1-(866) 352-5093 Keene

A safe place for free, mutual peer support

www.monadnockpsa.org

Warm Line

(603) 352-5093 or toll free 1 (866) 352-5093 Keene

5:00 – 10:00 pm, 7 nights a week, 365 days a year

Acute Services (MFS)

603-924-7236 or 603-357-4400

Provides adult treatment and emergency mental health services.

www.mfs.org

POISON

Northern New England Poison Center

1-800-222-1222 (24 hr hotline)

Call in case of accidental poisoning, or to find out if something is hazardous.

RUNAWAYS

Runaway Hotline

1-800-RUNAWAY (1-800-786-2929)

www.1800runaway.org 24-hour help

SHELTER

Homeless Outreach

Southwestern Community Services

1-800-529-0005 x4243 Ryan Bell

Will help find shelter.

Monadnock Area Transitional Shelter (MATS)

603-924-5033 Peterborough

Shelter, food, clothing, and other services for people who are homeless; alcohol and drug free.

www.matsnh.org

Monadnock Area Housing Coalition (SCS)

603-352-7512

Delivers direct and immediate care to the homeless population and those in imminent danger of becoming homeless.

www.scshehelps.org

NH Homeless Help – Families in Transition

(603) 641-94414

home4hope.com

NH Dept. of Health and Human Services

(603) 271-9196

www.dhhs.nh.gov/dcbcs/bhhs/homelessness

Shelter From The Storm (SFTS)

603-532-8222

Transitional housing and support services for the temporarily homeless in the Jaffrey/Rindge area.

www.shelterfromthestormNH.org

STAYING SAFE

Bureau of Elderly and Adult Services

1-800-351-1888

1-800-351-1888 X 9097 (Hearing or vision impaired)

1-800-735-2964 (TDD number)

HOURS: M-F 8 am – 4:30 pm – Call 911 after hours

Adult Protective Services

Toll Free Within NH: 1-800-949-0470 Central Intake

Outside NH: 603-271-7014

Adult protective services (18 years+) for physical or emotional abuse, neglect, self-neglect or financial exploitation.

Division of Children, Youth and Families (DCYF)

603-271-6562

1-800-894-5533

1-800-735-2964 (TDD number)

To report abuse and neglect during business hours. After hours call local police.

<http://www.dhhs.nh.gov/dcyf/cps/>

Monadnock Center for Violence Prevention

603-209-4015 Peterborough

603-352-3782 Keene

1-888-511-6287 Toll Free

Advocacy, information and referral for people experiencing domestic and sexual violence. 24-hour crisis hotline, emergency shelter, safety planning, education & outreach, peer counseling, and legal advocacy.

www.mcvprevention.org

NOT SURE?

NH Information and Referral Line

Dial 211

Monadnock United Way HELP LINE

1-800-368-4357

8 am – 4:30 pm

VOLUNTEER SERVICES

Monadnock RSVP Volunteer Services.

603-357-6893

Engages adults age 55 and over in-service activities that meet critical community needs at non-profit and public agencies.

Neighbors-In-Deed *through RSVP*
603-357-6893

Volunteers provide one to one, individualized friendship and non-medical assistance to seniors, adults with disabilities, and veterans and military families to help them maintain their independence in their homes.

Childcare, Preschools, and Family

Child Care Aware of NH – a Child Care Resource and Referral Specialist (CCR&R)
603-578-1386 x31 Hillsborough and Southwestern Rockingham County

Refers people to childcare providers.

www.nh.childcareaware.org

CHILDCARE AND PRESCHOOLS

ALL AREAS

Head Start Program

603-464-5981, 603-464-3136 Hillsboro

603-532-4135 Jaffrey

Early childhood development program (3 and 4 years) for families with low incomes. Free to eligible families. Call for information. All locations open to area residents.

www.nhsa.org

Hillsboro Child Development Center (SNHS)

603-464-3136

Child development program that provides accessible comprehensive services for children and families in the Greater Hillsboro area.

www.snhs.org

ALSTEAD

The Orchard School & Community Center

603-835-2495

A child development center offering childcare to preschool and school-age children.

www.theorchardschool.org

ANTRIM

Before & After School Club

Offered by The Grapevine

on the Antrim Town Gym & AES Campus

Call The Grapevine at 603-588-2620 to register or for more information

or email: basc@grapevინeh.org

AGES: K through 4th grade

on ConVal school days: Monday-Friday

HOURS:

Before School Club: 6:45am – 8:20am

After School Club: 3:15 – 5:30pm

First Friends 1 & 2 Preschool

at Antrim Elementary School

Call to register on wait list: 924-7503 X 2032

603-588-3690

AGES: 3 to 5 years

HOURS: Mon-Fri, 8:30 – 11:30 am (school term)

The Learning Vine

at The Grapevine Family & Community Resource Center

Parent Co-op or Drop-off Options

AGES: 3 to 5

HOURS: M, W, F, 9-11:30 am

GrapevineNH.Org

603-588-2620 familysupportdirector@grapevინeh.org

www.grapevინeh.org

DUBLIN

Dublin Community Preschool and Childcare Center

1281C Main Street

603-563-8508

AGES: 6 weeks to 11 years

HOURS: Mon-Fri, 6:30am – 5:30pm; pre-school open year round, and offering before- and after-school care and summer programs for school-age children.

www.dublinpreschool.org and on FaceBook

GREENFIELD

First Friends Preschool
Greenfield Elementary School
Call to register on wait list: 924-7503 X 2032

AGES: 3 to 5 years

HOURS: Mon-Fri, 8:30 – 11:30 am (school term)

Wonderworks Learning Center
1 Verney Drive, Greenfield, NH
603-547-3311

High-quality childcare and early education come together in a brand new space. Serving toddlers (15 months +) through pre-K (up to age 5) in a compassionate, nurturing environment.

www.cmf.org/wonderworks

HANCOCK

Tammy's Playhouse
Forest Road
603-525-4008

AGES: 6 weeks to 10 years

HOURS: Mon-Fri, 7am – 5:30pm, all year

HARRISVILLE

Harrisville Children's Center
66 Main Street
603-827-3905

AGES: 6 weeks to 6 years

HOURS: Mon-Fri, 6:30am – 5:45pm

www.harrisvillechildrenscenter.org

JAFFREY

Jaffrey Inclusive Preschool

603-532-8100

Half-day sessions

AGES: 3 to 4 year olds

HOURS: M, Tue, Thurs, Fri 8:45-11:45 am (3 yr olds)

Mon, Tues, Wed, Thurs 12:15-2:45 pm (4 yr olds)

The Kids Club

49 Squantum Road

603-532-6543

AGES: 6 weeks to 12 years

HOURS: Mon-Fri 6:30am – 5:30pm, all year

Monadnock Bible Conference

Launch Point After-school Program

Upper Jaffrey Road

603-532-8321 (call for details)

AGES: K through 8th grade

HOURS: Mon-Fri 2:30am – 6:00pm, school term

KEENE

Keene Day Care Center

603-352-2129

AGES: 6 weeks through 6 years

Full-day childcare.

www.keenedaycarecenter.org

Keene Family YMCA

603-352-6002

AGES: 6 weeks through 5 years

A multi-service agency focused on childcare, youth and teen development, and family recreation.

www.keene-ymca.org

NEW IPSWICH

Our Redeemer Preschool
200 Ashby Road
603-878-1837
AGES: 3 and 4 year olds
HOURS: Tu W Th, 9-12 (Sept through May)
www.ourredeemernh.com

PETERBOROUGH

Happy Valley School
130 Gulf Road
603-924-7362
AGES: 2 to 5 years
HOURS: Mon-Fri, 7:00am – 5:30pm (school term)
www.happyvalleyinh.org

First Friends Preschool
Peterborough Elementary School
Call to register on wait list: 924-7503 X 2032
AGES: 3 to 5 years
HOURS: Mon-Fri, 8:30 – 11:30 am (school term)

Monadnock Community Early Learning Center
Community Lane, Rt. 202 South
Preschool childcare; before- and after-school program
603-532-6021
AGES: 12 months – 2nd grade
HOURS: Mon-Fri, 6:30am – 6pm
www.mcelc.org

Puddle Jumpers
Colleen Stone
11 Cabana Drive
603-924-4448
AGES: 6 weeks – 14 years
HOURS: Mon-Fri 6:30am – 5:30pm, year round

School Kids in Peterborough (SKIP)
Childcare at Peterborough Elementary School
603-924-7050
AGES: K – 8th grade; before- and after-school program
HOURS: Mon-Fri, 6:30-8:30am, 12noon-6pm

RINDGE

Rindge Inclusive
Preschool
603-899-2347
Half-day sessions
AGES: 3 to 4 year olds
HOURS: M, Tue, Thurs, Fri 8:45-11:15 am (3 yr olds)
Mon, Tues, Wed, Thurs 12:15-2:45 pm (4 yr olds)

WILTON

A Child's Nature Day Care
Located at the Pine Hill Waldorf School in Wilton, NH
77 Pine Hill Drive, Wilton, NH 03086
603-654-2662
AGES: 6 wks to 5 years
10-wk Summer Camp for children ages 3 to 7
HOURS: Mon-Fri, 6:45am – 5:30pm
contact@achildsnature.org

WINCHESTER

The Winchester Learning Center
603-239-7347
Childcare, preschool, and family resource center serving children ages 6 weeks through 12 years and their families. A United Way Agency.
www.thewinchesterlearningcenter.org Find us on Facebook.

SCHOOL DISTRICT PRESCHOOLS FOR ELIGIBLE CHILDREN

Programs to aid in child development, ages 3 to 5, free testing.

ConVal School District SAU #1

603-924-3336 Main Office

603-924-7503 Special Education and Student Services Office

Antrim, Bennington, Dublin, Frankestown, Greenfield, Hancock, Peterborough, Sharon, and Temple.

Jaffrey-Rindge School District SAU #47

603-532-8100

Jaffrey and Rindge.

Mascenic School District SAU #87

603-721-0160

Mason, New Ipswich, and Greenville.

FAMILY SUPPORT PROGRAMS

Monadnock Developmental Services (MDS) – Birth To Three

Partnering with Families

Providing family-centered early intervention to children and families in the Monadnock Region.

