



# Community Health Needs Assessment

## Executive Summary

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Presented by



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## Executive Summary

Located in Peterborough, New Hampshire, Monadnock Community Hospital is a nationally accredited not-for-profit critical access hospital serving 13 New England towns with a combined population of just over 37,000 people. Monadnock Community Hospital (MCH) has exceptional primary care physicians in Antrim, Jaffrey, New Ipswich, Peterborough and Rindge, state-of-the-art diagnostics, and a traditional range of health care services including, but not limited to obstetrics, general surgery, orthopedics, rehabilitation, cardiology and oncology.

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.

MCH is also home to The Bond Wellness Center, the region's only medically-based fitness and rehabilitation facility, offering access to a fitness center, fitness classes and medical and physical rehabilitation programs. The facility has seamlessly integrated its services into those offered by the hospital adding to the continuum of care. For example, after giving birth in our newly-renovated Birthing Suite, new moms are given six-month memberships to the fitness center as well as access to the pools, massage therapists and reiki practitioners. MCH maintains an active outreach philosophy to proactively maintain the health of the community while providing rehabilitative and acute care services. MCH is heavily invested in wellness services that promote healthier lifestyles.

Additionally, The Bond Wellness Center houses the new Oncology and Infusion Therapy Center. The new 4,000 square foot unit offers a private entrance, ten infusion chairs, five exam rooms, a family room and the ability expand to meet the growing needs of our community for these services.



## ***Background***

The State of New Hampshire requires not-for-profit hospitals to conduct a Community Health Needs Assessment (CHNA) every five years. Additionally, the Affordable Care Act of 2010 requires one to be done every three years. In mid-2015, MCH completed its CHNA with the goal of clearly identifying and prioritizing 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 starting point for MCH marketing and community outreach initiatives. The CHNA requirements include developing the following:

