



# Community Assessment

## Executive Summary

*September 19, 2012*

Presented by



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## Executive Summary

Monadnock Community Hospital is located in a vibrant area centered in Peterborough, New Hampshire. The hospital's service area includes 13 towns with a total population of slightly over 37,000 people. Monadnock Community Hospital (MCH) has exceptional primary care physicians, state-of-the-art diagnostics, and a traditional range health care services including, but not limited to obstetrics, general surgery, orthopedics, rehabilitation, heart disease and cancer care.

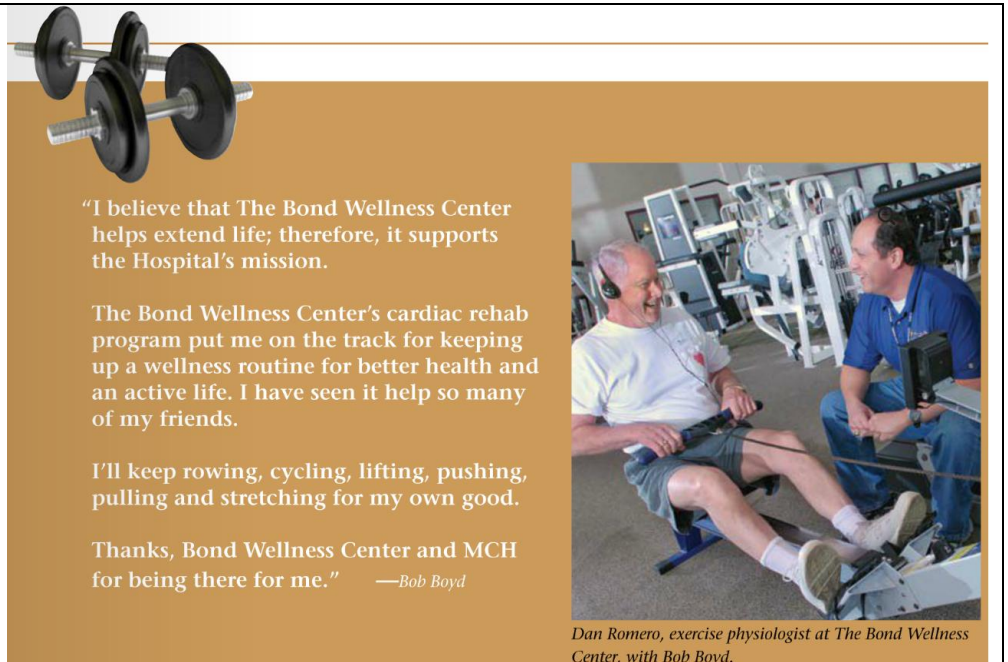
MCH has long recognized the importance to its patient community and primary care physicians of having easy access to a wide spectrum of specialty care physicians. There are approximately 25 part-time specialists practicing at MCH. These physicians are available to see patients on the MCH campus at established times during each week. Typically, these specialists are either affiliated with larger specialty hospitals or are part of private practice groups.

As a part of its long term care services, MCH houses two special treatment centers:

- The Anti-Coagulation Clinic, providing convenient monitoring for patients taking Coumadin or other anticoagulation medications;
- The Bond Wellness Center, the region's only Medically-based Fitness and Rehabilitation facility, providing community activities including a Fitness Center, Fitness Classes, Rehabilitation Therapy, Rehabilitation Programs, and information provided by visiting Specialty Physicians.

MCH also maintains an active outreach philosophy to proactively maintain the health of the community while providing rehabilitation and acute care services. MCH is heavily invested in

wellness programs that help keep community members healthy and/or promote healthier rehabilitation regimens for cardiac patients. The Bond Wellness Center is used to help address some of the community's prioritized health needs.



"I believe that The Bond Wellness Center helps extend life; therefore, it supports the Hospital's mission.

The Bond Wellness Center's cardiac rehab program put me on the track for keeping up a wellness routine for better health and an active life. I have seen it help so many of my friends.

I'll keep rowing, cycling, lifting, pushing, pulling and stretching for my own good.

Thanks, Bond Wellness Center and MCH for being there for me." —Bob Boyd

Dan Romero, exercise physiologist at The Bond Wellness Center, with Bob Boyd.

## *Background*

The State of New Hampshire requires not-for-profit hospitals to conduct a Community Health Needs Assessment (CHNA) every five years. In addition, the Affordable Care Act of 2010 requires one to be done every three years. In mid-2012, MCH completed its CHNA with the goal to clearly identify and prioritize service gaps and ways that it can help improve community health – in addition to meeting state and federal regulations. 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 guidepost for other MCH marketing and community outreach initiatives. The CHNA requirements include developing the following:

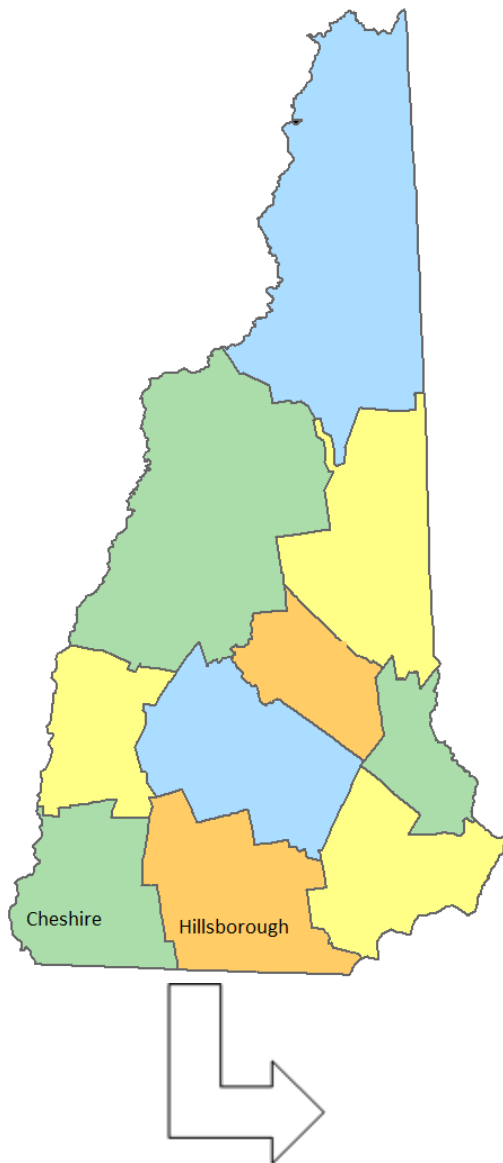
- Definition of the community served by MCH
- Description of the quantitative and qualitative methodology used to identify and prioritize community needs
- A prioritized list of community health needs.
- A comprehensive list of community health or health-related resources

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.

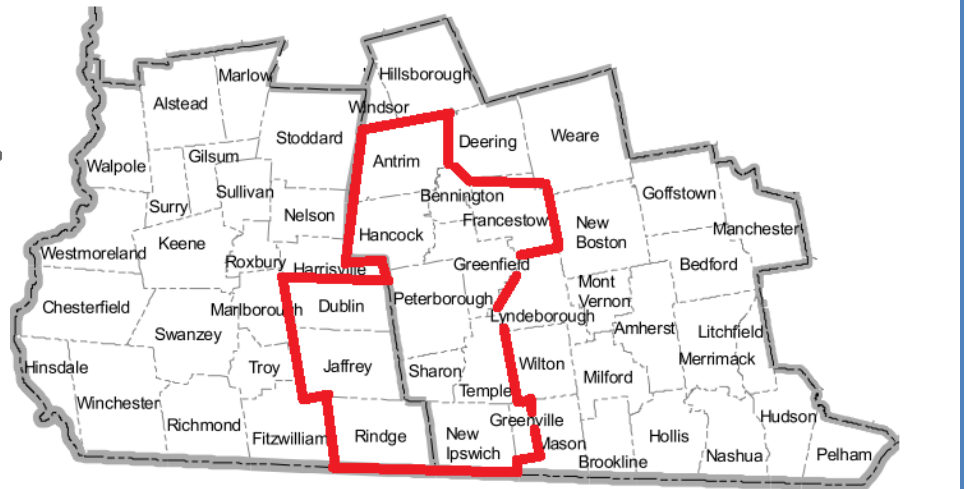
# The Community Served by Monadnock Community Hospital

## *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
Francestown	Rindge
Greenfield	Sharon
Greenville	Temple
Hancock	



## Key Demographic & Economic Indicators

According to the 2010 US Census, towns in the MCH service area have a combined population of slightly over 37,000 people. There is population diversity in regard to median age, income, and educational status. Most MCH service area towns are older than the U.S. average but have higher median incomes and educational levels. The table below shows that the median age in the service area is 41.0 years while the U.S. median is 37.2 years. The median income is 25% higher with about \$65,000 in the service area compared to \$52,000 in the U.S. Health and lifestyle characteristics, including key indicators of population health and morbidity / mortality data, are detailed in the appendices.

<i>Key Demographic and Economic Indicators</i>									
						Poverty Profile			
<i>Town</i>	<u>2010 Population</u>	<u>Median Age</u>	<u>Median Household Income</u>	<u>College Degree or Higher</u>	<u>High School or Higher</u>	<u>People Below 100% Poverty</u>		<u>People Below 200% Poverty</u>	
<i>Antrim</i>	2,611	43.5	\$61,607	26.0%	93.0%	207	7.9%	629	24.1%
<i>Bennington</i>	1,306	38.3	\$56,333	24.9%	91.5%	77	5.9%	268	20.6%
<i>Dublin</i>	1,478	46.5	\$63,102	31.9%	88.4%	27	1.8%	156	10.6%
<i>Franeestown</i>	1,658	47.5	\$78,750	47.0%	94.2%	27	1.6%	259	15.6%
<i>Greenfield</i>	1,384	42.3	\$69,063	31.2%	87.9%	92	7.0%	230	17.6%
<i>Greenville</i>	2,444	41.6	\$52,390	11.5%	81.6%	251	10.3%	759	31.1%
<i>Hancock</i>	1,750	50.8	\$64,231	47.9%	95.6%	92	5.3%	327	18.8%
<i>Jaffrey</i>	5,516	41.5	\$56,637	26.4%	94.9%	346	6.5%	1,222	22.8%
<i>New Ipswich</i>	4,983	36.5	\$77,000	23.2%	85.6%	168	3.4%	523	10.6%
<i>Peterborough</i>	6,247	46.6	\$70,114	50.1%	93.3%	208	3.4%	1,121	18.3%
<i>Rindge</i>	5,991	29.7	\$68,250	31.7%	88.8%	588	12.2%	1,226	25.4%
<i>Sharon</i>	374	47.5	\$67,917	46.2%	95.8%	14	3.7%	40	10.7%
<i>Temple</i>	1,428	45.1	\$46,440	39.9%	94.7%	132	9.2%	412	28.9%
<i>Service Area</i>	37,170	41.0	\$65,348	32.8%	90.8%	2,229	8.0%	7,172	22.0%
<i>New Hampshire</i>	1,316,470	41.1	\$63,277	32.8%	91.5%	7.8%		20.6%	
<i>U.S.</i>	308,745,538	37.2	\$51,914	28.2%	85.6%	15.3%		33.6%	

Source: 2010 US Census.

<i>The 2010 Poverty Guidelines (U.S. excluding Alaska and Hawaii)</i>	
Persons in family	Poverty guideline
1	\$10,830
2	14,570
3	18,310
4	22,050
5	25,790
For families with 5+ persons, add \$3,740 for each additional person.	



## Needs Prioritization Methodology

MCH and CCG 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
- Strategic secondary research
- Four qualitative discussion groups with healthcare consumers, service providers, and other community opinion leaders
- Needs prioritization process

Each of these stages is described below.

### *Establishing a Leadership Team*

**Purpose: The objective of the Leadership Group was to engage a broad cross-section of the community that could reasonably represent the very diverse consumers who comprise the MCH service area.**

The MCH Leadership Group was established early in the project process in order to develop communication channels with, and to learn about the insights of, a diverse set of community stakeholders. In order to generate the information, CCG and MCH incorporated input from persons who represent the broad interests of the community served by the hospital facility, including those with special knowledge of or expertise in public health. Group members were selected based upon their perceived community health vision, knowledge, and power to impact the well-being of the community. The steering committee included the following members:

- Contoocook Valley Transportation Company, Rebecca Harris, Project Coordinator
- ConVal School District, Pam Murphy, School Nurse
- ConVal School District, Rick Matte, Director of Student Services
- Crotched Mountain, Liz LaRose, Director of Marketing
- Good Shepherd Healthcare Center, Suzanne Singer, Marketing Executive
- Greater Peterborough Chamber of Commerce, Jack Burnett, Executive Director
- Home Healthcare & Hospice, Cathy Sorenson, Chief Clinical Operating Officer
- Jaffrey Monadnock Adult Care, Christine Selmer, Director
- Jaffrey Police Department, Bill Oswalt, Chief
- Monadnock Area Food Bank, Meredith White, Director
- Monadnock Area Transitional Shelter, Hope Pettigrew, Board of Trustees
- Monadnock at Home, Owen Houghton, Vice Chair of the Board of Directors

- Monadnock Community Early Learning Center, Edna Coates, Business Director
- Monadnock Community Hospital, Peter Cerroni, Dentist / DMD
- Monadnock Development Services, Alan Greene, Executive Director
- Monadnock Family Services, Katherine Cook, Director of Child and Family Services
- New Hampshire Catholic Charities, Ann Nunn, Administrator
- Pine Hill Child Care Center, Peggy Waterhouse, Executive Director
- Shelter From the Storm, Carol Gehlbach, Board of Directors
- The Grapevine, Kristen Vance, Executive Director
- The Grapevine, Siobhan Martin, Chair of the Board of Directors
- The River Center, Margaret Nelson, Executive Director
- Town of New Ipswich, Marie Knowlton, Town Administrator
- Town of Peterborough, Pam Brenner, Town Administrator

The steering committee also offered critical feedback on quantitative data; refined of 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***

**Purpose: Statistical and demographic data was used to help develop a profile of the lifestyle, demographic, and disease incidence characteristics of the service area. Identifying disparities assists in the prioritization of needs later in the process.**

Strategic secondary research included a search of existing published and electronically available data sources to determine statistical profiles of the morbidity, mortality, lifestyle, and demographic characteristics of the MCH service area – along with state and national comparisons, where helpful. The list below includes some of the data sources used to support this assessment.

- Demographic Data.
  - U.S. Census
  - State of New Hampshire, Employment Security
  - State of New Hampshire, Office of Energy and Planning
- Health Risk Behavior Data from the U.S. Centers for Disease Control and Prevention
  - Behavioral Risk Factor Surveillance System Survey (BRFSS).
  - Youth Risk Behavior Survey (YRBS).
  - State of New Hampshire, Department of Education



- Morbidity and Mortality by cause.
  - State of New Hampshire, Department of Health and Human Services, Division of Public Health Services
  - Hospital Discharge Data.
  - Birth and Death Statistics.
  - Cancer Registry.
- Existing materials from other organizations

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, more importantly, to gain a better understanding of the relative magnitude of morbidity and mortality data – identifying regional outliers, where possible. The results of the analyses are contained in the appendices.

### ***Qualitative Discussion Groups***

**Purpose: The objective of the discussion groups was to generate a comprehensive list of community health related needs and to develop access to a database of services. One of the outputs of the discussion groups was the list of 40 community needs that was used in the “prioritization” phase of research.**

MCH conducted five discussion groups with individuals from a breadth of community groups regarding their perceptions of healthcare service gaps. The groups (roughly 90 minutes each) included in-depth discussion about topics such as community strengths, service gaps, needs prioritization, and ways that MCH may be able to help address community needs. The information gleaned was used to help triangulate statistical data and qualitative information collected through other research modalities.