603-352-0165

www.mds-nh.org

The Grapevine Family & Community Resource Center

Antrim

603-588-2620 or info@grapevინeh.org

The Grapevine's mission is to promote family and community health and well-being through support, education and the sharing of resources; parent education and family support programs, cooperative preschool, before- and after-school care, Avenue A Teen & Community Center, and other services on site.

www.grapevინeh.org

Western Hillsborough County Family Services
Southern NH Services
603-924-9601

Provides family services, support and advocacy for families in Western Hillsborough County. Provides connections to community resources and crisis help for families in difficult living situations. These situations include: homelessness, legal referrals, domestic violence, food resources, education, housing. Youth programs after school and during the summer.

www.snhs.org

Ready,Set,Connect!

Greenfield, NH: 603-547-3311

Manchester, NH: 603-226-2900

An Intensive 1:1 ABA Program for Young Children with Autism.

Full, part-time and after school hours available at our clinics. (Greenfield and Manchester, NH) Private Insurance Accepted

www.crotchedmountain/html/aba.htm

The River Center

603-924-6800

Parent education and family support programs. Weekly parent/child programs (birth to 5 years, 6 to 12 years), single parent group, early home support for young mothers.

www.rivercenter.us

Keene Community Education

603-357-0088

Offers a variety of academic, vocational and enrichment classes, apprenticeships, and virtual classes.

www.keenecommunityed.org

UNH Cooperative Extension – Hillsborough County Extension Newsletter

603-641-6060

We provide research and evidence-based family life education and support to families throughout the State.

www.extension.unh.edu/Hillsborough-County

Women, Infants and Children Program (WIC)

1-800-WIC-4321 (1-800-942-4321)

<http://www.dhhs.nh.gov/dphs/nhp/wic/index.htm>

Clothes and Furniture

Salvation Army Representatives

603-588-7246 Antrim

603-876-3863 Dublin and Marlborough – Marilyn Ayers

603-899-5181 x100 Fitzwilliam and Rindge – Mary Drew

603-532-7484 Jaffrey

603-352-0607 Keene

603-924-1137 Peterborough

Provides a wide range of services for those in need.

Can be used by all in cases of emergency.

Troy Helping Hands

1 Depot Street

603-242-3007

TIMES: M-Sat 10am – 1:30pm

Clothing and small household appliances

ANTRIM

Antrim Presbyterian Church

Revival Shop

76 Main Street

603-588-2209

High-quality consignment shop.

TIMES: Fri 10:00 am-1:00 pm, Sat 10:00 am – 2:00 pm

3rd Thurs of the month 5:30-7:00 pm,

GREENFIELD

Greenfield Congregational Covenant Church

Clothes Closet

12 Depot Drive

603-547-3626

TIMES: Sat 10am-12pm

Inexpensive clothing and bag sales.

JAFFREY

Threads of Hope

603-532-4432

80 Monadnock Plaza (Peterborough Street)

Non-profit resale clothing store

TIMES: Wed. 12-4 pm, Thurs. 1-5 pm, Fri. 12-4 pm, Sat. 9-12 pm

www.hfcnh.com/threads

Thrifty Bear

603-532-7553

2 Main Street

Second-hand clothing for children and adults, car seats, cribs, bureaus, toys, etc.

TIMES: Tues – Thurs 11am – 6pm; Fri & Sat 10:30am – 5:30pm

KEENE

Linda's Closet

29 Center Street

603-357-1015

TIMES: Wed 6-8pm, Thurs 11-2pm, Sat 9am-noon

Women's professional clothing

www.lindascloset.org

Salvation Army Family Store

Rte 12, Keene

603-357-2207

TIMES: Mon-Sat 10am – 5pm

St. James Thrift Shop

25 Lamson Street

603-352-3697

TIMES: M-F 10am – 4pm, Sat 10am – 2pm

PETERBOROUGH

Hidden Treasures
180 Concord Street
603-784-5028
Second-hand clothing
Community Closet

Monadnock Congregational Church
120 Wilton Rd.
603-924-9532
FREE Second-hand clothing for all
TIMES: 1st & 3rd Saturdays 10am – 12noon

Peterborough Recycling Center
Mini Mall
Scott Mitchell Road
603-924-8095
TIMES: T,W,F, Sat 8am – 5:45pm
Residents only.

Serendipity Shop
603-924-6794

All Saints' Episcopal Church, 52 Concord St., Peterborough, lower level of Reynolds Hall. Consigned clothing at reduced prices.

TIMES: Th 1 – 4 pm; F 10 am – 4 pm; Sat 10 am – 12 noon

RINDGE

Rindge Recycling Center
Second Hand Shop
113 Main Street
603-899-2107
TIMES: Tue & Thu 10am – 3pm, Sat 8am – 3pm
Residents only.

TROY

Helping Hands Center
1 Depot Street
603-242-3007
TIMES: Mon-Sat 10am – 1:30pm
Open to all for clothing

Counseling and Mediation

COUNSELING AND MEDIATION

Acute Services (MFS)
357-4400 or 924-7236
Provides adult treatment and emergency mental health services.
www.mfs.org

Alcoholics Anonymous
800-593-3330 Statewide
Call for meeting times in Peterborough, Greenfield, Antrim, Dublin, Hancock, Hillsboro, Rindge, and Jaffrey.
www.nhaa.net

Bureau of Drug and Alcohol Services Resource Guide
www.dhhs.nh.gov/dcbcs/bdas/documents/guide.pdf
Reality Check
(603) 532-9888
21 Goodnow Street, Jaffrey, NH
Drug addiction and recovery resources
www.realitychecknow.org

Coordinated Access Point Program (CAPP)
This initiative provides a single point of contact for individuals who want to begin treatment to recover from their addiction. Working with individuals and families in crisis due to addiction, 24 hours a day, 7 days a week.
1 (844) 604-7878
www.scshelps.org/sud.htm#CAPP

The Serenity Center

(603) 283-5015

36 Carpenter Street, Keene, NH 0341

Peer-to-peer based recovery coaching for prevention, treatment and recovery for individuals of substance misuse and addiction.

www.keeneserenitycenter.org

Granite Recovery Centers

Real People, Real Recovery

(877) 890-3234

Multiple locations throughout New Hampshire – Drug addiction and recovery

Treatment of co-occurring disorders, adventure-based therapy, 12-Step workshops & meetings, life skills training, continuum of care planning, clinical & 12-step centered, CBT, DBT & EMDR therapies.

www.graniterecovery.com

Emergency Services

603-357-4400

Keene Services

603-357-4400

Mental health, substance abuse, parent education, for adults and children.

New Hampshire Catholic Charities

800-562-5249

Marriage and individual counseling, adoption, and community outreach. Sliding fee scale.

www.nh-cc.org

Cheshire Mediation (Cheshire County)

603-358-3322

Provides parent/child, divorce, victim/offender counseling; peer mediation; and eldercare mediation. Sliding fee scale.

<http://cheshiremediation.com>

Child and Family Services

603-357-8772

Family counseling for any family with a child in the court system for abuse, neglect, delinquency or CHINS, and for families at risk of having a child placed out of the home. All income levels eligible.

www.cfsnh.org

MAPS Counseling Services

603-924-2240 Keene, Peterborough

Individual, couple, family, and group counseling. Workshops and special groups. All income levels eligible.

www.mapsnh.org

Monadnock Family Services

Mental health, substance abuse, and community services.

603-924-7236 Peterborough

603-357-4400 Emergency

www.mfs.org

Antioch Psychological Services Center

Individual, family, couples counseling, testing; not insurance reimbursable; sliding fee scale available.

603-352-1024 40 Avon Street, Keene, NH

www.antiochne.edu/psc

Partnership for Drug Free New Hampshire Organization/Resource

www.drugfreenh.org

Partnership for Drug Free New Hampshire “Check the Stats”

www.checkthstatsnh.org

INFORMATION AND SUPPORT

Adoptive Families for Children

800-940-4456

Provides complete adoption services. Pregnancy and adoption counseling available for parents considering relinquishing a child for adoption.

International and domestic adoptions.

www.adoptivefamiliesforchildren.com

email: info@adoptivefamiliesforchildren

Compassionate Friends – Monadnock Chapter

603-289-0153

Support group for grief education and support for individuals dealing with the death of a child.

tcfmonadnock@gmail.com

Consumer Product Safety Commission Hotline
800-638-2772
TIMES: M-F 8:30 am – 5:00 pm

Early Home Support
603-924-6800

The River Center home visiting program in collaboration with Home Healthcare, Hospice, and Community Services for income-eligible pregnant and parenting young women. No fee for services.

www.rivercenter.us

Granite State Independent Living
603-228-9680 or Toll Free 1-800-826-3700 Keene/Concord

Promoting life with independence for people with disabilities and those experiencing the natural process of aging through advocacy, information, education, support and transition services.

www.gsil.org

Grapevine Family & Community Resource Center
603-588-2620

Weekly parent/child play and learn programs, educational programs, support, information, community dinners, and referral.

www.antrimnh.org

Hospice Services at Home Health Care, Hospice and Community Services (HCS)
603-532-8353 Peterborough
800-541-4145

Offers a variety of support and health services to assist in maintaining the quality of life while someone you love is dying. Also provides grief support, and offers special programs to help children cope with death and loss.

www.hcsservices.org/

Monadnock Area Peer Support Agency
603-352-5093/5094

Warm Line: 603-352-5093 or Toll Free 866-352-5093

64 Beaver Street, Keene

Intentional peer support for consumers of mental health services – a safe place for free, mutual peer support.

www.monadnockpsa.org

Monadnock Center for Violence Prevention
603-352-3782 or Toll Free: 1-888-511-6287
603-209-4015 Peterborough office

Advocacy, information, and referral for people experiencing or surviving domestic and/or sexual violence. 24-hour crisis hotline, emergency shelter, safety planning, help with police and courts, support groups. Free and confidential services.

TIMES: M 8am – 4pm The River Center, Peterborough

www.mcvprevention.org

Monadnock ServiceLink – Aging & Disability Resource Center
1-866-634-9412 Keene

Information and supported referral for seniors and adults who experience a disability. Long term care support and counseling. Caregiver and family support. Medicare and Medicaid counseling.

www.servicelink.org

National Alliance for the Mentally Ill (NAMI)

We can help improve lives affected by mental illness

Support, Education, Advocacy

1-800-242-6264 Statewide information and resource line

Keene: Facilitator: Sharon Stout, 603-357-5615

sprice@designandformat.com

Location: St. James Episcopal Church, 44 West Street, Keene

Peterborough: Facilitator: Pat Whitney 603-763-5054

patwhitney00@gmail.com

Location: Monadnock Community Hospital, Conference Rm #3, Peterborough

703-516-7227 TDD for the hearing impaired

www.naminh.org

Project LIFT (Literacy for Today)

603-464-5285

Volunteer literacy program with tutoring, GED preparation, and testing.

hillsboroadulted@hotmail.com

The River Center
603-924-6800

A Family & Community Resource Center serving all eastern Monadnock towns.