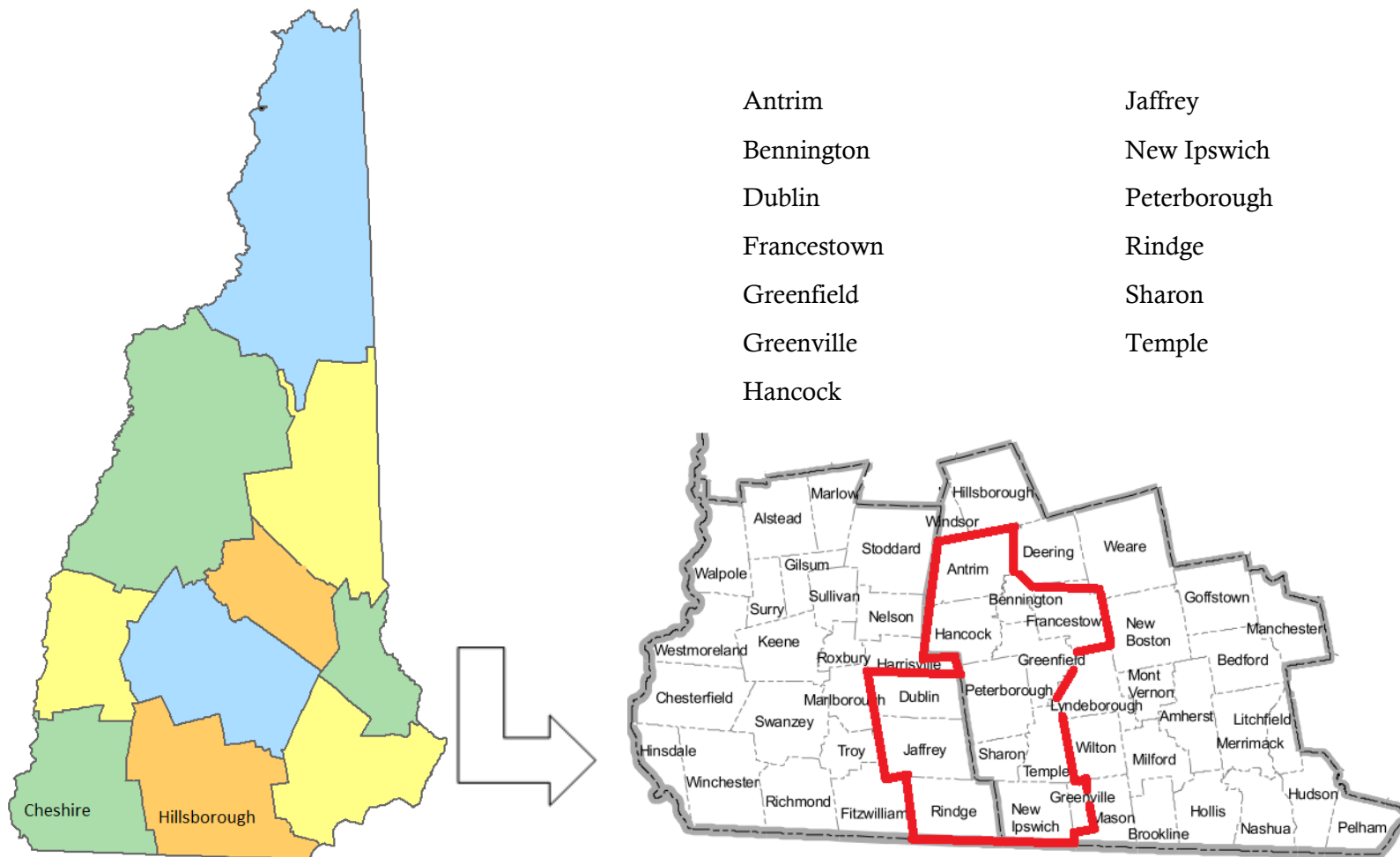


- Definition of the community served by MCH
- Description of the quantitative and qualitative methodology used to identify and prioritize community needs
- A prioritized list of community health needs.
- A comprehensive list of community health or health-related resources

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.

### *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



## Methodology

In order to identify a list of community health needs and, in doing so, elicit perspectives from a broad range of community stakeholders – especially those representing higher risk groups – MCH conducted a three phase methodology. MCH and Crescendo used a multi-phased methodology to achieve the objectives of the assessment. The methodology included the following stages:

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

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



## Leadership Team

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. MCH reached out to an expansive and highly diverse group of individuals to participate in its CHNA leadership team and to contribute insight from community service organizations. Each member provided project insight, feedback regarding perceptions of area health needs, data evaluation, and other guidance during the CHNA process. These individuals had a breadth of community health vision, knowledge, and power to impact the well-being of the service area. The CHNA leadership team included the following members:

- Erika Alusic-Bingham – Southern New Hampshire Services
- Ellen Avery – Contoocook Valley Transportation Company
- Cindy Bowen – Monadnock At Home
- Melissa Breau – Home Healthcare Hospice and Community Services
- Leeann Clark – Monadnock Community Hospital
- Kelly Collins – Town of Greenville
- Mary Delisle – Monadnock Family Services
- Laura Gingras – Monadnock Community Hospital
- Mary Lee Greaves – Public Health Network
- Travis Kumph – Monadnock Community Hospital
- Molly Lockwood – Monadnock Community Hospital
- Carol Lunan – The Grapevine Community Resource Center
- Nicole MacStay – Town of Peterborough
- Pam Murphy – Conval School District
- Margaret Nelson – The River Center Family and Community Resource
- Julie Flood Paige - Monadnock Area Transitional Shelter
- David Robbins – Monadnock Area Transitional Shelter
- June Ann Strickland – Monadnock Family Services
- Tricia Wadleigh – Public Health Network
- Ed Walker – Peterborough Fire and Rescue

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

This type of research includes a thorough analysis of previously published materials that provide insight regarding the community profile and health-related measures. The “demographics and key indicators” table is shown below while others follow or are included in the appendices of this report.