The discussion groups included the following community segments:

- **Leadership Group Members – three groups.** As noted above, the Leadership Group included executives from a diverse range of organizations that have direct contact with healthcare consumers and/or provide affiliated services. The Group helped identify an extensive list of community resources, health needs, and service gaps. The participants also reviewed secondary data and provided feedback on the results of the community opinion leader discussion group.
- **Healthcare Consumers.** Consumer sectors who participated in the MCH CHNA discussion group include the homeless, people from diverse age groups and economic strata, individuals with varying degrees of chronic illnesses, and others. Healthcare consumers provided insights regarding community health needs and reflected on the results of the secondary data research.
- **Community Opinion Leaders.** The Community Opinion Leader Group was comprised of healthcare consumers living in the MCH service area and also providing community services such as faith-based networking and in-school nursing. In addition to Leadership Group members, participants in this discussion group were able to help MCH “cast a broad net” with

regard to seeking and identifying insights from a broad range of consumers. Members included representatives from the following organizations:

- Greenfield Covenant Church
- Crotched Mountain Rehabilitation Center
- The River Center Family and Community Resource
- The Grapevine Family & Community Resource Center
- Monadnock RSVP
- Southwestern Community Services
- Town of Rindge
- Town of Peterborough

### ***Needs Prioritization Process***

**Purpose: This stage used a mixed modality approach to rank order the 40 community needs identified in earlier research. The approach is designed to help build consensus around the results and thoroughly evaluate community needs.**

In a method originally pioneered by the RAND Corporation in the 1950s and 1960s, Crescendo helped MCH implement a quantitative and qualitative survey method that is used to collect, distill, and reach prioritized consensus around creative ideas and/or qualitative issues and questions. Leadership Group members rated health initiatives and provided qualitative feedback. The process included three steps.

- Leadership Group members were asked to quantitatively and qualitatively evaluate each of the 40 community needs (identified by discussion group participants and through the data analysis research phase) using an electronic survey developed by Crescendo.
- The resulting needs were rank-ordered based upon the average score and aggregated qualitative comments. The survey results were sent to Leadership Group members in the form of a second survey. The second survey included the same list of 40 needs, the ranking of each of the community needs based on previous survey, and a list of qualitative comments submitted by survey participants. Leadership Group members re-rated the 40 needs based on their own opinions and the insights of others as expressed in the list of aggregated comments. Group members submitted their responses to Crescendo.
- The results of the second survey were rank-ordered based on the average scores and submitted to MCH. The complete list of the community needs evaluated in the process is included in the Appendix of this assessment. The prioritized list of the top 10 needs is included in the next section of this assessment.

## Prioritized Needs

The prioritized list of 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	Code Number **
1	Availability of affordable healthcare, prescriptions, and related services	101
2	Behavioral health - early detection and intervention; adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.); senior population	370, 400
3	Obesity / Nutrition / Exercise education and services	410, 411, 412
4	Transportation to/from healthcare service providers	561
5	Coordination of care between provider organizations	999, 562
6	Communication between community service providers regarding the breadth of services available	999, 562
7	Drug and Alcohol Early Detection and Treatment – Access / Availability of Alcohol / Drug Treatment	407
8	Managing the expected growth in senior health services	501, 372
9	Homeless services (healthcare for the homeless)	100
10	End of life issues (including palliative care)	100

\*\* NOTE: Code numbers are used by the State of New Hampshire to categorize needs and develop clearer, more uniform understanding of initiatives.

### *Discussion of Top 10 Community Needs*

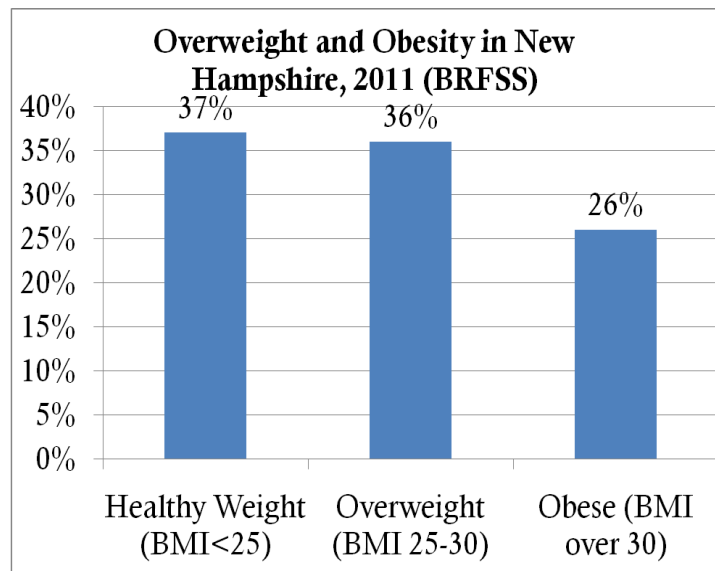
Below is a brief summary of the ten leading community needs, as established by consensus among key stakeholders and community representatives.

- Availability of affordable healthcare, prescriptions, and related services. The high cost of healthcare – including increasingly high insurance premiums and co-pays – are often mentioned as barriers to care. Leadership Group members and other research participants indicate that socio-economic issues impact when and where patients receive services. They also indicate that since the Monadnock area is perceived as a fairly affluent community, people on the lower end of the economic ladder may be highly reluctant to seek financial assistance for healthcare or health related services.

- Behavioral health - early detection and intervention; adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.); senior population. The research conducted with the Leadership Group and others considered separately behavioral health components such as early detection and intervention, organically-based illnesses, and behavioral health among the senior population. However, on the prioritized list they are combined based on the literature review and focus group insights which did not differentiate community behavioral health needs based on similar criteria.

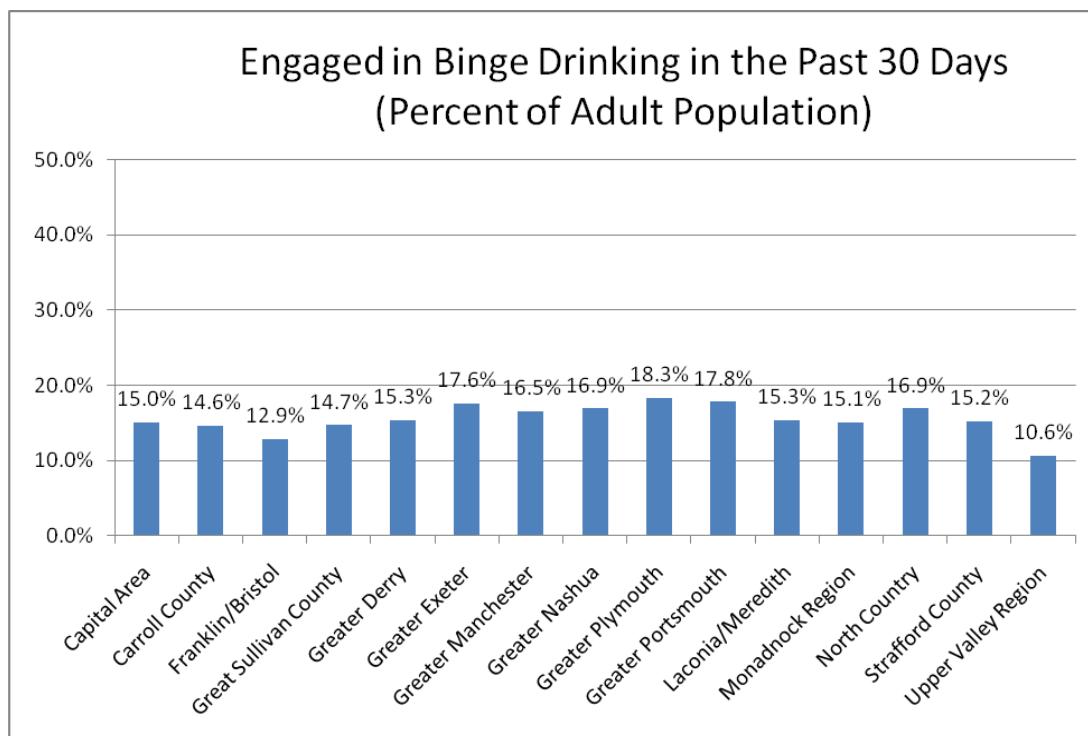
Behavioral health needs are considered burgeoning and a highly correlative factor with many other healthcare and social service needs.

- Obesity / Nutrition / Exercise. For 2011, Behavior Risk Factor Surveillance Survey (BRFSS) data shows that nearly two in three New Hampshire adults are overweight or obese. The downstream impact of weight is well-established: higher rates of heart disease, diabetes, orthopedic issues, hypertension, and other conditions. Some Leadership Group members indicated that addressing the dual issues of nutrition and exercise will clearly lower obesity issues, yet these may be difficult to accomplish due to the requirement to change lifestyles among the currently healthy as well as those with health problems.



- Transportation Services Availability. Lack of public transportation was identified by stakeholders and community leaders as an ongoing issue particularly for residents of outlying areas. Research participants indicated that residents of Peterborough and nearby communities had good access to transportation services. However, people in areas not serviced by public transportation are less likely to seek or be able to obtain needed services. This tends to be especially true for the elderly and low income populations.
- Coordination of care between provider organizations. Participants stated that coordinated care helped patients receive higher quality of care and continuity, improved the patient care experience by lowering stress and reducing burdens due to excess logistical demands, and reduced costs. Together, these three benefits underlie the “Triple Aim” as described by the Institute for Healthcare Improvement (IHI) as ways to simultaneously improve population health, patient experience of care and lower costs in a changing healthcare environment. Locally, focus group participants indicated that case management services and/or better communication and transition protocols between providers (including Health Information Exchanges) may address the issue.

- Communication between community service providers and the patient population regarding the breadth of services available. Leadership Group members indicated that the patient population (and some providers) are not fully aware of the healthcare services available in the Greater Monadnock region. Even though services such as “New Hampshire 211” provide some degree of resource information to the public, service providers and other community organizations are often unaware of appropriate referral targets or effective ways to coordinate services with other community resources. The River Center’s “Fact Book: A Guide to Local Resources”, is an excellent publication, and it is included in this assessment as an attachment. Some Leadership Group participants suggested that MCH consider partnering with The River Center in order to maintain the accuracy of the database and develop dissemination channels.
- Drug and Alcohol Early Detection and Treatment – Access / Availability of Alcohol / Drug Treatment. There is a direct and secondary impact of drug and alcohol use on community health. BRFSS data for 2008-2010 shows that even though the Monadnock Public Health Region is average compared with the other Public Health Regions (PHRs) it still shows that more than one in seven adults engage in binge drinking over a 30 day period. Participants indicated that proactive measure in this area would reduce downstream health and financial burdens, as well as improve quality of life and economic productivity.

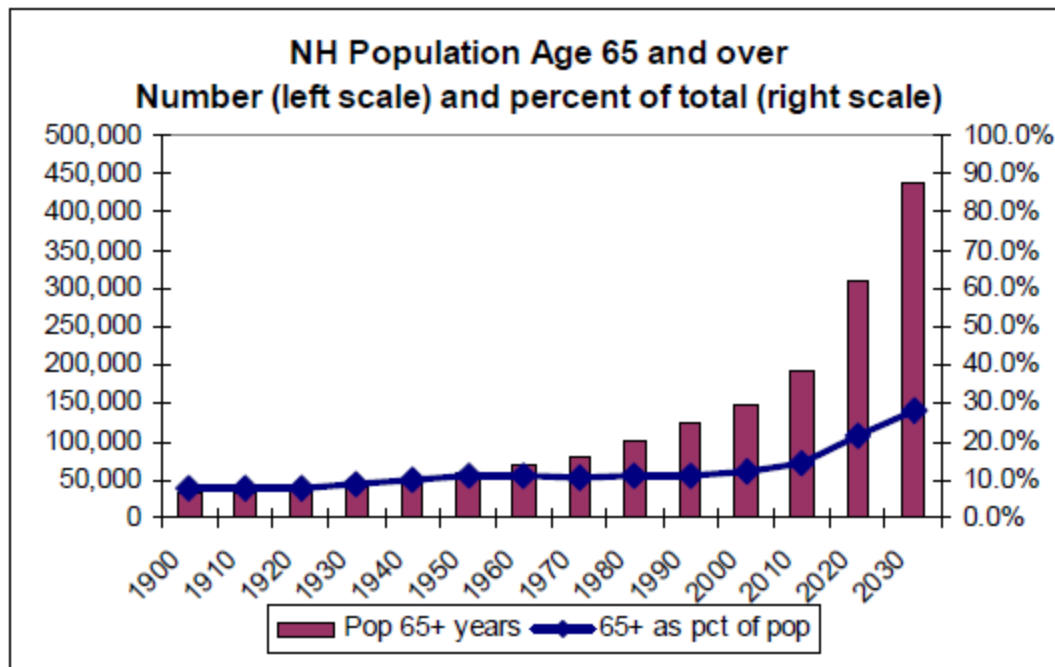


Source: New Hampshire, Health WRQS, NH BRFSS Web Reporting and Query Module, 2012, Accessed August 2012

[http://www.nhhealthwrqs.org/NHHEALTHWRQS/BRFSS/BRFSS\\_Report\\_2829\\_Sacp5OAzwh.pdf](http://www.nhhealthwrqs.org/NHHEALTHWRQS/BRFSS/BRFSS_Report_2829_Sacp5OAzwh.pdf).

- Managing the expected growth in senior services. Leadership Group members and focus group participants both identified the aging demographic profile of the patient community (as well as the providers) as an issue and noted its impact on the health system. One community

focus group participant said, “This is a huge, impending catastrophe – more patients and possibly fewer doctors.” Demographic data shows that the number of people age 65 and older is expected to increase by about 50% from 2010 to 2020 and to more than double by 2030. Similar trends are projected for the MCH service area, as well, see Appendix B. Anecdotal data suggests that the provider community will not increase by the same rate.



Source: New Hampshire Center for Public Health Studies, *The Silver Tsunami: Aging and the Health Care System*, 2011.

- Homeless services (healthcare for the homeless). A New Hampshire Bureau of Homeless and Housing Services report indicates that there are no transitional shelters or emergency shelters in the Monadnock Public Health region (see Appendix C). Leadership Group members indicate that healthcare services for this population segment is growing given the economic trends since 2008. Participants suggest that coordination of behavior health, medical services, and economic assistance (including workforce development services) is particularly important for this population.
- End of life issues (including palliative care). National research shows that palliative care can improve the quality of life and cut hospital costs. The Dartmouth Atlas shows that 32% of all Medicare spending is for patients with chronic illness in their last two years of life. The expense is primarily for specialty physician care and repeated hospitalizations.

In a seminal study by Jennifer Temul among patients with metastatic non-small cell lung cancer, patients who received palliative care reported better psycho-social states (e.g., less depression and anxiety) and a better quality-of-life than those who received standard oncologic care alone. Patients who received early palliative care needed less aggressive end-



of-life care, yet their median survival was nearly three months longer than others<sup>1</sup> and the cost of care was significantly lower. MCH Leadership Group members indicated that the growing number of elderly patients highlights the importance of addressing this community need.

The Leadership Group and the MCH executive team discussed the prioritized needs in the context of current Hospital initiatives, possible community engagement, and community health and demographic trends. The group recognized that some needs have greater importance for individual agencies or organizations. It was also agreed that substantial and on-going efforts are underway to address many of the needs and that a collaborative approach can be helpful.

The collaborative team – the Community Leadership Group and the Hospital – agreed that the assessment will help focus outreach efforts designed to improve community health, address service gaps, enhance patients' care experience, and may even address health issues that may help contain costs (e.g., wellness). The team also concluded that the assessment may also help inspire more effective collaboration with community service organizations and better engage healthcare consumers.

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<sup>1</sup> Temel JS et al. *New England Journal of Medicine*, 2010;363[8]:733-742).