- ▶ Administration
- ▶ Parenting Programs
- ▶ Information & Assisted Referral
- ▶ Employment Resource Center
- ▶ Money Matters

Located at The River Center

- ▶ Monadnock Center for Violence Prevention 1-888-511-6287
- ▶ Southern NH Services Fuel Assistance 1-877-757-7048

The Samaritans

Crisis Hotlines: 357-5505 or NH Toll Free 1-866-457-2910

Befriending people in crisis situations; emergency crisis intervention.

www.samaritansnh.org

UNH Cooperative Extension

603-352-4550 Cheshire County Office TIMES: M-F 8 am – 4:30 pm

603-641-6060 Hillsborough County Office TIMES: M-F 8 am – 4:00 pm

<http://extension.unh.edu>

Disability Services

EDUCATION AND HEALTH

Assistive Technology Services (ATECH)

1-800-932-5837

Evaluation and consultation for those in need of specialized equipment (wheelchairs, adaptive switches, communications, etc.).

Services for the Blind & Visually Impaired

1-800-581-6881

A statewide no-cost program providing services to adults 55 and older, with significant vision loss, living at home. Services may include assessment, skill training, and adaptive aids and devices.

Association for the Blind, NH

Future in Sight

1-800-464-3075

Individual, family, and peer support counseling and referral, group services, rehabilitation teaching, orientation and mobility training, low-vision services, volunteer services, technology and braille, technical aids and devices, public education, and diabetes education.

www.futureinsight.org

NH State Library Services to the Blind & Physically Handicapped – Talking Book Library

1-800-491-4200

Talking books, free service to people with disabilities, including dyslexia. Supplies by mail, digital books and players. Call for application information and details. www.nh/nhsl/talkingbooks

Bureau of Special Education / NH State Department of Education

603-271-3741 Concord

Ensures that school districts provide a free and appropriate education to children who have educational disabilities. Parents should call the local school district first. If problems arise with the school, call the state department for help.

www.education.nh.gov/instruction/special_ed/index.htm

Bureau of Special Medical Services, NH Dept. of Health & Human Services

1-800-852-3345, x4488

Health programs for diagnosis and treatment of children (ages 0-20) who have physical disabilities, chronic illnesses, or developmental delays.

TIMES: M – F 8 am – 4:30 pm

www.dhhs.state.nh.us/dcbcs/bds/sms

Crotched Mountain Rehabilitation Center (CMRC)

603-547-3311 Greenfield

Day and residential, also outpatient diagnostic and medical services; PT, OT, speech, audiology; driving evaluation and education.

www.crotchedmountain.org

Easter Seals New Hampshire

www.easterseals.com/nh/

Assisting people with disabilities who are re-entering the work force

Child Resource & Referral.

Provides information and referrals for child care

Monadnock Developmental Services (MDS) – Birth to Three

Early Supports and Services

603-352-0165

Provides early supports and services (early intervention) to children birth to age 3 and their families. Initial evaluation process available to determine eligibility.

www.mds-nh.org

Northeast Passage

603-862-0070 Durham

1-800-735-2964 TTY for the hearing impaired.

Developing, delivering, and evaluating innovative barrier-free recreation and health promotion programs. Promotes client independence through education and problem solving, creating opportunities, and collaborating with others to create a strong network of accessible recreation.

www.nepassage.org

email: northeast.passage@unh.edu

AUSTISM SPECIALTY SERVICES

Resource Center for Autism, Institute on Disability

603-228-2084

Professional development and technical assistance, evaluation and diagnosis, and academic and research initiatives.

contact.iod@unh.edu

Ready, Set, Connect

603-547-3311

Crotched Mountain's autism program for young children provides ABA therapy in a lively and fun group setting. Therapists work one-on-one with children to help them build skills, placing them on a path to success in school and at home. Locations in Concord, Manchester and Greenfield.

cmf.org/autism

Adult Autism Life Coaching

603-547-3339

Amy Lowell – Life Coach – “Let your true colors shine!”

Certified in Autism Spectrum Disorders

www.autismlifecoaching.com

RISE for Baby and Family

603-357-1395

Provides early supports and services for families with children (birth to 3 years) who may have developmental or established delays.

www.riseforbabyandfamily.org

Special Olympics

1-800-639-2608

Participation in sports for individuals with intellectual and physical disabilities.

www.sonh.org

ATECH (Assistive Technology) Services

Hearing Network

603-226-2900 Concord

Serving all of New Hampshire

Resources for school-aged children.

www.crotchedmountain.org

EMPLOYMENT

Monadnock Developmental Services (MDS)

1-800-469-6082

603-924-4203 Peterborough

Provides assistance to individuals of all ages with developmental disabilities, children with chronic health conditions, and adults with an acquired brain disorder. Services include residential and community participation supports, employment, family support, and information and referral.

www.mds-nh.org

Monadnock Worksource

603-924-3326 Peterborough

Provides services to adults with developmental and intellectual disabilities.

www.monadnockworksource.org

IMPACCT ACADEMY

In Partnership with NH Vocational Rehabilitation and GSIL

603-228-9680

A comprehensive and transitional program dedicated to helping students with disabilities become part of the local workforce as they navigate from high school to employment, post-secondary education, or training that leads towards a career.

www.gsil.org or info@gsil.org

New Hope/New Horizons (SCS)

603-352-7512

Provides employment, day, outreach, and community residential supports for adults who have a developmental or an acquired disability.

www.scshehelps.org

Vocational Rehabilitation – Services for the Blind

1-800-621-7876

Bruce Chipman

Assists people, 55 and older, with visual impairments and disabilities to secure employment.

www.education.nh.gov/career/vocational/index/htm

Work Incentives Resource Center (WIRC)

877-809-7028

Information about benefits planning and work incentives for individuals with disabilities.

www.nhwirc.org

Granite State Independent Living (GSIL)

603-228-9680 Concord/Keene

Financial Planning &

Disability Benefits Services –

Using tools, resources, government benefits and work incentives available to help you create greater financial independence and achieve the best employment outcome. “Ticket to Work” Employment Assistance – Helping Social Security Disability recipients in NH gain employment and earn enough money to transition off of Social Security benefits.

www.gsil.org

HOUSING

Lukas Foundation and Community

603-878-4796 Temple

Year-round residential community serving the needs of adults of all ages with developmental disabilities, promoting human service through cooperative living, social interaction and spiritual activity as developed by Rudolph Steiner.

www.lukascommunity.org

Monadnock Developmental Services

1-800-469-6082

Will assist with residential services for adults who have service agreements with the agency.

www.mds-nh.org

NH Community Loan Fund

603-224-6669 Concord

8:00 am – 4:30 pm

“Your Turn Homebuyer’s Assistance – Welcome Home Loan”

Manufactured home loans. Making buying a new mobile home affordable.

info@communityfundloan.org

NH Housing Finance Authority (NHHFA)
1-800-640-7239
HOURS: Mon-Thu 8:30am-5pm, Fri 8:30am-4:30pm
Accessible housing for people with disabilities.

Plowshare Farm
603-547-2547 Greenfield
Plowshare Farm's life sharing community offers an opportunity for adults with developmental disabilities to live, work, and grow in an extended family environment.
www.plowsharefarm.org

Robin Hill Farm
603-924-6531 Peterborough
Provides supportive residential treatment and rehabilitation for persons with an acquired brain injury, which may include traumatic brain injury, stroke, and anoxia. Short term, post acute, and longer term needs are addressed.
www.robinhillfarm.com
Also see Senior Services section pages.

INFORMATION, SUPPORT AND RESOURCES

Brain Injury Association of NH
1-800-773-8400
Provides assistance to individuals and families, who have experienced a brain injury, to acquire supports and services in their communities.
www.bianh.org

NH Council on Developmental Disabilities
603-271-3236
1-800-735-2964 TDD Concord
Supports public policies and initiatives that remove barriers and promote opportunities in all areas of life. Education, advocacy and funding of innovative projects that make a difference in people's lives.
Granite State Independent Living (GSIL)
603-228-9680 Keene
Provides tools and resources for people with disabilities to live life as they choose.
www.gsil.org

Information and Assisted Referral

The River Center

603-924-6800

Provides locally accessible information and connections to information about financial benefits information, housing, food etc, by phone, walk-in or appointment.

Institute on Disability, University of New Hampshire

603-228-2084 Concord

603-862-4320 Durham

The IOD envisions a future where all persons, including those living with disabilities, are fully engaged members of their communities.

www.iod.unh.edu

UNH School of Law

603-228-1541 Concord

An independent, non-partisan research and policy institute that studies current New Hampshire issues involving the overlap of health care, social supports, and the law.

www.piercelaw.edu/healthlaw

Monadnock Developmental Services (MDS)

1-800-469-6082

603-924-4203 Peterborough

Information about services for children and adults of all ages who have or may have developmental problems. Also, family support services, case management, and respite care.

www.mds-nh.org/

Monadnock Service Link

1-866-634-9412

Information and supported referral and long term care counseling for seniors and adults with disabilities.

www.nh.gov/servicelink

Monadnock Worksource

603-924-3326 Peterborough

Residential, vocational, therapeutic, and day activity services to adults with developmental disabilities.

www.monadnockworksource.org

National Alliance for the Mentally Ill (NAMI)
1-800-242-6264 (For New Hampshire)
603-924-6540 Peterborough (NAMI Monadnock)
703-516-7227 TDD for the hearing impaired
Support for families with a member who has a mental or emotional disorder.
www.naminh.org

Northeast Deaf & Hard of Hearing Services (NDHHS)
603-224-1850 Concord
1-866-634-4764 TDD for the hearing impaired
NDHHS seeks to empower, educate and advocate for equal access and opportunity for deaf and hard of hearing citizens of New Hampshire.
www.ndhhs.org

Parent Information Center
1-800-947-7005 Concord
Information, support, advocacy, and training for parents about special education issues.
HOURS: Mon-Fri 9am-4:30pm
www.parentinformationcenter.org

Parent to Parent of NH
1-800-698-5465
Support, information, and referral from parents for parents of children with any special needs.
www.prphn.org

People First of NH
1-800-566-2128
A non-profit organization directed by people who have disabilities for the purpose of self-advocacy.
www.peoplefirstofnh.org

Sight Services for Independent Living
1-800-581-6881
A statewide no cost program providing services to adults 55 and older with significant vision loss living at home. Services may include assessment, skill training, and adaptive aids.