<i><b>Data Source Examples</b></i>	<i><b>Data Goal</b></i>
<ul style="list-style-type: none"><li>• <b>Demographic Data</b><ul style="list-style-type: none"><li>○ <b>U.S. Census Bureau</b></li><li>○ <b>U.S. Centers for Disease Control and Prevention</b></li><li>○ <b>New Hampshire Department of Health and Human Services</b></li></ul></li><li>• <b>Health Risk Behavior Data from the U.S. Centers for Disease Control and Prevention</b><ul style="list-style-type: none"><li>○ <b>Behavioral Risk Factor Surveillance System Survey (BRFSS)</b></li><li>○ <b>Robert Wood Johnson Foundation</b></li></ul></li><li>• <b>Existing materials from Monadnock Community Hospital and other organizations</b><ul style="list-style-type: none"><li>• <b>Health profile and incidence data from State of New Hampshire, Division of Public Health and others</b></li><li>• <b>Birth and Death Statistics</b></li><li>• <b>Chronic disease data from the Cancer Registry and others</b></li></ul></li></ul>	<p>Strategic secondary research data goals include properly framing the service area in terms of lifestyle, demographic factors, and general health trends, and to better understand previous research conducted for the hospital.</p> <p>In addition, goals include developing a better understanding of community health, morbidity and mortality data, key health-related factors that impact the PSA, and disease-based incidence levels especially those that exceed New Hampshire or national averages.</p>

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.

## 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.<sup>1</sup>

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

Source: 2010 US Census.

<sup>1</sup> Appendix G includes a breadth of data tables for Hillsborough County.

### *Population*

The population of the Monadnock Community Hospital service area has only marginally increased since 2000. Median age tends to be a key indicator of the health of any given population. The MCH service area has a relatively high median age.

Monadnock Community Hospital Service Area		
<u>Measure / Year</u>	<u>Population</u>	<u>Median Age</u>
2000	36,337	-----
2010	38,722	41.7
2015	39,150	43.0
2020	39,844	43.8
2015-2020 Annual Rate of Change	0.35%	0.10%

- The annual rate of population increase between 2015 and 2020 is less than 0.5%.
- The median age is growing at a similar, slow rate.
- New Hampshire is the fourth oldest median age state (median age of 41.1 in 2015), while the MCH service area median age (43) is older than the New Hampshire average (41.1) and the U.S. average (38.0).
- Even though the median age is relatively high, disease incidence (shown later) is not as elevated.

## *Age*

The MCH service area includes relatively large numbers of people at every stage of life – indicating the need for a breadth of healthcare services.

Age Breakdown			
	<u>2010</u>	<u>2015</u>	<u>2020</u>
<b>Total Population</b>	38,722	39,150	39,844
0 to 4	5.30%	5.00%	4.80%
5 to 9	6.10%	5.60%	5.30%
10 to 14	6.70%	6.20%	6.10%
15 to 24	14.90%	14.30%	13.20%
25 to 34	9.20%	10.50%	11.00%
35 to 44	12.40%	10.70%	11.00%
45 to 54	16.90%	15.00%	13.00%
55 to 64	14.60%	16.00%	16.00%
65 to 74	7.60%	10.00%	12.20%
75 to 84	4.30%	4.40%	5.20%
85 and older	2.10%	2.30%	2.40%
18 and older	77.40%	79.10%	79.90%

- More than one in five MCH service area residents are under 18 years of age.
- About 20% of residents are in the 18 to 44 age group in which there tends to be higher numbers of young families and individuals getting established in their professions.
- Nearly one in three residents is age 45 to 64.
- In 2020, it is estimated that 20% of residents will be age 65 and over – a nearly 50% increase compared to 2010.

### *Senior Population*

The senior population will be over 8,000 by 2020 in the MCH service area. With the increased number of seniors, healthcare requirements will increase due to age and due to the correlatively higher needs based on median income decreases.<sup>2</sup>

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

- There will be over 760 lower income (less than \$50,000 per year) people age 65 and older by 2020.
- Median household income drops by about \$20,000 from the 55 to 64 age group (highest earning years) to 65 and older as people retire.
- See Appendix B for additional data regarding the MCH senior population.