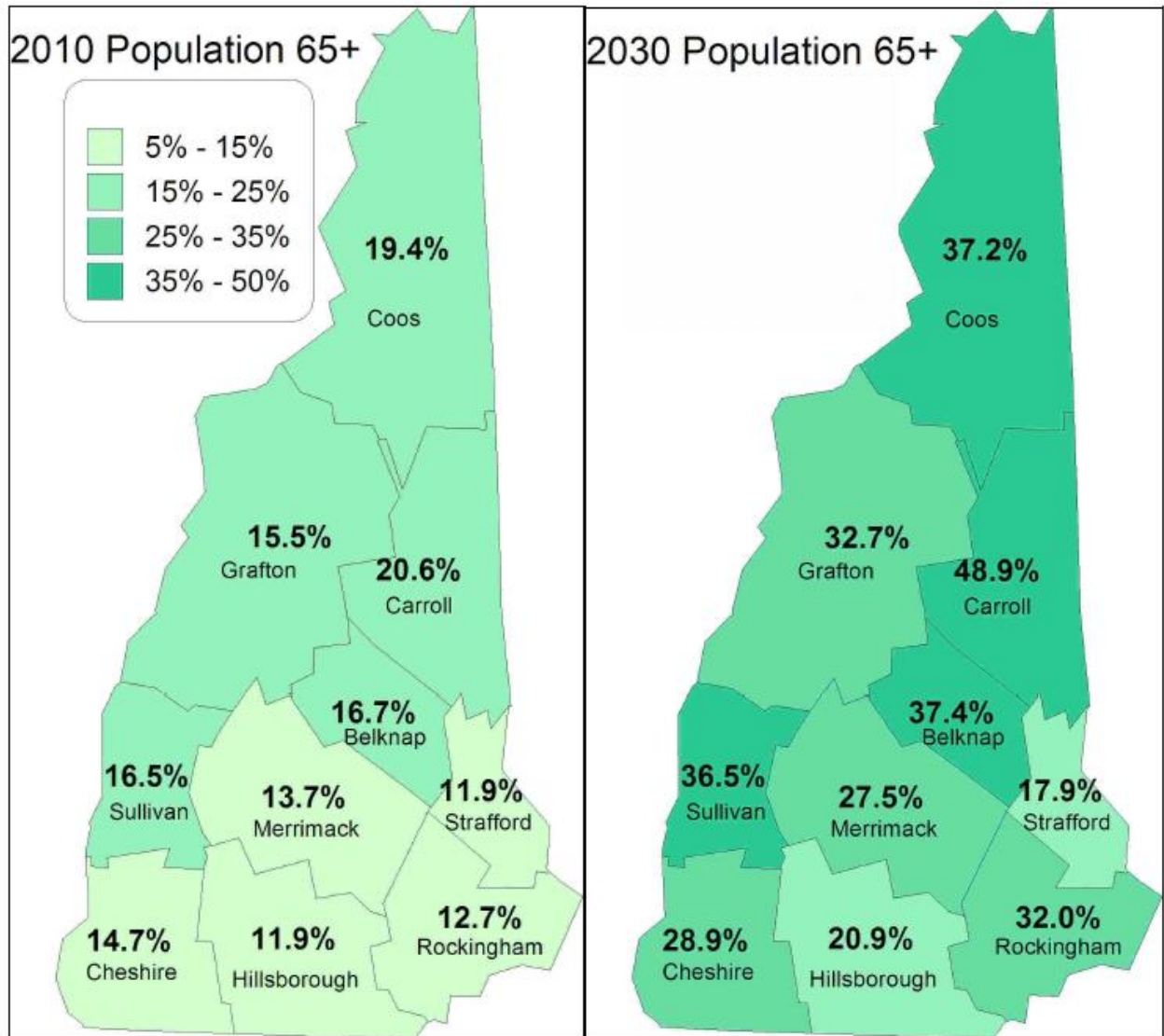
## Appendix A: Health Issues Evaluated in the Prioritization Process

Based on the discussion groups and the strategic secondary research, 40 community health needs were identified. Leadership Group members were then asked to rate the needs on a 5-point scale in order to develop a prioritized list (with “5” indicating the greatest need and “1” indicating the least need). The results of the evaluation are contained in the table below.

Health Issue Evaluation Scores		
Health Issues	Evaluation Mean	Rank
Availability of affordable healthcare, prescriptions, and related services	4.38	1 (tie)
Behavioral health - early detection and intervention	4.38	1 (tie)
Obesity / Nutrition / Exercise education and services	4.31	3 (tie)
Transportation to/from healthcare service providers	4.31	3 (tie)
Coordination of care between provider organizations	4.23	5
Communication between community service providers regarding the breadth of services available	3.92	6
Addictions - Awareness and education	3.85	7 (tie)
Drug and alcohol abuse prevention	3.85	7 (tie)
Behavioral health - adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.)	3.85	7 (tie)
Drug and alcohol abuse early detection and treatment	3.77	10 (tie)
Interagency awareness of services / communications	3.77	10 (tie)
Behavioral health - senior population	3.69	12 (tie)
Managing the expected growth in senior health services	3.69	12 (tie)
Homeless services (healthcare for the homeless)	3.46	14
End of life issues (including palliative care)	3.38	15
Parenting classes including "well baby", "healthy mom", etc.	3.31	16 (tie)
Wellness initiatives and the individual's ability to maintain a healthy lifestyle	3.31	16 (tie)
Elder care services	3.23	18 (tie)
Insurance coverage rates	3.23	18 (tie)
Dental health services for adults / seniors	3.15	20
Autism spectrum and other learning disabilities - early detection and services	3.08	21 (tie)
Cancer screening and other preventive care / education	3.08	21 (tie)
Environmental issues - air quality, lead exposure / poisoning, waterborne contaminants	3.00	23 (tie)
Smoking cessation services	3.00	23 (tie)
Stress management education and services	3.00	23 (tie)
Women's health - comprehensive gynecology and reproductive care for women in all stages of life	2.92	26 (tie)
Cancer treatment and co-morbid conditions such as mental health and other disease management initiatives	2.92	26 (tie)
Respiratory / pulmonology education and services	2.85	28 (tie)
Stroke prevention and education	2.85	28 (tie)
Support groups for patients and families with chronic diseases (e.g., cancer, diabetes, heart disease, and other conditions)	2.85	28 (tie)

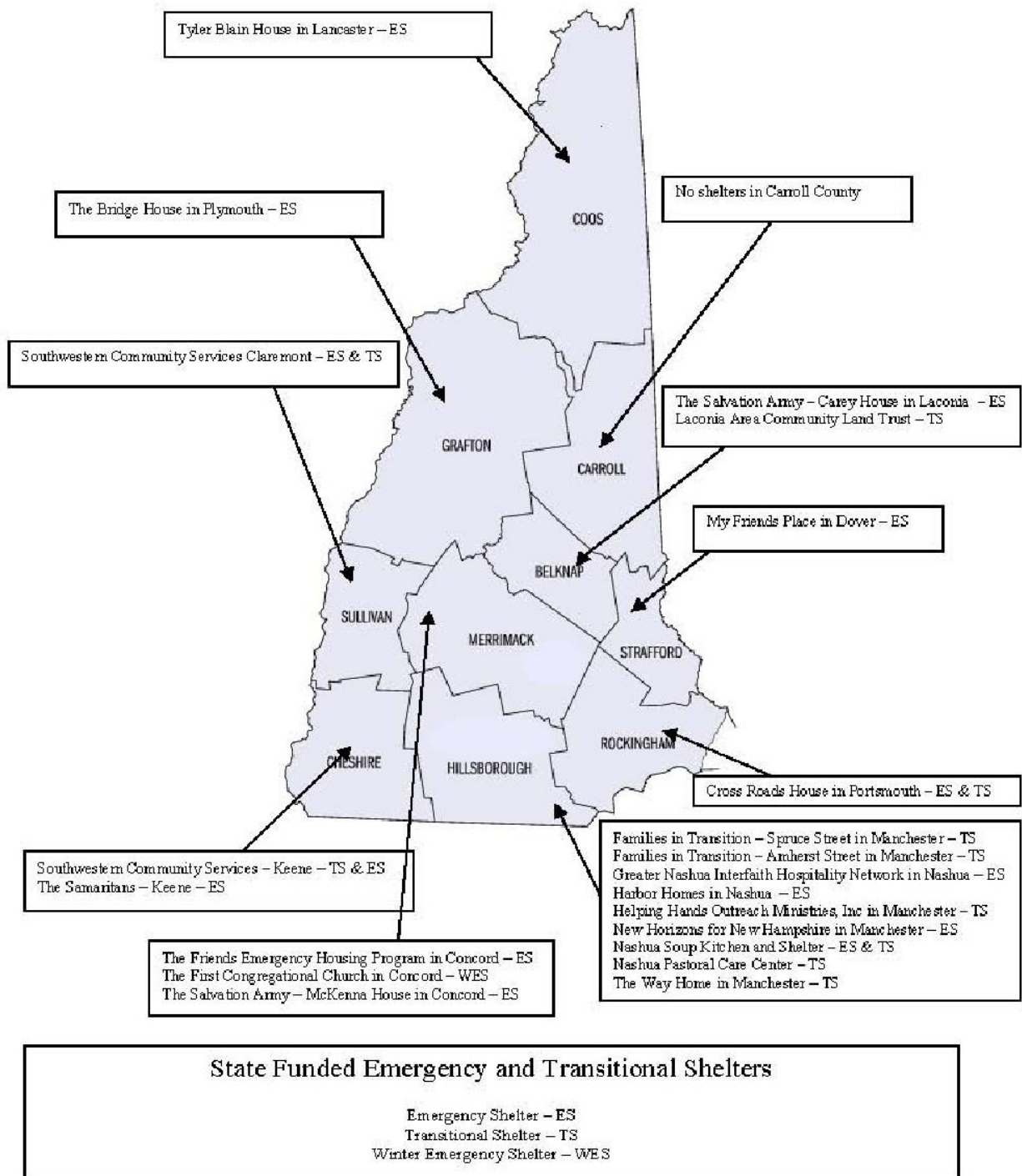
Health Issue Evaluation Scores		
Health Issues	Evaluation Mean	Rank
Chronic disease screenings - broad spectrum (hypertension, cancer, heart disease, stroke)	2.77	31 (tie)
Dementia spectrum issues	2.77	31 (tie)
Dental health services for children	2.77	31 (tie)
Diabetes awareness and management; including dialysis	2.77	31 (tie)
Mammography screenings	2.69	35 (tie)
Public information regarding available community health services - the need for a central repository and reference for local services	2.69	35 (tie)
Hypertension prevention services	2.62	37
Rheumatology and other arthritis services	2.54	38
Cholesterol screening and education	2.38	39 (tie)
Vocational rehabilitation	2.38	39 (tie)

## Appendix B: Population Over Age 65 by County



Source: New Hampshire Center for Public Health Studies.

## Appendix C: Homeless Shelters in New Hampshire



Source: Bureau of Homeless and Housing Services, Division of Community-Based Care Services, NH Department of Health and Human Services, *Homeless in New Hampshire*, July 1, 2010 - June 30, 2011.

## Appendix D: YRBS Data

### Comparison Between NH Students and U.S. Students 2009 YRBS

The Youth Risk Behavior Survey (YRBS) monitors priority health risk behaviors that contribute to the leading causes of death, disability, and social problems among youth and adults in the United States. The national YRBS is conducted every two years during the spring semester and provides data representative of 9th through 12th grade students in public and private schools throughout the United States. The New Hampshire YRBS also is conducted every 2 years and provides data representative of 9th through 12th grade students in public schools throughout New Hampshire.

#### New Hampshire, High School Youth Risk Behavior Survey, 2009

Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
Rarely or never wore a bicycle helmet (among students who had ridden a bicycle during the 12 months before the survey)	57.0 (50.1–63.8)	66.3 (60.6–71.6)		X	
Rarely or never wore a seat belt (when riding in a car driven by someone else)	11.4 (8.5–15.2)	14.0 (10.6–18.4)			X
Rode with a driver who had been drinking alcohol one or more times (in a car or other vehicle during the 30 days before the survey)	24.6 (20.2–29.6)	21.7 (18.8–24.9)			X
Drove when drinking alcohol one or more times (in a car or other vehicle during the 30 days before the survey)	7.8 (5.5–10.9)	9.0 (6.7–12.1)			X
Carried a weapon on school property on at least 1 day (for example, a gun, knife, or club during the 30 days before the survey)	3.4 (2.1–5.3)	13.7 (10.7–17.4)		X	
Did not go to school because they felt unsafe at school or on their way to or from school on at least 1 day (during the 30 days before the survey)	4.8 (2.8–8.2)	4.2 (2.8–6.4)			X
Threatened or injured with a weapon on school property one or more times (for example, a gun, knife, or club during the 12 months before the survey)	—	—			



Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
In a physical fight on school property one or more times (during the 12 months before the survey)	6.8 (4.8–9.5)	11.2 (8.6–14.4)		X	
Bullied on school property (during the 12 months before the survey)	24.4 (20.5–28.8)	19.9 (16.0–24.4)			X
Felt sad or hopeless (almost every day for 2 or more weeks in a row so that they stopped doing some usual activities during the 12 months before the survey)	32.1 (28.3–36.2)	18.4 (15.4–21.9)	X		
Seriously considered attempting suicide (during the 12 months before the survey)	13.8 (10.7–17.7)	10.2 (7.8–13.3)			X
Made a plan about how they would attempt suicide (during the 12 months before the survey)	11.9 (8.8–15.9)	7.7 (5.8–10.2)	X		
Attempted suicide one or more times (during the 12 months before the survey)	5.1 (3.1–8.3)	4.2 (2.7–6.6)			X
Suicide attempt resulted in an injury, poisoning, or overdose that had to be treated by a doctor or nurse (during the 12 months before the survey)	1.6 (0.7–3.6)	1.6 (0.9–2.8)			X
Carried a weapon on at least 1 day (for example, a gun, knife, or club during the 30 days before the survey)	—	—			
Carried a gun on at least 1 day (during the 30 days before the survey)	—	—			
In a physical fight one or more times (during the 12 months before the survey)	20.3 (16.0–25.5)	31.1 (27.2–35.2)		X	
Injured in a physical fight one or more times (injuries had to be treated by a doctor or nurse, during the 12 months before the survey)	3.6 (2.3–5.6)	4.3 (3.0–6.2)			X
Hit, slapped, or physically hurt on purpose by their boyfriend or girlfriend (during the 12 months before the survey)	8.0 (6.0–10.5)	11.1 (8.4–14.4)			X
Ever physically forced to have sexual intercourse (when they did not want to)	9.4 (7.1–12.3)	4.8 (3.4–6.7)	X		

Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
Ever tried cigarette smoking (even one or two puffs)	—	—			
Smoked a whole cigarette for the first time before age 13 years	9.8 (7.5–12.7)	11.0 (8.9–13.6)			X
Smoked cigarettes on at least 1 day (during the 30 days before the survey)	20.0 (16.0–24.6)	21.6 (18.2–25.4)			X
Smoked cigarettes on 20 or more days (during the 30 days before the survey)	9.6 (6.9–13.3)	9.2 (6.9–12.2)			X
Smoked more than 10 cigarettes per day (among students who currently smoked cigarettes, on the days they smoked during the 30 days before the survey)	—	—			
Smoked cigarettes on school property on at least 1 day (during the 30 days before the survey)	—	—			
Ever smoked at least one cigarette every day for 30 days	—	—			
Did not try to quit smoking cigarettes (among students who currently smoked cigarettes, during the 12 months before the survey)	—	—			
Usually obtained their own cigarettes by buying them in a store or gas station (among the students who were aged <18 years and who currently smoked cigarettes, during the 30 days before the survey)	—	—			
Used chewing tobacco, snuff, or dip on at least 1 day (during the 30 days before the survey)	2.6 (1.3–5.2)	13.8 (11.3–16.8)		X	
Used chewing tobacco, snuff, or dip on school property on at least 1 day (during the 30 days before the survey)	—	—			
Smoked cigars, cigarillos, or little cigars on at least 1 day (during the 30 days before the survey)	9.7 (6.8–13.6)	22.1 (18.9–25.7)		X	
Smoked cigarettes; smoked cigars, cigarillos, or little cigars; or used chewing tobacco, snuff, or dip on at least 1 day (during the 30 days before the survey)	23.8 (19.4–28.8)	33.8 (29.3–38.5)		X	

Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
Ever had at least one drink of alcohol on at least 1 day (during their life)	69.8 (64.1–74.9)	67.2 (62.4–71.6)			X
Drank alcohol for the first time before age 13 years (other than a few sips)	11.5 (9.1–14.4)	17.7 (14.9–20.9)		X	
Had at least one drink of alcohol on at least 1 day (during the 30 days before the survey)	39.4 (33.4–45.7)	39.2 (34.5–44.1)			X
Had five or more drinks of alcohol in a row within a couple of hours on at least 1 day (during the 30 days before the survey)	24.6 (20.4–29.3)	23.4 (19.4–27.9)			X
Usually obtained the alcohol they drank by someone giving it to them (among students who currently drank alcohol during the 30 days before the survey)	33.7 (27.9–40.1)	28.4 (22.6–35.2)			X
Had at least one drink of alcohol on school property on at least 1 day (during the 30 days before the survey)	3.9 (2.3–6.6)	4.6 (3.3–6.3)			X
Ever used marijuana one or more times (during their life)	37.7 (32.1–43.7)	43.1 (38.5–47.9)			X
Tried marijuana for the first time before age 13 years	7.3 (5.2–10.1)	9.4 (7.4–11.7)			X
Used marijuana one or more times (during the 30 days before the survey)	22.9 (18.8–27.6)	28.1 (22.8–34.0)			X
Used marijuana on school property one or more times (during the 30 days before the survey)	5.3 (3.5–7.9)	8.3 (6.3–10.9)			X
Ever used any form of cocaine one or more times (for example, powder, crack, or freebase, during their life)	5.9 (3.9–8.8)	7.0 (5.2–9.4)			X
Used any form of cocaine one or more times (for example, powder, crack, or freebase, during the 30 days before the survey)	3.3 (1.8–6.1)	4.4 (2.9–6.8)			X
Ever sniffed glue, breathed the contents of aerosol spray cans, or inhaled any paints or sprays to get high one or more times (during their life)	13.6 (10.1–18.0)	10.2 (7.6–13.4)			X

Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
Ever used heroin one or more times (also called "smack", "junk", or "China white", during their life)	2.3 (1.2–4.1)	3.4 (2.1–5.4)			X
Ever used methamphetamines one or more times (also called "speed", "crystal", "crank", or "ice", during their life)	5.0 (3.4–7.3)	4.2 (3.0–5.9)			X
Ever used ecstasy one or more times (also called "MDMA", during their life)	6.3 (3.8–10.1)	7.1 (4.8–10.2)			X
Ever took steroid pills or shots without a doctor's prescription one or more times (during their life)	1.4 (0.7–2.8)	0			X
Ever used a needle to inject any illegal drug into their body one or more times (during their life)	—	—			
Offered, sold, or given an illegal drug by someone on school property (during the 12 months before the survey)	18.3 (14.4–23.1)	25.4 (21.0–30.4)			X
Ever had sexual intercourse	46.2 (41.5–51.0)	46.1 (41.5–50.9)			X
Had sexual intercourse for the first time before age 13 years	1.9 (1.1–3.2)	6.4 (4.4–9.2)		X	
Had sexual intercourse with four or more persons (during their life)	10.9 (8.3–14.1)	11.6 (9.0–14.9)			X
Had sexual intercourse with at least one person (during the 3 months before the survey)	39.5 (34.9–44.2)	32.9 (28.9–37.2)	X		
Drank alcohol or used drugs before last sexual intercourse (among students who were currently sexually active)	19.5 (14.8–25.2)	23.5 (17.9–30.2)			X
Did not use a condom during last sexual intercourse (among students who were currently sexually active)	46.3 (37.9–54.8)	39.3 (32.0–47.0)			X
Did not use birth control pills before last sexual intercourse (to prevent pregnancy, among students who were currently sexually active)	59.2 (51.6–66.4)	75.6 (68.8–81.3)		X	
Were never taught in school about AIDS or HIV infection	9.1 (6.8–12.1)	10.8 (8.1–14.2)			X

Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
Did not use Depo-Provera before last sexual intercourse (to prevent pregnancy, among students who were currently sexually active)	97.5 (93.3–99.1)	95.4 (86.9–98.5)			X
Did not use birth control pills or Depo-Provera before last sexual intercourse (to prevent pregnancy, among students who were currently sexually active)	56.7 (49.1–64.0)	70.9 (62.6–78.1)		X	
Did not use both a condom during last sexual intercourse and birth control pills or Depo-Provera before last sexual intercourse (to prevent pregnancy, among students who were currently sexually active)	85.7 (79.7–90.1)	88.8 (83.4–92.7)			X
Ate fruits and vegetables less than five times per day (100% fruit juices, fruit, green salad, potatoes [excluding French fries, fried potatoes, or potato chips], carrots, or other vegetables, during the 7 days before the survey)	—	—			
Did not drink 100% fruit juices (during the 7 days before the survey)	—	—			
Did not eat fruit (during the 7 days before the survey)	—	—			
Did not eat green salad (during the 7 days before the survey)	—	—			
Did not eat potatoes (excluding French fries, fried potatoes, or potato chips, during the 7 days before the survey)	—	—			
Did not eat carrots (during the 7 days before the survey)	—	—			
Did not eat other vegetables (excluding green salad, potatoes, or carrots, during the 7 days before the survey)	—	—			
Drank a can, bottle, or glass of soda or pop at least one time per day (not including diet soda or diet pop, during the 7 days before the survey)	14.5 (11.1–18.6)	29.6 (26.2–33.3)		X	
Drank less than three glasses per day of milk (during the 7 days before the survey)	85.8 (82.5–88.6)	72.1 (67.4–76.3)	X		

Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
Ate fruit or drank 100% fruit juices less than two times per day (during the 7 days before the survey)	—	—			
Ate vegetables less than three times per day (green salad, potatoes [excluding French fries, fried potatoes, or potato chips], carrots, or other vegetables, during the 7 days before the survey)	—	—			
Overweight (students who were $\geq$ 85th percentile but $<$ 95th percentile for body mass index, by age and sex, based on reference data)	12.9 (9.6–17.1)	13.6 (10.9–16.9)			X
Obese (students who were $\geq$ 95th percentile for body mass index, by age and sex, based on reference data)	7.7 (5.9–10.1)	16.4 (12.2–21.7)		X	
Described themselves as slightly or very overweight	31.5 (26.9–36.5)	25.3 (21.5–29.5)			X
Did not exercise to lose weight or to keep from gaining weight (during the 30 days before the survey)	31.9 (27.1–37.1)	47.7 (44.7–50.7)		X	
Did not eat less food, fewer calories, or low-fat foods to lose weight or to keep from gaining weight (during the 30 days before the survey)	46.6 (42.7–50.5)	71.6 (68.5–74.5)		X	
Went without eating for 24 hours or more to lose weight or to keep from gaining weight (during the 30 days before the survey)	13.1 (10.1–16.7)	4.5 (3.4–6.1)	X		
Took diet pills, powders or liquids to lose weight or to keep from gaining weight (without a doctor's advice, during the 30 days before the survey)	6.0 (4.3–8.3)	4.1 (2.7–6.2)			X
Vomited or took laxatives to lose weight or to keep from gaining weight (during the 30 days before the survey)	5.7 (3.5–9.1)	2.0 (1.1–3.7)	X		



Question	Percent by Gender (95% confidence interval)		Statistical Significance at 95% Confidence		
	Female	Male	Female More Likely Than Male	Male More Likely Than Female	No Difference
Physically active at least 60 minutes per day on less than 5 days (doing 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)	62.9 (57.3–68.1)	47.1 (42.5–51.7)	X		
Did not attend physical education classes in an average week (when they were in school)	61.5 (53.9–68.5)	56.4 (48.7–63.8)			X
Did not attend physical education classes daily (when they were in school)	77.6 (71.3–82.9)	74.4 (68.3–79.7)			X
Did not play on sports teams (run by their school or community groups during the 12 months before the survey)	—	—			
Watched television 3 or more hours per day (on an average school day)	18.6 (15.2–22.7)	27.1 (24.0–30.3)		X	
Used computers 3 or more hours per day (played video or computer games or used a computer for something that was not school work on an average school day)	16.6 (13.9–19.6)	30.9 (27.5–34.6)		X	
Physically active at least 60 minutes per day on less than 7 days (doing 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)	85.1 (82.2–87.7)	68.6 (64.4–72.5)	X		
Did not participate in at least 60 minutes of physical activity on any day (doing 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)	16.2 (12.3–21.0)	10.1 (7.8–13.0)	X		

Compared to U.S. students, based on t-test analyses,  $p < .05$ . 2. 95% confidence interval. NA = Not available.

## Appendix E: Population Health Statistics

Monadnock Public Health Region			
Deaths by Heart Disease by Age Group, 2006-2008			
Age Group	Incidence Per 100,000 People	State Incidence	95% Significance ***
0 - 4	*	*	
5 - 14	*	*	
15 - 24	*	1.7	
25 - 34	*	4.2	
35 - 44	*	17.8	
45 - 54	40.5	56.4	
55 - 64	151.9	143.2	
65 - 74	291.7	348.8	
75 - 84	1,155.0	1,192.7	
85 +	4,194.1	4,367.4	

\*\*\* None significantly higher than the state average

Source: State of New Hampshire, Health Web Reporting and Querying System (Health WRQS, 2012).

Population Health and Lifestyle Indicators							
	Poor or Fair Health Status	Poor Physical Health	Poor Mental Health	Adult Obesity	Physically Inactive	Heavy or Binge Drinking (Past 30 days)	Preventable Hospital Stays
<b>County</b>							
Belknap	12%	3.1	3.6	26%	22%	16%	57.5
Carroll	12%	3.3	3.4	24%	21%	17%	52.0
Cheshire	12%	3.4	3.3	28%	22%	16%	48.0
Coos	18%	4.4	4.5	31%	29%	19%	83.9
Grafton	10%	3.1	3.1	24%	20%	18%	47.7
Hillsborough	11%	3.2	3.1	27%	22%	18%	61.6
Merrimack	10%	2.8	2.8	25%	21%	16%	62.6
Rockingham	10%	3.1	3.2	26%	20%	19%	57.9
Strafford	14%	3.7	3.7	30%	23%	17%	64.7
Sullivan	12%	3.5	3.4	29%	26%	16%	57.4
U.S. Average	17%	3.8	3.5	30%	28%	14%	81.0

**Metric Definitions and Sources:**

- Poor or fair health (percent of adults reporting fair or poor health), Behavioral Risk Factor Surveillance System, 2004-2010
- Poor physical health days (average number in past 30 days), BRFSS, 2004-2010
- Poor mental health days (average number in past 30 days), BRFSS, 2004-2010
- Adult obesity (percent of adults that report a BMI  $\geq 30$ ), National Center for Chronic Disease Prevention and Health Promotion, calculated from BRFSS, 2009
- Physical inactivity (percent of adults that report no leisure time physical activity), National Center for Chronic Disease Prevention and Health Promotion, calculated from BRFSS, 2009
- Excessive drinking (percent of adults who report heavy or binge drinking), BRFSS, 2004-2010
- Preventable hospital stays (rate per 1,000 Medicare enrollees); Preventable hospital stays are measured as the hospital discharge rate for ambulatory care-sensitive conditions per 1,000 Medicare enrollees; Medicare claims/Dartmouth Atlas;  
<http://www.countyhealthrankings.org/health-factors/quality-care>

## Monadnock Public Health Region Profile

### Key Public Health Indicators at a Glance

	Region	NH
<b>Health Behaviors</b>		
Current smoking, percent of adults (2008–2009)	17.4	16.5
Fruits and vegetables five or more times per day, percent of adults	27.4	28.0
Obese, percent of adults (2008–2009)	27.0	25.8
Overweight, percent of adults (2008–2009)	33.9	37.2
Moderate or vigorous physical activity, percent of adults	56.7	53.5
Heavy drinking, percent of adults (2008–2009)	5.0	6.0
Binge drinking, percent of adults (2008–2009)	16.2	16.1
Teen birth rate per 1,000 females age 15–19 (2008)	16.9	18.4
Always use seatbelt, percent of adults (2006, 2008)	65.5	65.6
No health insurance, percent of adults (2008–2009)	11.1	10.8
Unable to see doctor when needed due to cost, percent of adults (2008–2009)	13.4	10.9
Have primary care provider, percent of adults (2008–2009)	87.9	88.9
Flu shot in past year, percent of adults age 65 and older (2008–2009)	74.9	74.9
Acute ambulatory care sensitive condition hospital discharges, age adjusted per 100,000 population (2003–2007)	604.9	697.3
Chronic ambulatory care sensitive condition hospital discharges, age adjusted per 100,000 population (2003–2007)	539.5	605.4
<b>Community and Environment</b>		
Children under 6 years of age with elevated blood lead level, percent among children tested (2009)	0.68	0.78
<b>Health Outcomes</b>		
Premature death, years of potential life lost before age 75 per 1,000 population (2003–2007)	54.8	56.7
Low birthweight per 1,000 births (2007)	5.2	6.2
Substance abuse-related emergency hospital discharges, age-adjusted per 10,000 population (2003–2007)	58.0	68.3
Activities limited due to health in at least 14 of previous 30 days, percent of adults (2008–2009)	7.1	5.4
New cancer diagnoses, age-adjusted per 100,000 population (2003–2007)	466.3	499.8
Cancer deaths, age-adjusted per 100,000 population (2003–2007)	172.5	185.0
Mammogram in past two years, percent of women age 40 and older (2006, 2008): 79.4 81.0	74.8	81.0

## Monadnock Public Health Region Profile

### Key Public Health Indicators at a Glance

	Region	NH
Colonoscopy or sigmoidoscopy in past five years, percent of adults age 50 and older (2006, 2008)	54.7	58.2
<i>Access to Care</i>		
Pap test in past three years, percent of women age 18 and older (2006, 2008)	81.0	87.1
Ever told had diabetes, percent of adults (2008–2009)	7.5	7.2
Ever told blood pressure was high, percent of adults (2007, 2009)	28.3	27.6
Cholesterol tested past five years, percent of adults (2007, 2009)	80.9	81.9
Current asthma, percent (2007, 2009)	8.1	10.2
Unintentional injury-related emergency hospital disc	94.5	110.2

\*\*\* Greater Monadnock Public Health Region: Alstead, Antrim, Bennington, Chesterfield, Dublin, Fitzwilliam, Francestown, Gilsum, Greenfield, Greenville, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury, Sharon, Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Walpole, Westmoreland, Winchester

Source: New Hampshire Department of Health and Human Services, Division of Public Health Services, 2011 Snapshot of New Hampshire's Public Health Regions, Counties, and the Cities of Manchester and Nashua. 2011.

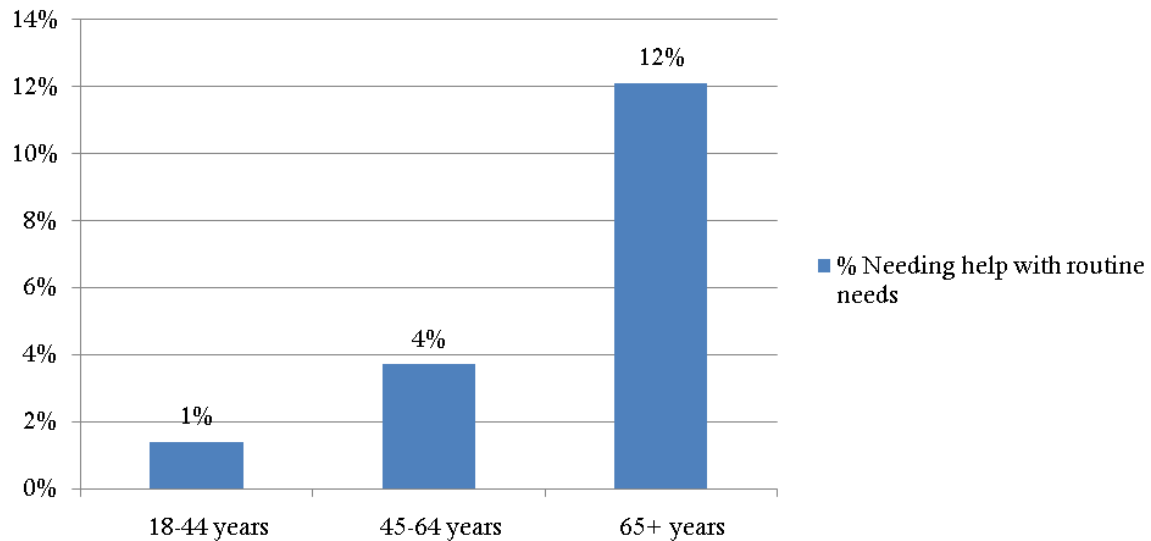
## Appendix F: Other Supporting Community Health Data Tables

Population of Monadnock Community Hospital Primary Service Area by Town			
Total Population			
	2010 Population	2000 Population	Percent Change
<i>Antrim</i>	2,611	2,449	6.6%
<i>Bennington</i>	1,306	1,401	-6.8%
<i>Dublin</i>	1,478	1,476	0.1%
<i>Francestown</i>	1,658	1,480	12.0%
<i>Greenfield</i>	1,384	1,657	-16.5%
<i>Greenville</i>	2,444	2,224	9.9%
<i>Hancock</i>	1,750	1,739	0.6%
<i>Jaffrey</i>	5,516	5,476	0.7%
<i>New Ipswich</i>	4,983	4,289	16.2%
<i>Peterborough</i>	6,247	5,883	6.2%
<i>Rindge</i>	5,991	5,451	9.9%
<i>Sharon</i>	374	360	3.9%
<i>Temple</i>	1,428	1,297	10.1%
Total Area	37,170	35,182	5.7%

Source: US Census Bureau, 2011.



### % Needing of the Population within the Age Group Requiring Help with Routine Needs



Total Requiring Help with Routine Needs		
Year	MCH Service Area	New Hampshire
2010	1,229	43,910
2020	1,601	57,164
2030	1,781	63,592
% Increase 2030	45%	45%

Source: U.S. CDC, NHIS, [http://205.207.175.93/hdi/ReportFolders/ReportFolders.aspx?IF\\_ActivePath=P,17](http://205.207.175.93/hdi/ReportFolders/ReportFolders.aspx?IF_ActivePath=P,17), 2012.