Social Security Administration
1-800-772-1213

Federal program of financial and medical benefits for the elderly, the disabled, widows, and survivors. Supplementary Security Income provides cash payments to families with disabled children.

State Family Support Coordinator, Division of Developmental Services
1-800-852-3345

1-800-735-2964 TDD for the hearing impaired.

Will direct you to available services for family members with disabilities.

LEGAL

Disability Rights Center
1-800-834-1721

Insures access to appropriate services for people with disabilities.

www.drcnh.org

SCHOOL DISTRICT SPECIAL EDUCATION DEPARTMENTS

AGES 3-21

SAU #1 ConVal Office of Special Education

Antrim, Bennington, Dublin, Frankestown, Greenfield, Hancock, Peterborough, Sharon, Temple.

603-924-7503

HOURS: Mon-Fri 8am-4:30pm

SAU #47 Jaffrey-Rindge Office of Special Education

Jaffrey, Rindge.

603-532-8100

SAU #87 Mascenic School District of Special Education

Greenville, New Ipswich, Mason.

603-721-0160

Ready, Set, Connect!

An intensive 1:1 ABA program for young children with autism. Full, part-time and after school hours available at our clinics (Greenfield and Concord). Private insurance accepted.

603-547-3311 ext. 1366

<http://www.crotchedmountain/html/aba.htm>

Food

Free Community Breakfast

2nd & 4th Sunday of every month 8:00 – 9:30 am

Peterborough United Methodist Church 603-924-4294

43 Concord Street, Peterborough, NH

Community Luncheon

Jaffrey – Friendly Meals Senior Lunch Program – sponsored by HCS

Monday through Friday at 12:00 noon at the United Church Parish Hall, Jaffrey.

Open to all seniors over the age of 60. A \$3.00 donation is requested

Please call two (2) days in advance to reserve a seat: call Betsy at 242-7986.

<http://www.hcsservices.org>

Third Tuesday 12-1pm

Dublin – Dublin Community Center – Soup lunch – \$3 donation requested

603-563-8021

Free Community Suppers

2nd Sunday 5:00 – 6:00pm (September through April)

Peterborough – Divine Mercy Parish 603-924-7647

divinemercynh.org

Mondays 5:30 – 6:30pm (September through June)

Peterborough – Union Congregational Church 603-924-3272

4th Monday – 5 – 6:30pm

First Congregational Church of Rindge 603-899-5722

Tuesdays 5:30-6:30pm (September through June)

Peterborough – All Saint’s Church 603-924-3202

4th Tuesday – 5:30 – 6:30 pm

Dublin Community Church 603-563-8139

Wednesdays 5:30 – 6:30pm

Peterborough – Peterborough Unitarian Universalist Church 603-924-6245

Thursdays 5:30 – 6:30pm

First Thursday – Frankestown – Community Church (except July & Sept.) 603-547-2013

Second Thursday – Bennington – Pierce Elementary School 603-588-2131

Third Thursday – Antrim – Presbyterian Church 603-588-2209

Fourth Thursday – United Church of Jaffrey 603-532-7047

Fourth Thursday – Hancock Congregational Church Vestry 603-525-6628

Call the Grapevine at 603-588-2620 before 12 noon on Wednesday for a ride to Thursday's supper.

Fridays 5:30 – 6:30pm – Greenfield Meeting House

Community Kitchen

Free Hot Suppers 5 – 6:20, M – F (CLOSED SAT. & SUN.), Sunday Lunch 11 am – 12 noon

Mechanic Street, Keene 603-352-3200

Church Supper

2nd Saturday of month 5:30 – 6:30pm (April – November) * * NOT free of charge

United Church of Jaffrey 603-532-7047 – call for details

Friendly Meal & “Nurse Is In” Clinic

3rd Thursday of the month 11:00 am – 1:00 pm

VFW Post on Hathorn Road, Jaffrey

Open to senior citizens (60+) from any area town.

No charge; donations are gratefully accepted.

Call 352-2253 for reservation

Food Stamp Program, NH Dept. of Health and Human Services

1-800-624-9700 or 357-3510

1-800-735-2964 TDD for the hearing impaired.

809 Court St., Keene

Emergency and longer term food stamps. Must apply in person and meet income level to get help.

NH Food Bank / SNAP (EBT) / Food Stamps

603-669-9725 ext. 1124

603-669-0270 fax

For help applying for SNAP, for questions regarding SNAP/Food Stamps, for coaching on a successful process of acquiring SNAP (EBT).

<http://www.nhfoodbank.org/need-food/food-stamps-snap/> or NHfoodbank.org/nheasy

Meals on Wheels (HCS)

603-355-2253 or toll free: 800-541-4145

Provides hot, nutritious meals to homebound elderly and individuals with disabilities. www.hcsservices.org

Salvation Army
978-616-7116

Please call or email to see if you qualify for assistance:
JimGrantsArmy@gmail.com

Southern NH Services: Hillsborough County
1-800-322-1073

Call to register for programs in Antrim, Greenville, Hillsboro, Peterborough and Wilton.

Southwestern Community Services: Cheshire County
NH Commodity Supplemental Food Program for Seniors 1-800-529-0005
Serves Dublin, Jaffrey, and Rindge.

(WIC) Women, Infants and Children Program
1-800-WIC-4321 (1-800-942-4321) To find program nearest you
Jaffrey/Dublin (Cheshire County): 1-800-529-0005
Peterborough Area (Hillsborough County): 1-800-256-9880
<http://www.dhhs.nh.gov/dphs/nhp/wic/index.htm>

Federal program that offers vouchers for food to eligible women, infants, and children to age 5. Breastfeeding support and healthcare referrals for pregnant or breastfeeding women.

Commodity Supplemental Food Program (CSFP)

For women and children under 6 who are not enrolled in WIC, and for eligible elderly people. Farmers' Market Nutrition Program gives coupons for those on WIC to purchase fresh fruits and vegetables.

MONADNOCK AREA FOOD PANTRIES

Many towns have a food pantry that offers basic foods to people in need.

ANTRIM & BENNINGTON

Antrim Baptist Church
603-588-6614

TIMES: Tues. 6-7 pm, Sat 10 am -12 noon and by appointment
Antrim and Bennington residents

Antrim First Presbyterian Church
603-588-2209

TIMES: Friday & Saturday 10 am – 4pm

Antrim First Presbyterian Church
603-588-2209
TIMES: Friday & Saturday 10 am – 4pm

FRANCESTOWN

Community Food Resources
Call Lori and leave message
554-7265

GREENFIELD

Greenfield Congregational Covenant Church
12 Depot Drive at the Ministry Center
547-3626
TIMES: Sat 9 am -12 noon
Open to all

GREENVILLE

Sacred Heart Parish
St. Vincent DePaul Society
603-878-0518
TIMES: Thursday, by appointment; call with name and phone number

HILLSBORO

Hillsboro District Food Pantry
7 Church Street
603-464-4080
TIMES: Tue 5 – 7 pm
Hillsboro-Deering School District, Washington, Windsor

JAFFREY

Compassion Food Pantry
of Jaffrey Assembly of God
48 Stratton Road, Jaffrey
603-532-6131
TIMES: Saturday 10:30 am – 12:00 noon
Open to all

United Church of Jaffrey Food Pantry
Main Street, Jaffrey
603-532-7047
TIMES: Wed. 10:30am – 12:30pm, Thurs. 6:00pm – 7:30 pm
All welcome

KEENE

The Community Kitchen
37 Mechanic Street
603-352-3200
Hot Meal Hours: Mon-Fri 5 – 6:20 pm, Sunday lunch 11 am – 12 noon
Food Pantry Hours: Wed 12:30 – 5:30 pm, Th 11:30 am – 4 pm

www.thecommunitykitchen.org

PETERBOROUGH

Peterborough Food Pantry
Serving the following towns: Antrim, Bennington, Dublin, Frankestown, Greenfield, Greenville, Hancock, Jaffrey, New Ipswich, Peterborough, Rindge, Sharon, Temple.
25 Elm Street (former Armory)
603-924-3008
TIMES: Mon-Fri 9am – 12noon

RINDGE

Rindge Food Pantry
Corner of Route 119 & Cathedral Road – rear of the building
603-899-5031
TIMES: Thu 2 – 6:00pm
All are welcome

TEMPLE

Faith Food Pantry
3 Leighton Place – Congregation Church of Temple parsonage
603-878-4177
TIMES: 1st Wed of the month – 5 pm – 7 pm
3rd Sat of the month – 9 am – 12 noon
All are welcome

TROY & FITZWILLIAM

Helping Hand Center Food Pantry

1 Depot Street

603-242-3007

TIMES: Tues-Sat 9:30 am-12:00 noon

Open to Troy & Fitzwilliam for food

WILTON

Open Cupboard Pantry

Wilton Falls Mill, 6 Burns Hill Road # 5

603-809-6004 or 603-654-2635 – Linda & Roger LaDouceur

TIMES: Mon – Fri, by appointment – Serving the residents of Temple, Lyndeboro, Greenfield and Wilton

Fun: Recreation and Libraries

Actor's Circle Theater/Positive Expressions

603-924-3876 Peterborough

Produces two shows per year.

www.actorscircletheatre.org

Big Brothers Big Sisters of New Hampshire

603-352-9536 x1008

Business office: 603-430-1140 x1140 Portsmouth, NH

Our mission is to provide children facing adversity with strong and enduring, professionally supported 1-to-1 relationships that change their lives for the better, forever.