**Inpatient Condition Outliers, 20%+ Above NH Rates, by Age Group**  
**Monadnock Public Health Region Compared to New Hampshire**  
**(Discharges Per 100,000 People)**

Age Group	Major Condition	Age Specific Rate Monadnock PHR	Age Specific Rate New Hampshire	% Above NH Rate
0 to 4	Diseases of the blood and blood-forming organs	95.4	71.3	34%
0 to 4	Diseases of the circulatory system	101.7	52.8	93%
05 to 14	Mental disorders	266.6	66.3	302%
15 to 24	None	NA	NA	NA
25 to 34	Diseases of the blood and blood-forming organs	32.8	18.9	74%
25 to 34	Mental disorders	833.1	603.9	38%
35 to 44	Mental disorders	885.6	667.2	33%
45 to 54	None	NA	NA	NA
55 to 64	None	NA	NA	NA
65 to 74	None	NA	NA	NA
75 to 84	None	NA	NA	NA
85 +	None	NA	NA	NA

Source: State of New Hampshire, Health Web Reporting and Querying System (Health WRQS, 2012).

**Health and Socioeconomic Profile**

	Cheshire County	Hillsborough County	New Hampshire
<b>Health Outcomes</b>			
Diabetes	9%	8%	8%
HIV prevalence rate	69	144	107
<b>Health Care</b>			
Mental health providers	1,484:1	2,866:1	2,056:1
Health care costs	\$8,070	\$8,220	\$8,056
Uninsured adults	15%	15%	15%
Could not see doctor due to cost	11%	9%	10%
Dentists	2,046:1	1,540:1	1,733:1
<b>Social &amp; Economic Factors</b>			
Median household income	\$49,126	\$67,650	\$60,917
High housing costs	37%	39%	38%
Children eligible for free lunch	18%	16%	18%
Illiteracy	6.30%	6.20%	5.80%
Access to healthy foods	38%	59%	49%

Source: University of Wisconsin, Population Health Institute, County Health Rankings, [www.countyhealthrankings.org](http://www.countyhealthrankings.org), 2012.






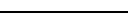



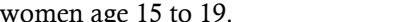
## Major Causes For Inpatient Hospitalization, 2003-2007

### Monadnock Public Health Region

Major Condition	Crude Rate per 100,000 People	
	Monadnock Public Health Region	State of New Hampshire
Diseases of the circulatory system	1,382.8	1,480.7
Pregnancy, childbirth, the puerperium and complications	995.7	1,088.8
Newborn	949.8	1,026.4
Diseases of the respiratory system	882.6	863.6
Diseases of the digestive system	801.8	905.1
Injury and Poisoning	723.9	791.7
Mental disorders ***	568.8 ***	452.7
Supplementary classifications	534.5	202.5
Diseases of the musculoskeletal system and connective tissue	521.3	601.7
Neoplasms	458.9	485.5
Diseases of the genitourinary system	358.4	415.5
Symptoms, signs, and ill-defined conditions	281.8	419.1
Endocrine, nutritional and metabolic diseases, and immunity disorders	248.5	293.6
Infectious and parasitic diseases	220.1	232.2
Diseases of the nervous system and sense organs	162.6	194.9
Diseases of the skin and subcutaneous tissue	127.7	155.6
Diseases of the blood and blood-forming organs	60.4	79.3
Congenital anomalies	39.1	46.4
Certain conditions originating in the perinatal period	37.8	48.7

Source: State of New Hampshire, Health Web Reporting and Querying System (Health WRQS, 2012).

\*\*\* Monadnock Public Health Region more than 20% above state rate

Teen Birth Rates by County and Statewide, 2008	
County	Births Per 1,000 Females (age 15-19)
New Hampshire	18.4
Belknap	22.9 
Carroll	18.7 
Cheshire	18.2 
Coos	31.6 
Grafton	15.4 
Hillsborough	20.5 
Merrimack	16.9 
Rockingham	11.5 
Strafford	19.5 
Sullivan	41.9 

Definitions: Resident births where mother is age 15 to 19 per 1,000 women age 15 to 19.

Source: New Hampshire Division of Vital Records Administration birth certificate data.

### New Hampshire and Counties, Age 5 - 17 in Families in Poverty, 2003

Place	Estimated Number	Percent
Belknap	1,001	10.9%
Carroll	929	14.3%
Cheshire	1,139	10.6%
Coos	842	19.2%
Grafton	1,333	11.8%
Hillsborough	6,340	9.3%
Merrimack	2,012	8.6%
Rockingham	3,168	6.3%
Strafford	1,984	11.1%
Sullivan	811	12.8%
NH	13,140	9.4%

Source: U.S. Bureau of the Census, SAIPE.

## Diabetes-Related Hospitalizations by NH County and by Age Group, 2003-2007

	Age Range	Rate per 100,000 People	95% Confidence Interval	NH State Average	Significance at 95% Confidence
Belknap	0 - 4	*	*	25.1	
Belknap	5 - 14	56.4	34.9 - 86.2	54.9	
Belknap	15 - 24	59.9	38.4 - 89.1	127.9	***
Belknap	25 - 34	226.2	179.1 - 281.9	288.7	
Belknap	35 - 44	731.8	653.6 - 810	535.5	***
Belknap	45 - 54	1,052.00	962.4 - 1141.6	1,118.00	
Belknap	55 - 64	3,043.50	2869.3 - 3217.7	2,830.30	***
Belknap	65 - 74	4,984.50	4704.7 - 5264.3	5,695.20	***
Belknap	75 - 84	7,928.10	7506 - 8350.2	8,687.10	***
Belknap	85 +	7,967.70	7265.1 - 8670.3	7,967.70	
Carroll	0 - 4	*	*	25.1	
Carroll	5 - 14	78.5	48.6 - 120	54.9	
Carroll	15 - 24	174.9	129.8 - 230.6	127.9	
Carroll	25 - 34	395.7	318.2 - 486.4	288.7	***
Carroll	35 - 44	823.7	726 - 921.4	535.5	***
Carroll	45 - 54	1,176.10	1068.7 - 1283.5	1,118.00	
Carroll	55 - 64	2,314.50	2148.5 - 2480.5	2,830.30	***
Carroll	65 - 74	4,595.30	4320.7 - 4869.9	5,695.20	***
Carroll	75 - 84	7,123.10	6703.3 - 7542.9	8,687.10	***
Carroll	85 +	7,705.00	6967.2 - 8442.8	7,967.70	
Cheshire	0 - 4	*	*	25.1	
Cheshire	5 - 14	54.5	35.3 - 80.5	54.9	
Cheshire	15 - 24	70.2	51.4 - 93.6	127.9	***
Cheshire	25 - 34	228.3	185.3 - 278.2	288.7	
Cheshire	35 - 44	637.5	570.1 - 704.9	535.5	***
Cheshire	45 - 54	1,118.40	1033.8 - 1203	1,118.00	
Cheshire	55 - 64	2,518.40	2371.2 - 2665.6	2,830.30	***
Cheshire	65 - 74	5,131.10	4864.5 - 5397.7	5,695.20	***
Cheshire	75 - 84	8,803.20	8377.3 - 9229.1	8,687.10	
Cheshire	85 +	9,268.90	8580.3 - 9957.5	7,967.70	***
Coos	0 - 4	*	*	25.1	
Coos	5 - 14	73.8	40.3 - 123.8	54.9	

## Diabetes-Related Hospitalizations

### by NH County and by Age Group, 2003-2007

	Age Range	Rate per 100,000 People	95% Confidence Interval	NH State Average	Significance at 95% Confidence
Coos	15 - 24	87.6	51.9 - 138.4	127.9	
Coos	25 - 34	729.9	600.4 - 859.4	288.7	***
Coos	35 - 44	958.7	832.6 - 1084.8	535.5	***
Coos	45 - 54	1,737.30	1579.1 - 1895.5	1,118.00	***
Coos	55 - 64	4,540.40	4249.2 - 4831.6	2,830.30	***
Coos	65 - 74	8,720.90	8253.1 - 9188.7	5,695.20	***
Coos	75 - 84	11,373.30	10750.7 - 11995.9	8,687.10	***
Coos	85 +	11,280.10	10288.4 - 12271.8	7,967.70	***
Grafton	0 - 4	*	*	25.1	
Grafton	5 - 14	55	35.9 - 80.6	54.9	
Grafton	15 - 24	73.2	55.3 - 95.1	127.9	***
Grafton	25 - 34	182	146.2 - 224	288.7	***
Grafton	35 - 44	513.8	455.1 - 572.5	535.5	
Grafton	45 - 54	897.30	825 - 969.6	1,118.00	***
Grafton	55 - 64	2,183.30	2053.4 - 2313.2	2,830.30	***
Grafton	65 - 74	4,743.30	4498.9 - 4987.7	5,695.20	***
Grafton	75 - 84	6,248.50	5912.7 - 6584.3	8,687.10	***
Hillsborough	0 - 4	24.7	16.8 - 35.1	25.1	
Hillsborough	5 - 14	61.3	52.2 - 70.4	54.9	
Hillsborough	15 - 24	159.3	144.1 - 174.5	127.9	***
Hillsborough	25 - 34	289.2	267.8 - 310.6	288.7	
Hillsborough	35 - 44	555.1	530.1 - 580.1	535.5	
Hillsborough	45 - 54	1,162.90	1125.5 - 1200.3	1,118.00	***
Hillsborough	55 - 64	2,863.90	2791.8 - 2936	2,830.30	
Hillsborough	65 - 74	5,693.70	5556.7 - 5830.7	5,695.20	
Hillsborough	75 - 84	8,899.90	8687.2 - 9112.6	8,687.10	
Hillsborough	85 +	7,854.40	7540.9 - 8167.9	7,967.70	
Merrimack	0 - 4	*	*	25.1	
Merrimack	5 - 14	51.4	38 - 68	54.9	
Merrimack	15 - 24	99.9	80.8 - 119	127.9	***



## Diabetes-Related Hospitalizations

### by NH County and by Age Group, 2003-2007

	Age Range	Rate per 100,000 People	95% Confidence Interval	NH State Average	Significance at 95% Confidence
Merrimack	25 - 34	396.1	353.2 - 439	288.7	***
Merrimack	35 - 44	525.8	484.3 - 567.3	535.5	
Merrimack	45 - 54	1,145.70	1085.6 - 1205.8	1,118.00	
Merrimack	55 - 64	3,112.80	2990.8 - 3234.8	2,830.30	***
Merrimack	65 - 74	6,105.70	5879.5 - 6331.9	5,695.20	***
Merrimack	75 - 84	8,467.80	8146.4 - 8789.2	8,687.10	
Rockingham	0 - 4	36.1	24.5 - 51.2	25.1	
Rockingham	5 - 14	47.1	38.2 - 57.5	54.9	
Rockingham	15 - 24	95.7	81.6 - 109.8	127.9	***
Rockingham	25 - 34	210.2	187.6 - 232.8	288.7	***
Rockingham	35 - 44	341.7	319.1 - 364.3	535.5	***
Rockingham	45 - 54	886.20	849.6 - 922.8	1,118.00	***
Rockingham	55 - 64	2,530.10	2454.4 - 2605.8	2,830.30	***
Rockingham	65 - 74	5,540.40	5386.9 - 5693.9	5,695.20	
Rockingham	75 - 84	9,356.90	9094.6 - 9619.2	8,687.10	***
Rockingham	85 +	8,686.90	8281.9 - 9091.9	7,967.70	***
Strafford	0 - 4	*	*	25.1	
Strafford	5 - 14	53.6	38.3 - 73	54.9	
Strafford	15 - 24	174.3	148.6 - 200	127.9	***
Strafford	25 - 34	308.2	269.9 - 346.5	288.7	
Strafford	35 - 44	633	581.8 - 684.2	535.5	***
Strafford	45 - 54	1,404.60	1326.1 - 1483.1	1,118.00	***
Strafford	55 - 64	3,524.60	3371.2 - 3678	2,830.30	***
Strafford	65 - 74	7,073.50	6795.7 - 7351.3	5,695.20	***
Strafford	75 - 84	9,710.30	9316.9 - 10103.7	8,687.10	***
Strafford	85 +	7,576.10	7017.6 - 8134.6	7,967.70	
Sullivan	0 - 4	*	*	25.1	
Sullivan	5 - 14	*	*	54.9	
Sullivan	15 - 24	355.7	287.4 - 435.3	127.9	***
Sullivan	25 - 34	371.9	297.9 - 458.7	288.7	
Sullivan	35 - 44	625.7	538.1 - 713.3	535.5	***
Sullivan	45 - 54	1,559.00	1426.4 - 1691.6	1,118.00	***

## Diabetes-Related Hospitalizations by NH County and by Age Group, 2003-2007

	Age Range	Rate per 100,000 People	95% Confidence Interval	NH State Average	Significance at 95% Confidence
Sullivan	55 - 64	2,851.00	2647 - 3055	2,830.30	
Sullivan	65 - 74	5,042.60	4714.2 - 5371	5,695.20	***
Sullivan	75 - 84	7,670.30	7172.8 - 8167.8	8,687.10	***
Sullivan	85 +	7,350.30	6549.9 - 8150.7	7,967.70	
NH	0 - 4	25.1	20.3 - 30.7	25.1	
NH	5 - 14	54.9	50 - 59.8	54.9	
NH	15 - 24	127.9	120.6 - 135.2	127.9	
NH	25 - 34	288.7	276.6 - 300.8	288.7	
NH	35 - 44	535.5	521.5 - 549.5	535.5	
NH	45 - 54	1,118.00	1097.9 - 1138.1	1,118.00	
NH	55 - 64	2,830.30	2791.7 - 2868.9	2,830.30	
NH	65 - 74	5,695.20	5623.7 - 5766.7	5,695.20	
NH	75 - 84	8,687.10	8577.8 - 8796.4	8,687.10	
NH	85 +	7,967.70	8133.6 - 8858	7,967.70	

Source: State of New Hampshire, Health Web Reporting and Querying System (Health WRQS, 2012).

## Diabetes-Related Hospitalizations by NH County, 2003-2007

	Age Range	Rate per 100,000 People	95% Confidence Interval	NH State Average	Significance at 95% Confidence
Belknap	Overall	1383.8	1346 - 1421.6	1,440.4	***
Carroll	Overall	1328.9	1287.9 - 1369.9	1,440.4	
Cheshire	Overall	1400.6	1365.1 - 1436.1	1,440.4	
Coos	Overall	2170.7	2108.5 - 2232.9	1,440.4	***
Grafton	Overall	1110.2	1080.2 - 1140.2	1,440.4	
Hillsborough	Overall	1,465.8	1448.7 - 1482.9	1,440.4	
Merrimack	Overall	1,490.5	1463.1 - 1517.9	1,440.4	***
Rockingham	Overall	1,367.2	1347.8 - 1386.6	1,440.4	
Strafford	Overall	1,695.0	1661.4 - 1728.6	1,440.4	***
Sullivan	Overall	1,458.0	1411.2 - 1504.8	1,440.4	
<b>NH</b>	<b>Overall</b>	<b>1,440.4</b>	<b>1431.4 - 1449.4</b>		

Source: State of New Hampshire, Health Web Reporting and Querying System (Health WRQS, 2012).

<b><i>Leading Causes of Death in New England by State, 2005</i></b> <b><i>Rates per 100,000 People</i></b>						
<b><i><u>Disease / Condition</u></i></b>	<b><i><u>Conn.</u></i></b>	<b><i><u>Maine</u></i></b>	<b><i><u>Mass.</u></i></b>	<b><i><u>New Hampshire</u></i></b>	<b><i><u>Rhode Island</u></i></b>	<b><i><u>Vermont</u></i></b>
<b><i>Heart Disease</i></b>	172.9	182.7	172.7	<b>179.4</b>	213.8	173.6
<b><i>Cancer</i></b>	175.7	201.9	185.2	<b>183.7</b>	184.1	172.9
<b><i>Stroke</i></b>	34.7	42.8	38.1	<b>35.5</b>	37.4	36.5
<b><i>Chronic Lower Respiratory Diseases</i></b>	35.3	52.3	35.8	<b>46.2</b>	39.0	55.6
<b><i>Accidents</i></b>	29.8	41.1	27.7	<b>35.2</b>	26.7	41.2
<b><i>Diabetes</i></b>	19.7	24.2	17.4	<b>22.5</b>	21.6	25.1
<b><i>Dementia</i></b>	16.1	29.1	19.8	<b>26.1</b>	18.8	25.7
<b><i>Influenza / Pneumonia</i></b>	20.5	21.8	24.2	<b>19.4</b>	17.2	13.7
<b><i>Kidney Disease</i></b>	13.1	15.5	18.4	<b>12.4</b>	11.2	7.4
<b><i>Septicemia</i></b>	14.5	8.6	13.2	<b>6.7</b>	8.6	4.0

Source: National Vital Statistics Report, Vol. 56, No. 10, "Deaths: Final Data for 2005"

<b><i>Leading Causes of Death in Greater Monadnock Public Health District, 2006-2008</i></b> <b><i>Rates per 100,000 people</i></b>			
<b><i><u>Cause of Death</u></i></b>	<b><i><u>Greater Monadnock Public Health Region</u></i></b>	<b><i><u>New Hampshire</u></i></b>	<b><i><u>U.S.</u></i></b>
<b><i>Cancer</i></b>	196.2	190.2	186.2
<b><i>Heart disease</i></b>	191.6	183.5	203.1
<b><i>Lower respiratory conditions</i></b>	65.6	47.2 ***	46.4
<b><i>Accidents</i></b>	39.1	35.9	39.9
<b><i>Dementia</i></b>	38.5	29.3 ***	27.1
<b><i>Stroke</i></b>	35.9	36.1	44.0
<b><i>Diabetes</i></b>	25.5	21.7	23.2
<b><i>Influenza or pneumonia</i></b>	16.2	15.5	18.5
<b><i>Suicide</i></b>	11.3	12.1	11.8
<b><i>Parkinson's disease</i></b>	8.7	6.3 ***	6.7

Source: State of New Hampshire, Health Web Reporting and Querying System (Health WRQS, 2012)

Note that this is a slightly different time period than the prior table, so New Hampshire numbers do not exactly align

\*\*\* Indicates areas in which the GMPHR disease rate is 20%+ greater than NH rates

***Leading Causes of Hospitalization in the  
Greater Monadnock Public Health District, 2006-2008***

<u>Major Condition</u>	<u>Crude Rate per 100,000 People</u>	
	<u>Greater Monadnock Public Health Region</u>	<u>State of New Hampshire</u>
<i>Diseases of the circulatory system</i>	1,383	1,481
<i>Pregnancy</i>	996	1,089
<i>Newborn</i>	950	1,026
<i>Respiratory diseases</i>	883	864
<i>Digestive system diseases</i>	802	905
<i>Injury of poisoning</i>	724	792
<i>Mental disorders</i>	569	453 ***
<i>Musculoskeletal diseases</i>	521	602
<i>Cancer</i>	459	486
<i>Genitourinary diseases</i>	358	416
<i>Endocrine, nutri., metabolic and immunity diseases</i>	249	294
<i>Infectious and parasite diseases</i>	220	232
<i>Nervous system diseases</i>	163	195
<i>Skin diseases</i>	128	156
<i>Blood or blood forming diseases</i>	60	79
<i>Congenital anomalies</i>	39	46

Source: State of New Hampshire, Health Web Reporting and Querying System  
(Health WRQS, 2012)

\*\*\* *Indicates areas in which the GMPHR disease rate is 20%+ greater than NH rates*

## Cancer Incidence Rates for New Hampshire by County, 2004-2008

County	Incidence Rate and 95% Confidence Int.
New Hampshire <sup>6</sup>	449.3 (442.5, 456.2)
US (SEER+NPCR) <sup>1</sup>	410.4 (409.9, 410.8)
Strafford County <sup>6</sup>	475.8 (452.0, 500.6)
Rockingham County <sup>6</sup>	467.0 (452.1, 482.2)
Merrimack County <sup>6</sup>	463.9 (443.5, 485.0)
Cheshire County <sup>6</sup>	452.2 (425.1, 480.6)
Grafton County <sup>6</sup>	446.7 (420.9, 473.8)
Belknap County <sup>6</sup>	444.0 (414.7, 475.0)
Hillsborough County <sup>6</sup>	439.1 (426.6, 452.0)
Sullivan County <sup>6</sup>	433.5 (399.2, 470.2)
Coos County <sup>6</sup>	431.0 (392.1, 473.1)
Carroll County <sup>6</sup>	408.7 (378.1, 441.4)

### Notes:

Created by statecancerprofiles.cancer.gov on 04/04/2012 2:33 pm.

[State Cancer Registries](#) may provide more current or more local data.

† Incidence rates (cases per 100,000 population per year) are age-adjusted to the [2000 US standard population](#) (19 age groups: <1, 1-4, 5-9, ... , 80-84, 85+). Rates are for invasive cancer only (except for bladder cancer which is invasive and in situ) or unless otherwise specified. Rates calculated using SEER\*Stat. Population counts for denominators are based on Census populations as modified by NCI. The US populations included with the data release have been adjusted for the [population shifts due to hurricanes Katrina and Rita](#) for 62 counties and parishes in Alabama, Mississippi, Louisiana, and Texas. The 1969-2008 US Population Data File is used for SEER and NPCR incidence rates.

§ Because of the impact on Louisiana's population for the July - December 2005 time period due to Hurricanes Katrina/Rita, [SEER excluded Louisiana cases](#) diagnosed for that six month time period. The count has been suppressed due to data consistency.

<sup>1</sup> Source: CDC's National Program of Cancer Registries Cancer Surveillance System (NPCR-CSS) November 2010 data submission and [SEER November 2010 submission](#).

<sup>6</sup> Source: State Cancer Registry and the CDC's National Program of Cancer Registries Cancer Surveillance System (NPCR-CSS) November 2010 data submission. State rates include rates from metropolitan areas funded by [SEER](#).

[Interpret Rankings](#) provides insight into interpreting cancer incidence statistics. When the population size for a denominator is small, the rates may be unstable. A rate is unstable when a small change in the numerator (e.g., only one or two additional cases) has a dramatic effect on the calculated rate.

Source: National Cancer Institute, State Cancer Profiles, 2010.

## Cancer Related Risk Factor Compliance Rates, New Hampshire (with U.S. Comparisons), 2008

<b>Cancer Type</b>	<b>Behavior</b>	<b>New Hampshire Rank</b>	<b>Percent of Target Population in Compliance</b>	<b>95% Confidence Interval</b>	<b>U.S. Percent of Target Pop.</b>
Breast Cancer	Women aged 40+ who had a clinical breast exam in past 2 years	5	85.6		n/a
Breast Cancer	Women aged 40+ who have had a mammogram within the past two years	14	79	(77.2, 80.7)	76.5
Cervical Cancer	Women aged 18+ who had a pap smear in past 3 years	4	88	(86.1, 89.7)	84
Colorectal Cancer	People aged 50 + who have used home blood stool test in past 2 years	5	30.5	(28.7, 32.4)	24.1
Colorectal Cancer	People aged 50+ who had a home blood stool test in past year or a sigmoidoscopy or colonoscopy in past 5 years	9	62.3	(60.3, 64.3)	n/a
Colorectal Cancer	People aged 50 + who ever had a sigmoidoscopy or colonoscopy	15	63.6	(61.6, 65.5)	57.1
Prostate Cancer	Men aged 40+ who have had a PSA test within the past two years	n/a	50.2	(47.4, 53.0)	53.8

Source: Cancer Report Card – April 2009 NH Department of Health and Human Services, Division of Public Health Services, Office of Health Statistics and Data Management

## New Cancer Cases per 100,000 Population, (with U.S. Comparisons), 2008

		Cases Per 100,000 People and 95% Confidence Interval	
	NH Rank Among U.S. States (1 = Best)	New Hampshire	US
All cancers	47	498.0 (486.1, 510.1)	458.2 (457.4, 459.0)
Bladder	47	27.4 (24.7, 30.4)	21.3 (21.1, 21.5)
Breast (Female)	44	127.9 (119.8, 136.4)	117.7 (117.2, 118.2)
Colorectal	27	50.1 (46.3, 54.1)	49.5 (49.3, 49.8)
Lung-bronchus	31	70.9 (66.4, 75.6)	67.4 (67.1, 67.7)
Melanoma of Skin	49	28.0 (25.2, 31.0)	17.1 (17.0, 17.3)
Prostate	36	158.0 (148.1, 168.4)	145.3 (144.6, 145.9)

Source: Cancer Report Card – April 2009 NH Department of Health and Human Services, Division of Public Health Services, Office of Health Statistics and Data Management

## Cancer Death Ranking and Rates by Type, 2008

Cancer Deaths Per 100,000 People, 2008			
		Cases Per 100,000 People and 95% Confidence Interval	
	NH Rank Among U.S. States (1 = Best)	New Hampshire	US
All cancers	29	186.9 (179.7, 194.4)	184.0 (183.5, 184.5)
Bladder	38	4.9 (3.8, 6.3)	4.3 (4.3, 4.4)
Breast (Female)	22	23.4 (20.1, 27.1)	24.0 (23.8, 24.2)
Colorectal	27	18.0 (15.8, 20.4)	17.4 (17.2, 17.5)
Lung-bronchus	27	53.8 (50.0, 57.9)	52.8 (52.5, 53.0)
Melanoma of Skin	19	2.8 (2.0, 3.9)	2.7 (2.7, 2.8)
Prostate	17	23.8 (19.6, 28.4)	24.6 (24.4, 24.9)

Source: Cancer Report Card – April 2009 NH Department of Health and Human Services, Division of Public Health Services, Office of Health Statistics and Data Management



## **Appendix G: 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

## **ALCOHOL AND DRUGS**

Focus on Recovery Helpline

1-800-234-0420

*Drug and alcohol abuse 24-hour hotline and treatment.*

[www.focusonrecovery.org](http://www.focusonrecovery.org)

Monadnock Region Substance Abuse Services

1-603-924-7236

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

[www.mfs.org](http://www.mfs.org)

Phoenix House

1-800-378-4435

603-563-8501 Dublin (Serves adults and adolescents)

603-358-4041 Keene – Adult Residential Short Term

603-358-5035 Keene – Adolescent Outpatient & SAS (Self-Assessment Saturdays for Youth)

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

[www.phoenixhouse.org](http://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](http://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.*

## **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](http://www.1800runaway.org) 24-hour help

## **SHELTER**

Monadnock United Way Helpline  
1-800-368-4357  
M-F 8:30am – 4:30pm  
[www.SCShelps.org](http://www.SCShelps.org)

Homeless Outreach  
Southwestern Community Services  
1-800-529-0005 x243  
*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](http://www.matsnh.org)

NH Homeless Hotline  
1-800-852-3388  
[www.dhhs.nh.gov/dcbcs/bhhs](http://www.dhhs.nh.gov/dcbcs/bhhs)

Shelter From The Storm  
603-532-7047  
*Transitional housing and support services for the temporarily homeless of Jaffrey.*  
[www.shelterfromthestormNH.org](http://www.shelterfromthestormNH.org)

United Church of Jaffrey Emergency Shelter  
603-532-7047  
*Emergency shelter, open to all on a first-come, first-served basis.*

## **STAYING SAFE**

Bureau of Elderly and Adult Services  
1-800-351-1888  
1-800-735-2964 (TDD number)  
HOURS: 8 am – 4:30 pm – Call 911 after hours  
*Adult protective services (18 years+) for physical or emotional abuse, neglect, self-neglect or 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  
603-532-6288 Jaffrey  
603-352-3782 Keene  
1-888-511-6287  
*Advocacy, information and referral for people experiencing domestic and sexual violence. 24-hour crisis hotline, emergency shelter, safety planning, support groups, peer counseling, and legal advocacy.*  
[www.mcvprevention.org](http://www.mcvprevention.org)

## **SUICIDE PREVENTION**

The Samaritans, Inc.

603-924-7000 Peterborough

603-357-5505 Keene

1-800-273-8255 National Hotline

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

[www.samaritansnh.org](http://www.samaritansnh.org)

## **NOT SURE?**

NH Information and Referral Line

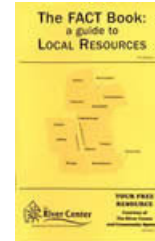
Dial 211

Monadnock United Way HELP LINE

1-800-368-4357

8 am – 4:30 pm

## search the FACT BOOK:



### CATEGORIES

Help in a Hurry

Childcare, Preschools,  
Family

Clothes and Furniture

Counseling, Mediation &  
Services

Disability Services

Food

Fun: Recreation and  
Libraries

Health and Medical Care

Heat

Housing

Legal Help

Money and Work

Senior Services

Transportation

[View All Services](#)

Category Archives: [View All Services](#)

## Childcare, Preschools, Family Support Programs



### Call and Ask Questions

*Ask questions about the academic background and experience of the caregivers. How do caregivers set limits or teach right from wrong? Find out how many children are in a group with an adult (the younger the child the smaller the number per adult; for example, infants under one year require 1 adult to no more than 3 babies). What kinds of activities and materials are available? What is the daily routine? How much time are the children outside? What is served for snack? For an all-day program, ask where the children rest and for how long? Visit each program that you are considering and when you have found one that you like, visit that one again unexpectedly!!*

Call the [New Hampshire Bureau for Child Care Standards and Licensing](#) at 1-800-852-3345 x4624 to ask if there have been any complaints about the program that you chose. Trust your feelings about a fit between a program and your child. For assistance with paying for childcare, contact the Division of Family Assistance at 1-800-624-9700 or 603-357-3510.

### REFERRALS AND INFORMATION

**Easter Seals Child Care Resource & Referral (CFCC)**

603-355-4341 Keene

800-870-8728

*Refers people to childcare providers in Cheshire/Hillsborough Counties.*

[www.nhccrr.org](http://www.nhccrr.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](http://www.nhsa.org)

## ANTRIM

### Before School Club

at Antrim Elementary and Great Brook Schools

Call The Grapevine at 603-588-2620 to register

AGES: School age

HOURS: Mon-Fri 6:45am – 8:45am

After School Club 2:15-5:15pm

### First Friends Preschool

at Antrim Elementary School

603-588-3690

AGES: 3 to 5 years

HOURS: Mon-Fri, 9-12 (school term)

### The Learning Vine

at The Grapevine Family & Community Resource Center

603-588-2620

AGES: 3½ to 5

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

## DUBLIN

### Cobb Meadow, A Waldorf Preschool

273 Cobb Meadow Road

603-563-7755

AGES: 3 to 6 1/2 years

HOURS: Mon-Fri 8:30am -1pm (school term)

Tues & Thurs aftercare to 3:30

Gardening days (summer)

### Dublin Community Preschool

101 Main Street

603-563-8508

AGES: 3 to 8 years

HOURS: Mon-Fri, 7am – 3:30pm

[www.dublinpreschool.org](http://www.dublinpreschool.org)

and on FaceBook

## GREENFIELD

### First Friends Preschool

Greenfield Elementary School

603-547-3334

AGES: 3 to 5 years

HOURS: Mon-Fri, 9-12

### Wonderworks Learning Center

1 Verney Drive

603-547-3311 x1350

AGES: 6 weeks to 12 years

HOURS: Mon-Fri, 6am – 5:30pm (year round)

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

## HANCOCK

### Hancock Cooperative Preschool

Main Street

603-525-4614

AGES: 3 to 5 years

HOURS: Mon-Fri mornings, school term

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

### Little Pockets Day Care

Bennington Road

603-525-3595

Ages: 6 weeks-13 years

Mon-Fri, 6am – 5:30pm

### 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, 7am – 5:30pm

[www.harrisvillechildrenscenter.org](http://www.harrisvillechildrenscenter.org)



## JAFFREY

### Adventures in Learning Preschool

391 Nutting Road

603-532-7621

AGES: 3 to 5 years

HOURS: Mon-Fri, 9am – 3pm, school term

### Diane Hoffman Family Day Care

20 Gilmore Pond Road

603-532-6440

AGES: 3 months to 9 years

HOURS: Mon-Fri, 6:00am – 4:30pm, all year

### Jaffrey-Rindge Inclusive Preschool

603-899-2347

Half-day sessions

AGES: 3 to 4 year olds

HOURS: M Tu Th 8:45-11:45 am (3 yr olds)

W & F 8:45-11:45 am and Tu & Th 12:15-3 pm (4 yr olds)

### Sand Box Nursery School

United Church of Jaffrey, Main Street

603-532-6939

AGES: 3 to 5

HOURS: M W F, 9-11:30 am (4 & 5 yr olds)

Tu & Th 9-11:30 am (3 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

## NEW IPSWICH

### Our Redeemer Preschool

200 Ashby Road

603-878-1837

AGES: 4 and 5 year olds

HOURS: Tu W Th, 9-12 (school term)

[www.ourredeemernh.org/preschool.htm](http://www.ourredeemernh.org/preschool.htm)

## PETERBOROUGH

### Happy Valley School

130 Gulf Road  
603-924-7362  
AGES: 3 to 6 years  
HOURS: Mon-Fri, 7:30am – 5:30pm (school term)  
[www.happyvalleynh.org](http://www.happyvalleynh.org)