1-844-NH4-

BIGS

www.bbbsnh.org

YMCA Camp Dakotah

603-239-4781 or 603-352-0447

Overnight camp, ages 7 – 15, Southwest NH

www.campdakotah.org or info@cheshireymca.org

Boy Scouts of America
Daniel Webster Council
1-800-221-0009
www.nhscouting.org

4-H Clubs
603-641-6060 Hillsborough County
603-352-4550 Cheshire County
4-H helps youth acquire knowledge, develop life skills and form attitudes to enable them to become self directing, productive and contributing members of society. It is offered free of charge to youth ages 5-18. Youth from all cultural and economic backgrounds get involved in 4-H fun and learning. Call for local programs.
www.extension.unh.edu

Girl Scouts USA
Girl Scouts of the Green and White Mountains
1-888-474-9686
Leadership skills, career exploration, community service, decision making skills, grades K-12.
www.girlscoutsgwm.org

NH State Library (NHSL) Services to the Blind and Visibly Handicapped
Talking Book Library
1-800-491-4200
Talking books, free service to people with disabilities, including dyslexia. Supplies by mail, digital books and equipment needed to use them.
www.nh.gov/nhsl/talking_books

Swimming
Crotched Mt. Rehabilitation Center, Greenfield
603-547-3311 x1870
The CMRC pool has open swims, adult and senior lap swims, and lessons for adults and children ages six months and up. Open to all, \$50 yearly fee for Greenfield residents, family swims on Friday evenings. See website for seasonal programs.
www.crotchedmountain.org/swim

LIBRARIES AND RECREATION DEPARTMENTS

Most town libraries offer story hours for preschool children during the school year, summer reading programs, and occasional children's movie showings. Call your local library for information. The recreation department in a town may offer various sports programs, summer activities such as swimming lessons or craft classes, and other seasonal activities. Call to find out what your town offers and how and when to sign up.

ANTRIM

Antrim Recreation Department

603-588-3121

Community and family events & programs, weekend and after-school movement and recreation opportunities, youth sports leagues, Parks & Recreation.

www.antrimnh.org

Antrim Tuttle Library

603-588-6786

TIMES: Mon & Wed 2 – 6pm, Tue & Thu 2 – 8pm,

Fri 9am – 12noon, Sat 10am – 4pm

www.antrimnh.org

BENNINGTON

G.E.P. Dodge Library

603-588-6585

Summer reading program, book clubs.

TIMES: Mon 9 am – 6 pm, Tue noon – 6 pm, Thu Noon – 8 pm, Fri Noon – 5 pm, Sun 4 – 6 pm

www.dodgeliibrary.com

DUBLIN

Dublin Recreation Committee

603-563-8544

Summer playground/camp programs.

Dublin Public Library

603-563-8658

Storytime: Wednesdays @ 9:30 AM, Family Night: every 3rd Monday @ 6:30 PM

TIMES: Mon, Tue, Thu, 4 – 8pm, Wed 9am – 12pm and 4 – 8 pm,

Sat 9 – 1pm

www.townofdublin.org/dublin-public-library2

FRANCESTOWN

George Holmes Bixby Memorial Library
603-547-2730

Storytime hours for children, Book discussions, summer reading program, drop-in crafts, adult art afternoons, handicap accessible.

TIMES: Tue 2-7:30pm, Wed 10am-5pm, Thu 2-7pm, Fri 12-5pm, Sat 9am-12:30pm

http://www.francestown-nh.gov/Pages/FrancestownNH_Library/index

GREENFIELD

Greenfield Recreation Department
603-547-3442

After school activities, summer sports, trips.

Stephenson Memorial Library

603-547-2790

Storytime, Writer's Group, Knitting Group, Book Club, Armchair Travel, Watercolor Collaborative

TIMES: Tue 2-6pm, Wed 10-8pm, Thu 2-8pm, Fri 2-6pm, Sat 10am-4pm

www.greenfield-nh.gov/stephenson-memorial-library

GREENVILLE

Chamberlin Free Public Library
603-878-1105

Summer reading, story hour, crafts, book clubs, Knit for a Cause.

TIMES: Mon & Wed 3 – 8pm, Tue & Thu 9am – 8pm,

Fri 9am – 5pm, Sat 9am – 1pm (closed Saturdays during July & August)

www.chamberlinlibrary.org

HANCOCK

Hancock Town Library
603-525-4411

Storytime, movies, crafts

TIMES: Mon & Wed 2 – 6pm, Tue & Thu 10am – 7pm, Sat 10 – 4pm

www.hancocknh.org

JAFFREY

Jaffrey Public Library
603-532-7301

Storytime, Summer reading, guest speakers, crafts, children's programs

TIMES: Mon, Wed & Fri 10am – 5:30pm, Tue & Thu 1 – 7:00pm, Sat 10am www.townofjaffrey.com/Pages/JaffreyNH_Library/index

Jaffrey Recreation Department
603-532-7863

TIMES: Mon thru Fri 8 am – 1 pm, other hours by appointment recreation@townofjaffrey.com

KEENE

Keene Family YMCA

603-352-6002 M-F 5 am-9 pm, Sat. 6am – 6pm, Sun. 8am – 5 pm

Serving men, women and children throughout the Monadnock Region with services and programs designed to increase health, teach life and leadership skills, and promote family unity. Offering gymnastics, aquatics, safety training, childcare and family recreation.

www.keene-ymca.org

MASON

Mason Public Library

603-878-3867

TIMES: Tue & Wed 9am – 4pm & 6pm – 8pm, Thurs 9am – 4pm, Sat 9am – 12 noon. During the months of July & August, closed on Saturday

NEW IPSWICH

New Ipswich Library

603-878-4644

TIMES: Mon & Wed 2 – 8pm, Tue & Fri 9am – 1pm,
Sat 9am – 12 noon (except July and August).

www.newipswichlibrary.wordpress.com

PETERBOROUGH

Western Hillsborough County Family Services

Southern NH Services, Inc.

603-924-9601

Youth programs for after school and summer recreation.

Peterborough Recreation Department

603-924-8080

Trips, camps, sports, classes, contests. Senior day, arts & crafts

Summer programs open to all ConVal School District children.

TIMES: Mon-Fri 8:30 am – 4:30 pm

www.townofpeterborough.com

Peterborough Town Library
603-924-8040
TIMES: M,W,F 10 am – 6 pm, T,Th 10 am – 8 pm,
Sat 10 am – 4 pm
www.townofpeterborough.com

RINDGE

Rindge Ingalls Memorial Library
603-899-3303
TIMES: Mon, Wed, Fri 10am – 5pm, Tue & Thu 2:30 – 8pm,
Sat 9 – 12noon
www.rindgenh.org/towncloud/entity/Ingalls-Memorial-Library-6
Rindge Recreation Department
603-899-6847
www.rindgenh.org/towncloud/entity/Recreation-Department-9

TEMPLE

Mansfield Public Library
603-878-3100
TIMES: Mon & Fri 10am-5pm, Tue & Thu 3-7pm,
Sat 10:30am-1:30pm
www.templenh.org/library
Temple Recreation Department
603-878-1479

Health and Medical Care

Centers for Disease Control
1-800-232-4636
1-888-232-6398 TTY for the deaf and hearing impaired
www.cdc.gov

HEALTHCARE

Home Healthcare, Hospice and Community Services (HCS)

45 Main Street, Peterborough

1-800-541-4145

603-532-8353 -Eastern Monadnock Region Office

- *Visiting Nurses: Skilled care for people of all ages, from newborn visits to high-tech care, to help with recovery at home.*
- *Hospice Care: Comfort and support for end-of-life care in your home, in a nursing home, or assisted living facility.*
- *Customized Care: Meets your needs for a lifetime of independence.*
- *Community Care: Community health clinics, group exercise classes, Friendly Meals for seniors, Meals on Wheels, and Workplace Wellness programs.*

www.hcsservices.org

CHILD HEALTHCARE

Home Healthcare, Hospice and Community Services (HCS)

45 Main Street, Peterborough

1-800-541-4145

603-532-8353 -Eastern Monadnock Region Office

Healthy Starts at HCS

- Well Child Check-ups

Well care, immunizations, hearing and vision testing for children, birth to age 18 from non-insured or under-insured families. Visiting nurses.

- Prenatal Program

A home visiting program providing education and supportive services for soon-to-be and new parents. Includes partnership with the Mothers in Recovery Program at Cheshire Hospital DHC-Keene.

- Early Home Support (with The River Center)

Home-based teen pregnancy and parenting program provides comprehensive education and supportive services to help young families.

- Comprehensive Family Supports and Services

Intervention and parenting education for families experiencing stress.

www.hcsservices.org

Monadnock Healthy Teeth

603-924-4673

School based dental program serving students grades K-3 in the ConVal, Mascenic and Jaffrey/Rindge school districts by providing education, screening, cleaning, fluoride treatment, sealant, and referrals for care.

<http://monadnockcommunityhospital.com/main/HealthyTeeth.php>

Monadnock Regional Pediatrics
924-7101 Peterborough

DENTAL

Dental Health Works
603-358-6624

Private, non-profit program that works with all ages. Services Cheshire County only.

Greater Nashua Dental Connection
603-879-9314

Open to all ages and serves all of New Hampshire. Serves those 1) without dental insurance 2) who are eligible for Medicaid 3) who have NH Families Insurance 4) are in need of affordable, quality dental care. Please call 603-879-9314 with questions about eligibility, services and/or to discuss your specific situation.

<http://nashuadentalconnection.org/>

Easter Seals
603-623-8863

Servicing children and adults throughout NH. Provides comprehensive dental care including routine cleanings, extractions, partials, dentures and restorative procedures such as fillings. Medicaid welcome. Located in Manchester.

NHTI Dental Clinic
603-230-4023

Preventive dental services for all ages with low incomes – cleaning, x-rays, and sealants only. By appointment.

<http://www.nhti.edu/dental-clinic>

Professional Denture Care Program
603-225-5961

Low cost denture program. Sponsored by NH Dental Society.

<http://www.nhds.org>

Saving People's Smiles
603-219-0770

Non-profit program servicing children and adults throughout NH who have Medicaid or no insurance. Substantially reduced fees. Located in Concord.

www.savingpeoplesmiles@gmail.com

Children & Family Dentistry
603-627-8800

Known primarily for servicing children, this program will also treat adults. Reduced fees, Medicaid welcome. Services include prevention, general dentistry, limited oral surgery. Located in Manchester.

<http://www.dentistryandbraces.com>

Traveling Adult Dental Services (T.A.D.S.) (TEMPORARILY DISCONTINUED 6/01/17)

603-762-3770

Servicing adults in Cheshire County. This is a voice mail number. Leave a message; be sure to include the best time to return your call, your name, address, phone number, and request for an application.