#### Hunter Farm Playschool

199 Hunter Farm Road  
603-924-0156  
AGES: 6 weeks to 9 years  
HOURS: Mon-Fri, 8:15am – 5:15pm

#### Kids Together: A Place To Go

at the Monadnock Country Club  
603-924-2226  
After school program  
AGES: 3rd to 8th grade  
HOURS: Tu W Th, after school – 5pm  
[www.theplacetogo.org](http://www.theplacetogo.org)

#### 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](http://www.mcelc.org)

#### Pine Hill Waldorf Child Care at ConVal High School

Route 202 North  
603-924-6620  
AGES: 6 wks to 5 years (day); up to 10yrs before & after school  
HOURS: Mon-Fri, 7am – 5:30pm

#### Puddle Jumpers

Colleen Stone  
11 Cabana Drive  
603-924-4448  
AGES: 6 weeks – 14 years  
HOURS: Mon-Fri 6:30am – 5:30pm, year round  
[www.puddlejumpers-nh.com](http://www.puddlejumpers-nh.com)

#### 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, 12-3pm, 3-6pm

### South Peterborough Kindergarten

29 Old Jaffrey Road

603-924-3102

AGES: 3½ to 5

HOURS: M Tu Th F, 9am-noon (school term)

### TEMPLE

#### Temple Community Preschool

Rte. 45

603-878-3886

AGES: 3 to 5

HOURS: Tu W Th, 9am-noon (school term)

### SCHOOL DISTRICT PRESCHOOLS FOR ELIGIBLE CHILDREN

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

#### ConVal School District SAU #1

603-924-7503 Special Education office

*Antrim, Bennington, Dublin, Francestown, Greenfield, Hancock, Peterborough, Sharon, and Temple.*

#### Jaffrey-Rindge School District SAU #47

603-899-3363

*Jaffrey and Rindge.*

#### Mascenic School District SAU #87

603-721-0160

*Mason, New Ipswich, and Greenville.*

### FAMILY SUPPORT PROGRAMS

#### Monadnock Developmental Services

Early Supports and Services program

603-355-4341

*Refers people to childcare providers in Cheshire/Hillsborough Counties.*

#### Family Resource Connection

1-800-298-4321

*Resource for families with children. Assists with information about development and special needs. Receive information by phone or mail. Also "lending library" reading materials sent to your local library.*

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

### The Grapevine Family & Community Resource Center

Antrim

603-588-2620

*Parent education and family support programs, cooperative preschool, before school care, and other services on site. The Grapevine is a DCYF certified site for supervised visits between non-custodial parents and their children. For parents who do not have a visitation supervisor, qualified staff will be available, when possible.*

### North Peterborough Family Program

Southern NH Services

603-924-9601

*Provides connections to community resources to help with difficult family living situations. Youth programs after school and during the summer.*

[www.snhs.org/](http://www.snhs.org/)

### The River Center

603-924-6800

*Parent education and family support programs. Weekly parent/child programs (birth to 5 years), single parent group.*

[www.rivercenter.us](http://www.rivercenter.us)

### UNH Cooperative Extension Family Development Newsletter

603-641-6060

*Free Informational newsletter for parents of newborns, toddlers (13-24 months), preschoolers, school-age children, and teens.*

[www.extension.org/pages/15369/](http://www.extension.org/pages/15369/)

## Clothes and Furniture

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### ALL AREAS



*Church rummage sales are a great way to find what you need for not much money.*

### 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

603-924-9621 Peterborough – Jim Grant

*Provides a wide range of services for those in need.*

*Can be used by all in cases of emergency.*

**Troy Helping Hands Center**

603-242-3007

TIMES: M-Sat 10am – 1:30pm

*Clothing and small household appliances*

**ANTRIM**

**Antrim Presbyterian Church**

Revival Shop

Main Street

603-588-2209

*High-quality consignment shop.*

TIMES: Third Thurs of month 5:30-7pm, Fri 10am-1pm,

Sat 10 am – 2pm

**GREENFIELD**

**Greenfield Congregational Covenant Church**

Clothes Closet

12 Depot Drive

603-547-3626

TIMES: Sat 10am-12pm

*Inexpensive clothing and bag sales.*

**JAFFREY**

**Chloe's Closet**

603-532-6211

80 Monadnock Plaza, Unit 9

*Second-hand clothing.*

TIMES: M,W,Th, & F 10 am – 5 pm, Sat 9:30am – 3pm

Find on FaceBook

**Thrifty Bear**

603-532-7553

2 Main Street

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

TIMES: Tue by chance; Wed-Sat 10:30am – 5pm

**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](http://www.lindascloset.org)

**Salvation Army Thrift Store**

Rte 12, Keene

603-357-2207

TIMES: Mon-Sat 10am – 5pm

**St. James Thrift Store**

25 Lamson Street

603-352-3697

TIMES: M-F 10am – 4pm, Sat 10am – 2pm

**PETERBOROUGH**

**Cents of Style**

43 Grove Street

603-784-5184

*Second-hand clothing*

**Community Closet**

The River Center

46 Concord Street

603-924-2159

FREE Second-hand clothing for all

TIMES: Sat 10am – 12pm

**Peterborough Recycling Center**

Mini Mall

Scott Mitchell Road

603-924-8095

TIMES: T,W,F, Sat 8am – 5:45pm

*Residents only.*

**Serendipity Shop**

603-924-3202

*All Saints' Episcopal Church, 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

603-899-2107

TIMES: Tue & Thu 10am – 3pm , Sat 8am – 3pm

*Residents only.*

TROY

**Helping Hand Center**

1 Depot Street

603-242-3007

TIMES: Mon-Sat 10am-1:30pm

*Open to all for clothing*

## **Counseling, Mediation, and Services**

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### **COUNSELING AND MEDIATION**

**Alcoholics Anonymous**

800-593-3330 Statewide

*Call for meeting times in Peterborough, Greenfield, Antrim, Dublin, Hancock, Hillsboro, Rindge, and Jaffrey.*

[www.nhaa.net](http://www.nhaa.net)

**New Hampshire Catholic Charities**

800-562-5249

*Marriage and individual counseling, adoption, and community outreach.*

*Sliding fee scale.*

[www.nh-cc.org](http://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 Land 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.*

**MAPS Counseling Services**

603-924-2240 Peterborough

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

[www.mapsnh.org](http://www.mapsnh.org)

**Monadnock Family Services**



*Mental health, substance abuse, and community services.*

*All income levels eligible.*

603-924-7236 Peterborough with satellite offices in Antrim & Jaffrey.

603-357-4400 Emergency

[www.mfs.org](http://www.mfs.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](http://www.adoptivefamiliesforchildren.com)

email: [info@adoptivefamiliesforchildren](mailto:info@adoptivefamiliesforchildren)

### **Compassionate Friends**

603-472-8805 Manchester/Nashua

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

[www.tcfmanchester.org](http://www.tcfmanchester.org)

### **Consumer Product Safety Commission Hotline**

800-638-2772

TIMES: M-F 8:30 am – 5:00 pm

### **Creating Positive Change**

603-924-4981

*A community coalition that educates youth, families and communities about the prevention of substance abuse. Free classes on prevention for youth; family and community activities.*

[www.cpcnh.org/](http://www.cpcnh.org/)

### **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](http://www.rivercenter.us)

### **Granite State Independent Living**

603-228-9680 Keene/Concord

*Provides tools and resources for people with disabilities to live life as they choose.*

[www.gsil.org](http://www.gsil.org)

### Granite State Monarchs Peer Support Center

603-352-5093

64 Beaver Street, Keene

*Intentional peer support for consumers of mental health services*

[www.gsmonarchs.org](http://www.gsmonarchs.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](http://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/](http://www.hcsservices.org/)

### Monadnock Center for Violence Prevention

1-888-511-6287

603-209-4015 Jaffrey/ 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

W&F 8am – 4pm Thu 11am-4pm MFS Building, Jaffrey

[www.mcvprevention.org](http://www.mcvprevention.org)

### Monadnock ServiceLink Resource Center

1-866-634-9412

*Information and supported referral for seniors and adults who experience a disability. Long term care counseling.*

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

### National Alliance for the Mentally Ill (NAMI)

800-242-6264 Concord

*Support group: Family to family*

603-563-9946 Dublin

703-516-7227 TDD for the hearing impaired

*Support for families with a member who has a mental or emotional disorder.*

[www.naminh.org](http://www.naminh.org)

### Parent to Parent of NH

800-698-5465

*Support, information, and referral for parents of children with similar special needs.*

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

### Project LIFT

603-464-5285

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

[www.conknet.com/~fullerlibrary/ProjectLIFT.html](http://www.conknet.com/~fullerlibrary/ProjectLIFT.html)

### 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

Food Programs 800-332-1073

▶ MAPS Counseling Services 603-924-2240

### The Samaritans

Crisis Hotlines: 603-924-7000 Peterborough

Toll Free Teen Hotline: 1-877-583-8336

*Befriending people in crisis situations; emergency crisis intervention; 24 hours.*

[www.samaritansnh.org](http://www.samaritansnh.org)

### UNH Cooperative Extension

603-352-4550 Cheshire County Office

603-641-6060 Hillsborough County Office

TIMES: M-F 8 am – 4:00 pm

<http://extension.unh.edu>

*The University of New Hampshire Cooperative Extension provides New Hampshire citizens with education and information, enhancing their ability to make informed decisions that strengthen youth, families and*

communities, sustain natural resources, and improve the economy.

## Disability Services

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### EDUCATION AND HEALTH

#### Assistive Technology and Equipment Center (ATEC)

1-800-932-5837

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

#### Association for the Blind, NH

McGreal Sight Center

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 prevention of blindness.*

[www.sightcenter.org](http://www.sightcenter.org)

#### Bureau of Special Education Preschool Program, NH State Department of Education

603-271-2178 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.*

#### Bureau of Special Medical Services, NH Division of Public Health

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

#### Crotched Mountain Rehabilitation Center (CMRC)

603-547-3311 Greenfield

*Day and residential: School and brain injury program. Also outpatient diagnostic and medical services; PT, OT, speech, audiology; driving evaluation and education.*

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

#### Easter Seals New Hampshire

1-800-307-2737 Lebanon

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

Vocational Department

603-355-1067

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

*Child Resource & Referral.*

603-355-4327

*Provides information and referrals for child care*

### **Monadnock Developmental Services (MDS)**

Early Supports and Services

603-352-0165

*Provides early supports and services (early intervention) to children birth to age 3 and their families.*

### **Multi-sensory Intervention through Consultation and Education (MICE)**

603-228-1028 Concord

603-228-5755 TDD for the hearing impaired.

*Home visiting program for children (birth through 3 years) with vision and hearing problems.*

### **NH State Library Services to the Blind & Physically Handicapped**

1-800-491-4200

*Talking books, free service to people with disabilities, including dyslexia. Supplies by mail, cassette books and records, and equipment needed to use them.*

### **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](http://www.nepassage.org)

### **Resource Center for Autism, 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](http://www.iod.unh.edu)

### **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 delays.*

### Special Olympics

1-800-639-2608

*Participation in sports for individuals with intellectual and physical disabilities.*

[www.sonh.org](http://www.sonh.org)

### Therapeutic Recreation Adventures in Learning (TRAIL)

603-826-3153 Charlestown

*Year round adventures for children with physical and intellectual disabilities.*

[www.trail4kids.org](http://www.trail4kids.org)

### Vision and Hearing Network, NH Department of Education

603-226-2900 Concord

*Resources for school-aged children.*

## EMPLOYMENT

### Associates in Career and Community Employment Support Services, Inc. (ACCESS)

603-924-7006 Peterborough

*Works with individuals to find meaningful and valued community employment.*

### Monadnock Developmental Services (MDS)

1-800-469-6082

603-924-4203 Peterborough

*Assists eligible adults to find employment through support services and referral to contracted organizations.*

[www.mds-nh.org](http://www.mds-nh.org)

### Employment Resource Center at The River Center

Peterborough

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](http://www.rivercenter.us)

### Services for the Blind

1-800-621-7876

Bruce Chipman

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

## **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](http://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](http://www.mds-nh.org)

### **NH Community Loan Fund**

603-224-6669 Concord

*Home of your own program.*

[info@nhclf.org](mailto:info@nhclf.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 Life Sharing Community**

603-547-2547 Greenfield

*Life sharing offers an opportunity for adults with developmental disabilities as well as other emotional and physical challenges to live, work, and grow in an extended family environment.*

[www.plowsharefarm.org](http://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](http://www.robinhillfarm.com)

*Also see Senior Services section pages.*

## **INFORMATION, SUPPORT AND RESOURCES**

### **Brain Injury Association**

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

### **Developmental Disabilities Council, NH**

1-800-852-3345x.3236

1-800-735-2964 TDD Concord

*Advocates for NH citizens with developmental disabilities to promote their contributions to society.*

### **Family Resource Connection**

1-800-298-4321

*Resources for families with children, and in particular, those who may have developmental delays and disabilities.*

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

### **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](http://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](http://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](http://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/](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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

## **Food**

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### **ALL AREAS**

#### **Free Community Suppers**

**Mondays** 5:30 – 6:30pm

Peterborough – Union Congregational Church 603-924-3272

**Tuesdays** 5:30-6:30pm Closed in August

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

**Wednesdays** 5:30 – 6:30pm

Peterborough – Peterborough Unitarian Universalist Church 603-924-6245

**Thursdays** 5:30 – 6:30pm

**First Thursday** – Franchestown Community Church 603-547-2013

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

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

**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 – 6:30, M – F

Mechanic Street, Keene 603-352-3200

#### **Community Suppers**

2nd Saturday of month 5:30 – 6:30pm

United Church of Jaffrey 603-532-7047

4th Monday of month 5 – 7pm

First Congregational Church of Rindge

#### **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.*

### Salvation Army

603-924-9621

*Your local Salvation Army representative will help you get food, clothes, prescriptions, wheelchairs, etc.*

### 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

1-800-529-0005

*Serves Dublin, Jaffrey, and Rindge.*

### Women, Infants and Children Program (WIC)

*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 BANKS**

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

### **ANTRIM**

#### Antrim Baptist Church

603-588-6614

TIMES: Sat 10 am -12 noon and by appointment

*Antrim and Bennington residents*

#### First Presbyterian Church

603-588-2209

TIMES: Friday & Saturday 10 am – 4pm

### **GREENFIELD**

#### Greenfield Congregational Covenant Church

12 Depot Drive at the Ministry Center

547-3626

TIMES: Sat 10 am -12 noon

*Open to all*

## **GREENVILLE**

**Sacred Heart Parish**

St. Vincent DePaul Society

603-878-0518

TIMES: by appointment Mon, Tue, Wed, Thu

## **HILLSBORO**

**Hillsboro District Food Pantry**

7 Church Street

603-464-4080

TIMES: Tue 5 – 7 pm

*Residents only*

## **JAFFREY**

**Compassion Food Pantry**

**of Calvary Assembly of God**

48 Stratton Road

603-532-6131

TIMES: Tue 4:30 – 6:30 pm

*Open to all*

**United Church of Jaffrey Food Pantry**

Main Street

603-532-7047

TIMES: Tue 10am – 1pm, 6pm – 8pm, Wed 6:30 – 8pm,

Thu 9am -1 2noon

*Jaffrey & Rindge residents*

## **KEENE**

**Community Kitchen**

37 Mechanic Street

603-352-3200

Hot Meal Hours: Mon-Fri 5 – 6:30 pm

Food Pantry Hours: Wed 12:30 – 5:30 pm, Th 11:30 am – 4 pm

## **PETERBOROUGH**

**Monadnock Area Food Bank**

All Saints Episcopal Church Parish House

51 Concord St.

603-924-3202 or 603-924-0028

TIMES: Mon 9 – 11am, Tue and Sat 10am -12noon

## Peterborough Human Services Fund

Town Hall

1 Grove Street

603-924-8000 x117

TIMES: Mon-Fri 9am – 12noon, Thu 5-7pm

## RINDGE

### Rindge Food Pantry

Butternut Building, 646 Route 119, lower level

603-899-5031

TIMES: Thu 2 – 7:00pm

*Rindge & Jaffrey residents*

## TROY

Helping Hand Center Food Pantry

1 Depot Street

603-242-3007

TIMES: Mon-Sat 10am-1:30pm

*Open to Troy & Fitzwilliam for food*

## WILTON

### Open Cupboard Pantry

603-654-6547 or 603-654-2635

TIMES: by appointment

## Fun: Recreation and Libraries

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## ALL AREAS

### Actor's Circle Theater/Cosmic Expressions

603-924-3876 Peterborough

*Produces two shows per year.*

[www.actormcircletheatre.org](http://www.actormcircletheatre.org)

### Big Brothers Big Sisters of Western New Hampshire

603-352-9536 x110

*Youth mentoring connections.*

[www.bbbswnh.org](http://www.bbbswnh.org)

### Boy Scouts of America

*Daniel Webster Council*

1-800-221-0009

[www.nhscouting.org](http://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](http://www.extension.unh.edu)

#### Girl Scouts of America

Swift Water Council

1-800-654-1270

*Leadership skills, career exploration, community service, decision making skills, grades. K-12*

[www.girlscoutsgwm.org](http://www.girlscoutsgwm.org)

#### NH State Library Services to the Handicapped

1-800-491-4200

*Talking books, free service to people with disabilities, including dyslexia. Supplies by mail, cassette books and records, and equipment needed to use them.*

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

#### Swimming

Crotched Mt. Rehabilitation Center, Greenfield

603-547-3311 x1870

*The CMRC pool has open swims, adult lap swims, and lessons for adults and children ages six months and up. Open to all, free for Greenfield residents.*

[www.cmf.org](http://www.cmf.org)

#### **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

603-588-6785

*Meets monthly, operates via phone/mail.*

*Parks & Recreation, summer camps, activities and sports.*

### **Antrim Tuttle Library**

603-588-3121

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

Fri 9am – 12noon, Sat 10am – 4pm

### **BENNINGTON**

G.E.P. Dodge Library

603-588-6585

Story times, movies.

TIMES: M 9 am – 7 pm, T 2 – 6 pm, Th Noon – 8 pm, F Noon – 5 pm, Sun

4 – 6 pm

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

### **DUBLIN**

**Dublin Recreation Committee**

603-563-8544 Vira Elder

*Sports, summer and after-school activities.*

### **Dublin Town Library**

603-563-8658

*Story time, movies, various programs.*

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

Sat 9 – 1pm

[www.townofdublin.org](http://www.townofdublin.org)

### **FRANCESTOWN**

**Bixby Memorial Library**

603-547-2730

*Story time, guest readers, movies.*

TIMES: Tue 1-5pm, Wed & Fri 10am-12noon, Thu 1-6pm,

Fri 1-5pm, Sat 9am-1pm

[http://www.francetown-nh.gov/Pages/FrancetownNH\\_Library/libhis](http://www.francetown-nh.gov/Pages/FrancetownNH_Library/libhis)

### **GREENFIELD**

**Greenfield Recreation Department**

603-547-3442

*After school activities, summer sports, trips.*

### **Stephenson Memorial Library**

603-547-2790

TIMES: Mon noon-8pm, Wed 10:30-8pm,



Fri 10:30am-5pm  
[www.greenfield-nh.gov](http://www.greenfield-nh.gov)

## **GREENVILLE**

Chamberlin Library

603-878-1105

TIMES: Mon & Wed 3 – 8pm, Tue & Thu 9am – 8pm,  
Fri 9am – 5pm, Sat 9am – 1pm (except Memorial Day weekend through  
Labor Day Weekend)

[www.chamberlinlibrary.org](http://www.chamberlinlibrary.org)

## **HANCOCK**

Hancock Public Library

603-525-4411

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

[www.hancocknh.org](http://www.hancocknh.org)

## **JAFFREY**

Jaffrey Public Library

603-532-7301

TIMES: Mon & Wed 10am – 5:30pm, Tue & Thu 1 – 7:30pm,  
Fri 10am – 4:30pm, Sat 10am- 2pm

Jaffrey Recreation Department

603-532-7863

TIMES: Mon, Tue, Thu, Fri 8 am – 1 pm, Wed 8 am – 4 pm

## **MASON**

Mason Public Library

603-878-3867

TIMES: Tue, Wed, Thu 9am-4pm, Tue, Wed 6-8pm, Sat 1-4pm

## **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.townofnewipswich.org](http://www.townofnewipswich.org)

## **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](http://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

Sunday 12 noon – 2 (closed during Summer)

[www.townofpeterborough.com](http://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.town.rindge.nh.us/library](http://www.town.rindge.nh.us/library)

### **Rindge Recreation Department**

603-899-6847

## **TEMPLE**

### **Mansfield Public Library**

603-878-3100

TIMES: Mon & Fri 10am-4pm, Tue & Thu 3-8pm,

Sat 10:30am-1:30pm

### **Temple Recreation Department**

603-878-1479

## **Health and Medical Care**

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### **AIDS/HIV TESTING**

#### **AIDS Services of the Monadnock Region**

603-357-6855 Keene

*Support and education for HIV-positive individuals, couples, and/or families. Will make home visits. May get answering machine.*

[www.asmrnline.org](http://www.asmrnline.org)

## Centers for Disease Control

1-800-232-4636

1-800-243-7889 TTY for the deaf and hearing impaired

[www.cdc.gov](http://www.cdc.gov)

## CHILD HEALTHCARE

### Home Healthcare, Hospice and Community Services (HCS)

45 Main Street, Peterborough

1-800-541-4145

603-532-8353 -Eastern Monadnock Region Office

- 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.*

- Early Home Support (with The Family Center)

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

### 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

### NHTI Dental Clinic

603-271-7160

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

### 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>

## **DISABILITIES AND CHRONIC ILLNESSES**

### **NH Bureau of Special Medical Services**

603-271-4488

1-800-852-3345 x1-4488

*Programs for diagnosis and treatment of children birth to 21 years who have physical disabilities or chronic illness. Medicaid or insurance accepted. Available to all regardless of ability to pay.*

### **NH Family Voices**

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

*Family to Family Health information center*

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

### **Crotched Mountain Rehabilitation Center (CMRC) Outpatient**

603-547-3311 Greenfield

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

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

### **NH Partners in Health**

#### **At Monadnock Development Services**

1-800-469-6082

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

[www.mds-nh.org](http://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](http://www.iod.unh.edu)

## **GENETIC COUNSELING**

### **Genetics Department at Dartmouth Hitchcock Hospital**

603-653-6044

*Genetic counseling, assessment, and diagnosis.*

## **HEALTH INSURANCE**

### **New Hampshire Health Access**

*Grants for the uninsured through your physician or hospital. Applications available online.*

[www.healthynh.com/fhc/initiatives/access/NHHAN.php](http://www.healthynh.com/fhc/initiatives/access/NHHAN.php)

### New Hampshire Healthy Kids Insurance Program

1-877-464-2447 for general information

603-924-7191 x1142 Monadnock Community Hospital

603-415-1807 Elsa Tinkerton

*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.*

### MEDICATION

Medication Bridge Program

at Monadnock Community Hospital

603-924-1794 Tori Flynt, Director

### LOCAL MEDICAL PRACTICES

Antrim Medical Group

603-588-4200 Antrim

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](http://www.monadnockcommunityhospital.com)

MCH Financial Grant Program

Rebecca Stone 603-924-1717

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

603-924-8200 Peterborough

Peterborough Internal Medicine

603-924-4680 Peterborough

## **WOMEN'S HEALTH CARE**

### **Monadnock OB-GYN Associates**

Gynecology and Obstetrics

603-924-9444

### **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 8-5, Tu-W-Th 11-5, F 8-5, Sat 9-1

Walk In Hours: W 3-6, F 2-4

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

[www.plannedparenthood.org](http://www.plannedparenthood.org)

## **Heat**

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### **ALL AREAS**

#### **CHESHIRE COUNTY**

##### **Southwestern Community Services**

1-800-529-0005 Keene

*Grants for fuel (wood, oil, electric, gas).*

[www.scshehelps.org](http://www.scshehelps.org)

#### **HILLSBOROUGH COUNTY**

##### **Southern NH Services**

1-877-757-7048 Peterborough Toll Free

603-924-2243 Peterborough Office

603-878-3364 Greenville Office

*Grants for fuel (wood, oil, electric, gas).*

[www.snhs.org](http://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](http://www.psnh.com)

#### **ANTRIM**

##### **The Grapevine Wood Bank**

*For residents of Antrim, Hancock, Bennington, Frankestown*  
603-588-2620

#### FRANCESTOWN

**Frankestown Wood Bank**

Phyllis Naegeli, 603-860-1120

#### 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.*

### **Help in a Hurry**

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#### **ALCOHOL AND DRUGS**

**Focus on Recovery Helpline**

1-800-234-0420

*Drug and alcohol abuse 24-hour hotline and treatment.*

[www.focusonrecovery.org](http://www.focusonrecovery.org)

**Monadnock Region Substance Abuse Services**

1-603-924-7236

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

[www.mfs.org](http://www.mfs.org)

**Phoenix House**

1-800-378-4435

603-563-8501 Dublin (Serves adults and adolescents)

603-358-4041 Keene – Adult Residential Short Term

603-358-5035 Keene – Adolescent Outpatient & SAS (Self-Assessment Saturdays for Youth)

*Alcohol and drug 24-hour crisis intervention. 28-day in-patient program.*

*Residential treatment for alcohol or substance abuse.*

[www.phoenixhouse.org](http://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](http://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.*

## **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](http://www.1800runaway.org) 24-hour help

## **SHELTER**

**Monadnock United Way Helpline**

1-800-368-4357

M-F 8:30am – 4:30pm

[www.SCShelps.org](http://www.SCShelps.org)

**Homeless Outreach**

Southwestern Community Services

1-800-529-0005 x243

*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](http://www.matsnh.org)

#### NH Homeless Hotline

1-800-852-3388

[www.dhhs.nh.gov/dcbcs/bhhs](http://www.dhhs.nh.gov/dcbcs/bhhs)

#### Shelter From The Storm

603-532-7047

*Transitional housing and support services for the temporarily homeless of Jaffrey.*

[www.shelterfromthestormNH.org](http://www.shelterfromthestormNH.org)

#### United Church of Jaffrey Emergency Shelter

603-532-7047

*Emergency shelter, open to all on a first-come, first-served basis.*

### **STAYING SAFE**

#### Bureau of Elderly and Adult Services

1-800-351-1888

1-800-735-2964 (TDD number)

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

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

603-532-6288 Jaffrey

603-352-3782 Keene

1-888-511-6287

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

[www.mcvprevention.org](http://www.mcvprevention.org)

## SUICIDE PREVENTION

The Samaritans, Inc.

603-924-7000 Peterborough

603-357-5505 Keene

1-800-273-8255 National Hotline

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

[www.samaritansnh.org](http://www.samaritansnh.org)

## NOT SURE?

NH Information and Referral Line

Dial 211

Monadnock United Way HELP LINE

1-800-368-4357

8 am – 4:30 pm

## Housing

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### HOUSING HELP

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](http://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://cheshirehousingtrust.org>

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](http://www.makinghomeaffordable.gov)

Monadnock Area Transitional Shelter (MATS)

603-924-5033 Peterborough

*Alcohol- and drug-free shelter, food, clothing, and other services for people who are homeless.*

#### 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](http://www.habitat.org/local)

#### 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

##### Emergency Housing Program

1-800-529-0005

*Delivers direct care through emergency and transitional shelters to the homeless population and those in imminent danger of becoming homeless.*

[www.scshehelps.org](http://www.scshehelps.org)

#### **RENTALS FOR PEOPLE WITH LOW AND MODERATE INCOMES**

##### Contoocook Housing Trust

603-878-1247

##### **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**

Great Brook Jaffrey LP  
Stewart Property Mgt 603-641-2163

### **Jaffwood Apartments**

603-532-7103

### **Village of Jaffrey**

603-669-8551 Eastpoint Properties

## **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**

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### **ALL AREAS**

#### **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](http://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](http://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](http://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](http://www.NHLA.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](http://www.nhpd.org)

## Money and Work

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### ALL AREAS

### 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>

#### 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](http://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](http://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](http://www.lifeline.gov)

#### Money Matters at the River Center

603-924-6800

*Free tax preparation, financial tools workshops, individual money coaching.*

#### Project LIFT

603-464-5285

*Regional adult literacy program.*

[www.conknet.com/~fullerlibrary/ProjectLIFT.html](http://www.conknet.com/~fullerlibrary/ProjectLIFT.html)

#### Temporary Assistance to Needy Families (TANF)

NH Department of Health & Human Services

1-800-624-9700

M – F 8-4:30

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

[www.dhhs.nh.gov/dfa/tanf](http://www.dhhs.nh.gov/dfa/tanf)

#### 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.ceinfo.unh.edu](http://www.ceinfo.unh.edu)

## **EMPLOYMENT**

**Associates in Career & Community Employment Support Services, Inc. (ACCESS)**

603-924-7006 Peterborough

*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](http://www.rivercenter.us)

**NH Department of Employment Security (NHDES)**

603-352-1904 Keene

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

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

**Vocational Rehabilitation**

603-357-0266 Keene

*Assists people with disabilities to secure employment.*

*(Refer to Disability Services section for additional listings.)*

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

603-547-3469

*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**

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## **FOOD SERVICES**

### **Commodity Supplemental Food Program (CFSP)**

*For income eligible seniors.*

Southern NH Services (SNHS)

800-322-1073

Hillsborough County residents.

Southwestern Community Services (SCS)

603-352-7512

Cheshire County residents.

[www.dhhs.nh.gov/dphs/nhp/wic/csfp.htm](http://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**

603-878-1964

#### **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 or 1-802-362-4660 Thm, Inc.

**Pine Street Apartments**

603-878-1247 Contoocook Housing Trust

**Pine View Apartments (formerly Prescott Hill)**

603-924-6091 or 1-904-694-1075 Finlay Management, Inc.

**Rockbrook**

603-641-2163 Stewart Property Management

**Woodland Heights**

603-878-2400 SK Properties

**ASSISTED LIVING****RiverMead**

Peterborough

603-924-0062

**Scott-Farrar Home**

Peterborough

603-924-3691

**Peterborough****Heatherbrook**

603-924-9707

**Pine Street Apartments**

603-878-1247

**Prescott Hill**

603-924-6091

**Rockbrook**

603-641-2163

**Summerhill**

603-924-6238

**Woodland Heights**

603-878-2400

## Southern NH Services

603-668-8010

### **ASSISTED LIVING**

#### Rivermead

Peterborough 603-924-0062

[www.rivermead.org](http://www.rivermead.org)

#### Scott-Farrar Home

Peterborough 603-924-3691

[www.scott-farrar.org](http://www.scott-farrar.org)

#### Summerhill

Peterborough 924-6238

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

### **NURSING HOMES AND CARE COMMUNITIES**

#### Pheasantwood – Harborside Healthcare

924-7267 Peterborough

#### Good Shepard Healthcare Center

603-532-8762 Jaffrey

### **INFORMATION AND SUPPORT**

#### Bureau of Elderly and Adult Services

800-351-1888

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

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

#### Compassionate Friends Support

603-532-7554 Jaffrey

603-472-8805 Manchester/Nashua

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

#### Legal Assistance, NH

800-562-3994 Claremont (Monadnock area)

800-517-0577 Nashua

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.*

M-F 8:30 am – 5 pm

[www.NHLA.org](http://www.NHLA.org)

### 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.*

[www.monadnockathome.org](http://www.monadnockathome.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

603-623-5627

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

### RSVP / Monadnock Volunteer Center

603-924-7350 Peterborough

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 and chores.*

[www.monadnockvolunteercenter.org](http://www.monadnockvolunteercenter.org)

### Rural Rides Senior Transportation

800-244-2214 x120

*Rides for medical appointments and needed services. Call one day ahead by noon.*

### The Samaritans, Inc.

603-924-7000 Peterborough

603-357-5505 Keene

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

[www.samaritansnh.org](http://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 vision loss living at home. Services may include assessment, skill training, and adaptive aids.*

### Social Security Administration

800-772-1213

Keene: 603-352-3487

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](http://www.alz.org)

#### 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](http://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.*

#### NHTI Dental Hygiene Clinic – Concord

603-271-7160

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

<http://nhti.edu/dentalclinic.html>

## ALL AREAS

### Contoocook Valley Transportation Cooperative (CVTC)

1-877-428-2882

*Offering transportation for everyone; ride programs, ride share, volunteer driver networks, and Supper Shuttles.*

[www.cvtc-nh.org](http://www.cvtc-nh.org)

### Rural Rides, American Red Cross

1-800-244-2214

*Transportation Program for medical appointments and needed services. Call minimum one day ahead by noon.*

[www.NHredcross.org](http://www.NHredcross.org)

### Good News Garage

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.

[www.goodnewsgarage.org](http://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.*

[www.monadnockathome.org](http://www.monadnockathome.org)

### More Than Wheels

1-866-455-2522

*Non-profit helping consumers get the best deal on a reliable, fuel-efficient car.*

[www.morethanwheels.org](http://www.morethanwheels.org)

## View All Services

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