Veterans Medical Center

603-624-4366

Servicing veterans who are 100% Service Connected. Located in Manchester.

<http://www.manchester.va.gov/>

DISABILITIES AND CHRONIC ILLNESSES

NH Bureau of Special Medical Services

603-271-4488

1-800-852-3345 x1-4488

NH Title V program for children with special healthcare needs. Offers health programs and services for children, ages birth to 21 years, who have, or are at risk for, a chronic medical condition, disability, or special healthcare need. Services available: care coordination; nutrition, feeding and swallowing program; child development; clinic program; more.

www.dhhs.nh.gov/dcbcs/bds/sms/index.htm

NH Family Voices

1-800-852-3345 x.1-4525

Providing information and support to families of children with special needs.

www.nhfv.org

Crotched Mountain Rehabilitation Center (CMRC) Outpatient

603-547-3311 Greenfield

Speech, Physical and Occupational Therapy, Audiology, Developmental Pediatrics diagnostics, driving evaluation.

www.crotchedmountain.org

Monadnock Developmental Services (MDS)

1-800-469-6082

603-924-4203 Peterborough

Provides assistance to individuals of all ages with developmental disabilities, children with chronic health conditions, and adults with an acquired brain disorder. Services include residential and community participation supports, employment, family support, and information and referral.

www.mds-nh.org

Monadnock Family Services

924-7236 Peterborough

A comprehensive mental health center that provides clinical services to the mentally/emotionally ill.

www.mfs.org

NH Partners in Health

At Monadnock Development Services

1-800-469-6082 or 352-1304

Information about resources for families who have children with chronic illness or disabilities.

www.mds-nh.org

Resource Center for Autism at the Institute on Disability

603-228-2084

Professional development and technical assistance, evaluation and diagnosis, and academic and research initiatives, Ph.D. program in the study of autism spectrum disorders.

www.iod.unh.edu

FIRST AID/CPR TRAINING/SELF DEFENSE

Common Sense Safety Classes

603-494-0780 Joanne Correia

First Aid and Self Defense classes for kids, women, men, and seniors.

www.commonssensesafetyclasses.com

American Red Cross

1-800-244-2214

CPR and First Aid training, and other educational services.

<http://www.redcross.org/lp/first-aid-cpr-classes?>

GENETIC COUNSELING

Genetics Department at Dartmouth Hitchcock Hospital
603-653-6044
Genetic counseling, assessment, and diagnosis.

HEALTH INSURANCE

New Hampshire Service Link

Aging & Disability Resource Center
603-357-1922 or toll free 1-866-634-9412 Keene
Provides information on healthcare, insurance, Medicare and Medicaid and other services for older adults, persons with disabilities and family caregivers.
www.nh.gov/servicelink/locations/cheshire.html

New Hampshire Health Access

Grants for the uninsured through your physician or hospital. Applications available online.
www.healthynh.com/fhc/initiatives/access/NHHAN.php

New Hampshire Easy Health Insurance Program

1-877-464-2447 for general information

603-924-7191 x1142 Monadnock Community Hospital

Free and low-cost health insurance plans available to newborns through 18-year-olds. Coverage is also available for pregnant women. Monadnock Community Hospital will assist in the application process.

www.nheasy.nh.gov

MEDICATION

Medication Bridge Program
at Monadnock Community Hospital
603-924-1794

LOCAL MEDICAL PRACTICES

Antrim Medical Group
603-588-4200 Antrim

Cheshire Medical Center
603-354-5400 Keene
www.cheshire-med.com

Jaffrey Family Medicine
603-532-8775 Jaffrey
Monadnock Community Hospital
603-924-7191

- Prescription Financial Aid Program
- Wellness Center
- Rehabilitation Center
- Social Services (Medicaid applications, and other assistance)

www.monadnockcommunityhospital.com

MCH Financial Assistance Program
603-924-1717 Peterborough
Monadnock Family Care
603-924-4664 Peterborough
Monadnock Internists
603-924-4671 Peterborough
New Ipswich Family Medicine
603-878-1092 New Ipswich
North Meadow Family Health
603-924-7191 Peterborough
Peterborough Internal Medicine
603-924-4680 Peterborough

WOMEN'S HEALTH CARE

Monadnock OB-GYN Associates

Gynecology and Obstetrics

603-924-9444

Healthy Starts (HCS)

603-352-2253 x 132 or 800-541-4145

Promotes healthy pregnancy and parenting among at-risk families in the Monadnock Region.

www.hcsservices.org

Planned Parenthood of Northern New England

1-800-230-7526 or 352-6898

1-800-293-3034 (emergency after hours)

8 Middle St., Keene walk-in clinic

TIMES: M 8:30-5, Tue 10-6, Wed 8:30-5, Thu 10-6, Fri 9-5

Walk In Hours: W 3-5, F 2-4

Routine gynecological care. Pap smears, pelvic and breast exams, AIDS/HIV testing, trans care. Pregnancy testing. Exams for sexually transmitted diseases. Sliding fee scale.

www.plannedparenthood.org

Heat

CHESHIRE COUNTY

Southwestern Community Services (SCS)

1-800-529-0005 or 603-352-7512 Keene

Grants for fuel (wood, oil, electric, gas). Fuel assistance and weatherization are provided to income-eligible families.

www.scshehelps.org

HILLSBOROUGH COUNTY

Southern NH Services

1-877-757-7048 Peterborough Toll Free

603-924-2243 Peterborough Office

Grants for fuel (wood, oil, electric, gas). Fuel assistance and weatherization are provided to income-eligible families.

www.snhs.org

Neighbor Helping Neighbor
1-800-529-0005 Cheshire County
603-668-8010 Hillsborough County
Clients who aren't eligible for fuel assistance and have a disconnection notice.
www.psnh.com

ANTRIM
The Grapevine Wood Bank
For residents of Antrim, Hancock, Bennington, Frankestown, and our surrounding communities.
603-588-2620

GREENFIELD
Greenfield Wood Bank
603-547-3442

PETERBOROUGH
Peterborough Heat Fund
"Keep Peterborough Warm"
Residents only
603-924-8000 x101

RINDGE
First Congregational Church, Call 603-899-5722
Pastor's Discretionary Fund providing small financial support to those needing help with heating costs.

Housing

Shelters (For emergency assistance)
For immediate assistance 24/7 call 211, 1-866-444-4211 or www.211.org
Southwestern Community Services
Housing Stabilization Services
603-352-7512 or Toll Free 1-800-529-0005
Delivers direct and immediate care, through emergency and transitional shelters, to the homeless population and those in imminent danger of becoming homeless.
www.scshehelps.org

Monadnock Area Transitional Shelter (MATS)
603-924-5033 Peterborough
Alcohol- and drug-free shelter, food, clothing, and other services for people who are homeless.
www.matsnh.org

Shelter from the Storm (SFTS)
603-532-8222 Jaffrey/Rindge
Providing transitional housing and support services for those who have become homeless due to a variety of circumstances.
Email: sftsnh@gmail.com
www.shelterfromthestormnh.org

Hundred Nights – Cold Weather Shelter & Open Doors Resource Center
603-352-5197 Keene
The Mission of Hundred Nights, Inc. is to provide shelter and crisis related services to the displaced or homeless; to support the invisible members of our society who deserve dignity and a voice that is heard, through community, collaboration and guidance. Shelter: November 15th – April 15th;
Resource Center: year round
www.hundrednightsinc.org
List of Homeless Shelters in NH and VT http://rockefeller.dartmouth.edu/shop/shelter_summaries_final.pdf

RENTALS FOR PEOPLE WITH LOW AND MODERATE INCOMES

Contoocook Housing Trust
603-878-1247
The Contoocook Housing Trust develops and provides affordable housing opportunities, including rentals and small homeownership loans, for families with modest incomes in 13 towns in the Contoocook Valley region.
www.housingtrust.org

Cheshire Housing Trust
603-357-7603
Assistance for low and moderate income families in securing permanent affordable housing, and first time home buyers program. Cheshire County residents.
<http://www.cheshirehousingtrust.org>

Keene Housing
603-352-6161

Provides and advocates for affordable housing and supportive services that strengthen and empower low- and-moderate income households in the Monadnock region.

www.keenehousing.org

Antrim

Great Brook Homes (*Seniors and Disabled Individuals*)

603-588-3499 or 603-557-5680 or j.bringham@harborhomes.org

Peterborough

Heatherbrook Apartment Rentals

603-924-9707 or 1-802-362-4660 Thm, Inc.

Pine View Apartments (formerly Prescott Hill)

603-924-6091

Riverview Apartments

603-924-4136

Rockbrook Apartments

603-641-2163 Stewart Property Management

Woodland Heights

603-878-2400 SK Properties

(senior & disabled, not family)

Jaffrey

Gilmore Court

603-878-2400 SK Properties

(senior & disabled, not family)

Jaffrey Housing

603-352-7512 SCS Management Company

Jaffrey Mills Apartments
Stewart Property Mgt 603-641-2163; <http://www.stewartproperty.net/jm.html>

Jaffwood Apartments
603-532-7103
Village of Jaffrey
603-669-8551 Eastpoint Properties

NH Housing Finance Authority
1-800-439-7247 Rental/Housing Management
1-800-649-0470 Single-family home buying
1-603-472-2089 TDD for people who are hearing impaired
Rental and home-buyer programs for people with low incomes.
Southwestern Community Services
1-603-924-6091
www.scshehelps.org

Homeowner Assistance

Making Home Affordable
1-888-995-4673
Home Affordable Refinance Program for loans held by Fannie Mae or Freddie Mac. Home Affordable Modification Program for all other mortgages.
www.makinghomeaffordable.gov

NH Community Loan Fund
603-224-6669 Concord
8:00 am – 4:30 pm
“Your Turn Homebuyer’s Assistance – Welcome Home Loan”
Manufactured home loans. Making buying a new mobile home affordable.
info@communityfundloan.org

Monadnock Habitat for Humanity
603-357-8474 Keene
603-228-3001 Concord
Partner families help to build their own homes and then buy them through zero-profit, zero-interest mortgages. Cheshire and Sullivan counties.
www.habitat.org/local

SENIOR AND DISABILITY HOUSING

211 NH

Homeless information and referral services 24/7, 365 days a year.

For out-of-state callers or phone lines that requires you dial a "9": 1-866-444-4211

Also see *Senior Services and Disability Services*

Legal Help

Disability Rights Center

1-800-834-1721

Insures access to appropriate services for people with disabilities.

NH Bar Association

LAWLINE

1-800-868-1212

Lawline telephones are staffed by attorneys who provide free legal advice to any caller. No income guidelines for the Lawline program.

TIMES: 2nd Wednesday of each month, 6 – 8 pm

www.nhbar.org

Modest Means Legal Program

New Hampshire Bar Association

603-715-3290

"Access to Justice Just Got Easier." Reduced-fee legal assistance on a sliding scale for individuals/families that qualify. Handling bankruptcy, DUI, divorce, child support, unemployment compensation, foreclosure, guardianship, veteran benefits and more – – "Dedicated to the principle of equal justice for all." Call to see if you qualify.

www.nhbar.org

Legal Advice and Referral Center

1-800-639-5290

Assists clients primarily in the areas of family law, landlord tenant/housing issues, public benefits, and consumer issues. Must be financially eligible.

TIMES: MTWF 9am-12pm AND 1-4pm

www.nhlegalaid.org

Commission on the Status of Women, NH
603-862-1058

Publishes A Legal Handbook for Women in NH. Contact NH Commission on the Status of Women, State House Annex, Room 334, Concord, NH 03301

www.unh.edu/womens-commission

Division of Child Support Services, NH
1-800-624-9700 Keene district office

Locates non-custodial parent, establishes paternity, child support orders, and custody and visitation orders.

Legal Assistance, NH
1-800-562-3994 Claremont (Monadnock region)
1-800-517-0577 Nashua
1-800-562-3174 Manchester

New Hampshire Legal Assistance provides free legal help to low-income and elderly persons who cannot afford a private attorney. Handles legal matters involving health care, public and private housing issues, food stamps, welfare, unemployment compensation, utility shut-off and nursing home problems.

TIMES: M-F 8:30 am – 5 pm

www.NHLA.org

NH Pro Bono Referral System
800-639-5290

Coordinates and leverages the free legal services of volunteer attorneys to help meet the basic needs of low-income families and individuals.

www.nhbar.org

NH Public Defender
603-357-4891 Keene
603-224-1236 Concord

Provides free legal service to defendants charged with felonies or misdemeanors. Staff attorneys represent clients in probable cause hearings, plea negotiations, felony and misdemeanor trials, and juvenile proceedings and appeals. Counsel can be appointed at an initial hearing. Forms are available at Jaffrey District Clerk of Courts in Jaffrey.

www.nhpd.org

Money and Work

Community Loan Fund

603-224-6669

Serves as a catalyst, leveraging financial, human & civic resources to enable traditionally underserved people to participate more fully in the NH economy; complementing and extending the reach of conventional lenders & public institutions.

<http://www.communityloanfund.org>

Find Financial Freedom

(Funded by the US Dept of the Treasury, CDFI Fund)

1-800-622-5266, ext. 9404

Learn to manage your money and your credit. This free online money program will help you take control of your finances.

<http://www.hometeamnh.org>

HOMETeam NH

(Non-profit membership organization)

HOMETeam is dedicated to providing consumers with objective tools and information what will help prepare for, and protect, their biggest investment – their home. HOMETeam provides seminars, one-on-one counseling/coaching to potential homebuyers and homeowners on topics such as: building credit; establishing a budget; understanding and improving credit scores; learning about savings and lending opportunities; providing help on any aspect or preparing for home ownership, once they attend one of their home buying seminars.

<http://findfinancialfreedom.org>

Free Credit Report

1-877-322-8228

Get your free credit report and learn what to do to clear up your credit history.

www.annualcreditreport.com

Greenpath Debt Solutions of NH & VT

1-800-327-6778

Helps families repay and deal with loans, debts, and credit cards.

www.greenpath.com

Link-Up Life Line

1-888-641-8722

Financial assistance (up to 50%) for telephone and installation charges. To apply, contact local telephone company.

www.lifeline.gov

Money Matters at the River Center
603-924-6800

Free tax preparation, financial tools workshops, individual money coaching. Walk-in service for money coaching on Wednesdays 12:30 pm – 2:00 pm, or call to make an appointment.

Project LIFT
603-464-5285

Regional adult literacy program.

www.hillsboroadulted@hotmail.com

Temporary Assistance to Needy Families (TANF)

NH Department of Health & Human Services

1-800-624-9700

M – F 8-4:00

Program provides money for food, housing, heat and lights, clothing, etc. Need-based eligibility.

www.dhhs.nh.gov/dfa/tanf

The Salvation Army – Peterborough

1-978-616-7116

JimGrantsArmy@gmail.com

Please call or email to see if you qualify for assistance.

UNH Cooperative Extension

603-641-6060 Hillsborough County

603-352-4550 Cheshire County

“Taking Care of Your Finances”: Five-session course helps individuals and couples handle their money better by setting goals, learning good communication, managing debt, and keeping good records. Start times and locations vary.

www.extension.unh.edu

EMPLOYMENT

Associates in Career & Community Employment Support Services, Inc. (ACCESS)
See Disability Services section.

Employment Resource Center
At The River Center
603-924-6800

Connects people of all ages and abilities to work opportunities through teaching skills and providing one-on-one assistance with job search, resume development, applications, and interviews. On site resources available.

www.rivercenter.us

Monadnock Worksource
603-924-3326 Peterborough

Provides services to adults with developmental disabilities.

www.monadnockworksource.org

NH Department of Employment Security (NHDES)

603-352-1904 Keene

Job search, resume development, interview techniques, unemployment claims.

www.nh.gov/nhes

New Hope/New Horizons (SCS)

603-352-7512

Employment supports for adults who have a developmental or an acquired disability.

www.scshehelps.org

Vocational Rehabilitation

603-357-0266 Keene or Toll Free (800) 620-7688

Assists people with disabilities to secure employment.

(Refer to Disability Services section for additional listings.)

www.education.nh.gov/career/vocational

TOWN WELFARE OFFICES

Each town is required by law to give emergency help for food, housing, fuel. (If unable to reach Welfare Office, call local police.)

Antrim

603-588-6785 x.226

M-Th 8 am – 2:30 pm

Bennington

603-588-2189

Call for appointment.

Dublin

603-563-8544

Call for appointment.

Fracestown

603-630-0228

Call for appointment.

Greenfield

603-547-1414

M-F 9 am – 5 pm

Greenville

603-878-6193

Call for appointment.

Hancock

603-525-4441

M-F 8:30 am – 4:30 pm

Jaffrey

603-532-7880 or 7445

Call for appointment.

New Ipswich

603-878-2772

M-F 9 am – 4 pm

Peterborough

603-924-8000 x100

Call for appointment.

Rindge

603-899-5181 x100

Call for appointment.

Sharon

603-924-7002

Call for appointment.

Temple

603-878-2486

Iphigenia Hatt 603-668-4411 x6433

Call for appointment.

Senior Services

FOOD SERVICES

Commodity Supplemental Food Program (CFSP)

For income eligible seniors.

Southern NH Services (SNHS)

800-256-9880

(Hillsborough County residents)

Southwestern Community Services (SCS)

603-352-7512 Ext. 4240

(Cheshire County residents)

www.dhhs.nh.gov/dphs/nhp/wic/csfp.htm

Meals on Wheels

Hancock, Greenfield, Greenville, Peterborough, Mason, New Ipswich and Temple: 603-878-3109

Dublin, Jaffrey, Rindge: 603-532-7263

Hillsborough, Bennington, Deering, Frankestown, and Windsor: 603-464-3553

Meals delivered by paid staff and volunteers to people age 60 and over, Monday through Friday, lunch or supper \$2.50/day or \$12.50/week.

Meals also available to people under age 60 who fit specific guidelines.

HOUSING FOR INCOME ELIGIBLE SENIORS and PEOPLE WITH DISABILITIES

APARTMENTS

Antrim

Antrim Village Apartments

603-588-6368

Greenfield

Greenfield Commons

603-547-2361

Greenville

Greenville Falls

603-878-3364

Jaffrey

Gilmore Court

603-878-2400 SK Properties

Jaffrey Housing

603-352-7512 SCS Management Company

Village of Jaffrey

603-669-8551 Eastpoint Properties

Peterborough

Heatherbrook

603-924-9707

Pine Street Apartments

603-878-1247 Contoocook Housing Trust

Pine View Apartments (formerly Prescott Hill)

603-769-3309

Rockbrook

603-641-2163 Stewart Property Management

Woodland Heights
603-878-2400 SK Properties
Southern NH Services
603-668-8010

ASSISTED LIVING

RiverMead Lifecare Community
Peterborough 603-924-0062
www.rivermead.org

Scott-Farrar Assisted Living
Peterborough 603-924-3691
www.scott-farrar.org

Summerhill Assisted Living
Peterborough 924-6238
www.summerhill.com

NURSING HOMES AND CARE COMMUNITIES

Pheasant Wood Care & Rehabilitation Center – Genesis HealthCare
603-924-7267 Peterborough
www.genesishcc.com/PheasantWood

Good Shepherd Rehabilitation and Nursing Center
603-532-8762 Jaffrey
www.goodshepherdrehabcenter.org

HOME-BASED CAREGIVER SERVICES

Armistead Senior Care

Toll free: 877-448-7088, or Phone: 603-277-9119

Offering home-based, non-medical personal care and other support services for seniors and people living with disabilities.

www.armisteadinc.com

Monadnock at Home

603-371-0809

*Serving the towns east of Mt. Monadnock, helping seniors 62 & over live their lives to the fullest while staying in their own home. Services include transportation to appointments and once-a-week grocery trips, help with simple maintenance or basic technical problems, social and educational opportunities, telephone check-ins, and volunteer opportunities. **Membership only; call for more information.***

www.monadnockathome.org

Comfort Keepers

603-352-2227 Keene Area * (603) 673-3336 Milford Area * (603) 228-6200 Concord

In-home care services offering personal care, companionship, and home safety solutions.

keene@comfortkeepers.com

HomeWatch Caregivers of Peterborough and Nashua

603-924-5924 Peterborough Area

In-home care-giving provides a wide array of services – from elder care to care for chronic conditions – to maintain your loved one’s healthy and independent lifestyle. www.homewatchcaregivers.com

Seniors Helping Seniors

603-801-1936

Offering home-based, non-medical personal care (light housekeeping, shopping, cooking, mowing the lawn, etc.) and other support services for seniors, by seniors.

www.seniorshelpingseniorsnh.com

Granite State Independent Living (GSIL)

1-800-826-3700

Consumer directed personal care services enable individuals to live independently in their homes and community through the support of attendant care workers who many assist with personal care, household management and community access.

www.gsil.org

Caring Companions (Easter Seals)

1-800-870-8728 Covering most of Hillsborough County & Jaffrey

Trained, compassionate caregivers available from a few hours a day to around-the-clock care, hospice care, Alzheimer's and dementia care.

www.eastersealsnh.org

INFORMATION AND SUPPORT

Bureau of Elderly and Adult Services

1-800-351-1888 (toll free)

Adult protective services (18 years+) for physical or emotional abuse, neglect, self-neglect or exploitation.

Adult Protection Central Intake Unit 1-800-040-0470 (toll free)

Information on services for people with vision or hearing loss:

1-800-351-1888 X 9097

www.dhhs.state.ne/dhhs/beas

Department of Health and Human Services

1-603-357-3510 Keene District Office or 1-800-624-9700

TDD Access Relay 1-800-735-2964

Office of the State Long-Term Care Ombudsman

1-800-442-5640

To discuss a question or concern regarding a resident of a licensed long-term care facility.

www.dhhs.state.ne/dhhs/beas

Castle Center Life Enrichment Day Program (HCS)

352-2253 or 800-541-4145 Keene

Provides a safe and stimulating environment for older adults with health conditions which limit independence.

www.hcsservices.org

Compassionate Friends Support

603-289-0153 Monadnock Chapter

603-391-5387 Manchester/Nashua

Support for people dealing with the death of a child, grief education.

Friendly Bus (HCS)

352-8494 Keene

Mon – Fri 8AM – 4PM Wednesday – provides transportation to DHMC-Lebanon and to VA Center at White River Junction, VT. (Please call for details)

Provides specialized, door-to-door transportation services for the elderly and approved adults with disabilities over 18 years of age in Keene.

www.hcsservices.org

Keene Senior Center

352-5037 Keene

Provides a community center-based program of activities designed to meet the social, recreational, and educational needs of the region's adult population 50 years of age and older.

www.thekeeneseniorcenter.org

Legal Assistance, NH

800-562-3994 Claremont (Monadnock area)

800-562-3174 Manchester

New Hampshire Legal Assistance provides free legal help to low-income and senior (60+) persons who cannot afford a private attorney.

Handles legal matters involving health care, public and private housing issues, food stamps, welfare, unemployment compensation, utility shut-off, debt collection, and nursing home problems.

M-F 8:30 am – 5 pm

www.NHLA.org

Monadnock ServiceLink Resource Center

1-866-634-9412

Individuals and families of all ages and abilities may call for information about resources and help. ServiceLink can follow a person for 90 days, and can do home visits.

Long term care counseling for seniors and adults with disabilities.

National Able Network

855-994-8300 Toll Free

603-206-4400 Manchester

The senior community service employment program offers seniors 55 and older support, resources and career counseling.

RSVP / Monadnock Volunteer Center
603-924-7350 The Greater Peterborough Region
603-357-6893 Keene

Using the skills and talents of people of all ages to provide solutions to meet community needs through volunteerism: friendly visits, telephone reassurance phone calls, transportation to medical appointments, minor household repairs.

www.monadnockvolunteercenter.org

The Samaritans, Inc.
603-357-5505 Keene
1-800-273-8255 National Hotline

Befriending people in crisis situations, emergency intervention. Will not accept collect calls in crisis situations.

www.samaritansnh.org

Services for the Blind & Visually Impaired
800-581-6881

A statewide no cost program providing services to adults 55 and older, with significant hearing loss, living at home. Services may include assessment, skill training, and adaptive aids and devices.

Social Security Administration

1-800-772-1213

Keene: 1-877-405-3651

Manchester: 603-641-2180

Federal program of financial and medical benefits for the elderly, the disabled, widows, and survivors. Supplementary Security Income provides cash payments to families with disabled children.

MEDICAL SUPPORT

Alzheimer's Association
800-272-3900 Help line
Information, referral, support and education.
www.alz.org/manh

Home Healthcare, Hospice and Community Services (HCS)
800-541-4145 Keene
603-532-8353 Peterborough
Variety of services that assist people with recovery at home after an illness or injury. Services include visiting nurses; physical, occupational, and speech therapists; medical social workers; home health aides and hospice care. HCS offers programs that provide long term in-home assistance.
www.HCSservices.org

Monadnock Adult Care Center
22 North Street, Jaffrey
603-532-2427
Improves the quality of life of participants, families, and caregivers while supporting an individual's efforts to remain independent. Offers structured care during the day to adults with physical, emotional, and/or social challenges. Transportation may be available.
www.mfs.org

Greater Nashua Dental Connection – Nashua
603-879-9314
Providing access to affordable oral health care to those in need. Call with questions about eligibility, services and/or to discuss your specific situation. By appointment. nashuadentalconnection.org

Transportation

Community Volunteer Transportation Company – (CVTC)

1-877-428-2882

Volunteer Driver Program for those without access to transportation to non-emergency medical appointments, social services, food shopping, and pharmacy visits.

www.cvtc-nh.org

Friendly Bus & City Express (HCS)

603-352-8494

Monday through Friday 8AM – 4PM

Wednesdays – provides transportation to DHMC-Lebanon and to VA Center at White River Junction, VT.

Provides specialized door-to-door transportation services for the elderly and approved adults with disabilities in Keene. Please call for details.

www.hcsservices.org

Good News Garage – Ascentria Care Alliance

603-669-6937 Manchester

1-877-400-6065

Two programs for people with low incomes to access safe transportation. Income guidelines.

- Program 1: Must be referred by caseworker from DHHS and TANF recipient.

- Program 2: Jump Start – must be a resident of NH, have driver's license, and a job. (Program 2 – Temporarily suspended in NH & MA)

www.goodnewsgarage.org

Monadnock at Home

603-371-0809

For residents of towns east of Mt. Monadnock, ages 62+. Providing transportation to appointments & once-a-week grocery trips, to enable seniors to stay in their homes. Membership only. Call for more information.

www.monadnockathome.org

Monadnock Regional Council For Community Transportation (Directory)

(Please refer to link below)

Link below provides a comprehensive, town-by-town listing of the region's transportation services, including public transit, volunteer driver, private-for-hire, human service agency, wheelchair and senior assistance transportation.

<http://monadnockrcc.weebly.com/need-a-ride.html>

Rural Rides, American Red Cross
1-800-244-2214

No longer providing transportation. See CVTC for transportation needs.

Veteran Services

Crisis Management and Suicide Prevention

Crisis Hotline

1-800-273-8255 press "1"

Medical

Manchester VAMC Patient Advocate, Marti Jones 603-624-4366 Ext. 6491

White River Junction VAMC, Patient Advocate 802-295-9363 Ext. 6293

Mental Health (incl PTSD/TBI)

Manchester VA Mental Health

603-624-4366 Ext. 1825 * Walk-in Clinic 603-624-4366 Ext. 2740

White River Junction VA Outpatient Mental Health

802-295-9363 Ext. 5760

NAMI NH

603-225-5359 or toll free 1-800-242-6264

www.naminh.org

Drug/Alcohol Abuse

Prevention and Alcohol Abuse

800-804-0909

Care Coordination and Emergency Assistance

Care Coordination Program of New Hampshire

1-888-989-9924

Comprehensive Support Services, Personal Financial Consultants Serving you and your loved ones.

CCPNH Provides the armed forces (and their families) with the support necessary to sustain a healthy life and maintain mission readiness before, during and after deployment. Support services include: housing assistance, deployment support, employment assistance, education assistance, legal resources, counseling, crisis intervention and emergency assistance.

www.ccpnh.com

Veterans Count – a program of Easter Seals

(603) 315-4354

Care Coordination and Emergency Assistance for service members, veterans, and their loved ones.

Available for all who have served, regardless of veteran status or VA eligibility. Contact Veterans Count to request a care coordinator for free, confidential and local assistance, including: linking to health care, benefits, mental health services; crisis intervention; housing and homelessness; transportation assistance; respite care; childcare resources; employment; legal issues; aging and senior issues, substance abuse treatment and aftercare; disability services resources; budgeting and financial management; military sexual trauma.

www.easterseals.com/nh

SSVF – Supportive Services for Veteran Families

(603) 305-1122

Offering intensive case management and housing assistance which may include: assistance in obtaining VA and other benefits; housing counseling services; legal service referrals; health care referrals.

hope@harborhomes.org

Veteran and Family Counseling

Vet-to-Vet Peer Support

Concord 603-624-9230 Ext 304

Keene Veterans Center

Counseling for combat veterans; information and referrals.

603-358-4950

www.whiteriver.va.gov/locations/keene.asp

Manchester Veterans Center

Individual, group, and couples counseling for PTSD, military sexual trauma, bereavement and anger management.

603-668-7060

Homeless and Family Support Services

Harbor Homes– Nashua
603-882-3616 / 603-305-1122

Liberty House – Manchester
603-669-0761
Veteran Victory Farm
(978) 728-4931

Safe, happy and independent in a sober environment; helping veterans rebuild their lives and restore self confidence for a better future. All residents work independently with the team to identify goals and continue to work on recovery through animal therapy and farming.

Veterans Advocacy Assistance

NH Office of Veterans Services
603-624-9230

VA Women’s Services
Manchester – Rochelle Brown, RN 603-624-4366 Ext. 3199
White River Junction
802-291-6230

Home and Community Based Services

VA Care Coordinator
603-624-4366 Ext. 2524
Northeast Passage
603-862-0070 Durham
1-800-735-2964 TTY for the hearing impaired.

Developing, delivering, and evaluating innovative barrier-free recreation and health promotion programs. Promotes client independence through education and problem solving, creating opportunities, and collaborating with others to create a strong network of accessible recreation. Offers veteran-specific events – free or at reduced cost.

www.nepassage.org

Financial Assistance

American Legion Service Officer

603-222-5784 (State)

603-856-8951 (State)

VFW Service Officer

603-222-5780 (VA Regional Office – Manchester)

NH Chaplin's Emergency Relief Fund: http://www.dnhmcl.org/CERF_BROCHURE_2012.pdf

Employment

NH Employment Security

Keene: 603-352-1904

Veterans Service Officer

603-352-1904

603-624-9230 Ext 307 (Manchester)