<sup>2</sup> Appendix B includes a graphic that illustrates the growth in senior population by county.

## ***Household Income***

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

Household Income		
<u>Annual Household Income Group</u>	Percent of Households	
	<u>2015</u>	<u>2020</u>
Less than \$15,000	7.30%	6.60%
\$15,000 - \$24,999	7.80%	5.60%
\$25,000 - \$34,999	8.10%	6.50%
\$35,000 - \$49,999	11.00%	10.10%
\$50,000 - \$74,999	22.70%	20.90%
\$75,000 - \$99,999	18.80%	19.90%
\$100,000 - \$149,999	14.60%	17.50%
\$150,000 - \$199,999	5.10%	7.40%
\$200,000 or more	4.60%	5.30%
Average Household Income	\$81,599	\$92,639

- The percentage of households earning over \$100,000 per year is expected to increase from 24% in 2015 to over 30% in 2020.
- The percentage making under \$35,000 is also expected to decrease from 2015 to 2020.
- The average household income is expected to increase 14% from 2015 to 2020.

### ***Educational Attainment***

Educational attainment is highly correlated with income. The level of attainment is also polarized with more than one in three people (35%) having no post-secondary education and a similar number (37%) having earned a Bachelor's Degree or higher.

Educational Attainment, 2015		
Educational Level	Population	Percent of Population
Total Population Age 25+	26,965	
Less than 9th Grade		2.1%
9th - 12th Grade, No Diploma		4.2%
High School Graduate		24.7%
GED/Alternative		3.9%
Some College, No Degree		20.3%
Associates Degree		7.5%
Bachelor's Degree		22.6%
Graduate/Professional Degree		14.6%

- Two of three people (65%) have at least some post-secondary education – higher than the New Hampshire and U.S. rates of 59% and 56%, respectively.
- Generally, men and women over age 25 are equally likely to have earned a college degree. However, women are more likely to complete a college degree (Bachelor's Degree or higher) at a younger age than men.



## *Employment and Industry*

The MCH service area has an unemployment rate of 4.4%. Nearly half of the employed population (48%) work in services industries such as healthcare, education, and social services.

Employment Profile, 2015 <sup>3</sup>			
Total Employed Population 16+		20,679	
<u>Employment by Industry, 2015</u>		<u>Employment by Occupation, 2015</u>	
<u>Industry</u>	<u>Percent of Employed</u>	<u>Occupation</u>	<u>Percent of Employed</u>
Agriculture/Mining	1.40%	White Collar	61.20%
Construction	8.90%	Management/Business/Financial	13.10%
Manufacturing	17.40%	Professional	26.40%
Wholesale Trade	1.90%	Sales	9.20%
Retail Trade	10.10%	Administrative Support	12.40%
Transportation/Utilities	3.40%	Services	14.60%
Information	2.00%	Blue Collar	24.20%
Finance/Insurance/Real Estate	4.30%	Farming/Forestry/Fishing	0.40%
Services	48.20%	Construction/Extraction	8.00%
Public Administration	2.50%	Installation/Maintenance/Repair	3.70%
		Production	8.40%
		Transportation/Material Moving	3.70%

- More than three of five (61%) people over age 16 indicate that they have white collar occupations.
- About one in three (32%) say that they work in a blue collar or construction environment.

<sup>3</sup> Percentages may not sum to 100% due to multiple responses.

## Annual Healthcare Spending

MCH residents' healthcare spending is 13% above the U.S. average – 21% higher for hearing aid expenditures.

Healthcare Spending per Household, 2015 <sup>4</sup>		
<u>Healthcare category</u>	<u>Index to U.S. Average</u>	<u>Amount per Household Spent</u>
Total Medical Care Spending	112	\$2,349.32
Physician services	113	\$300.40
Dental services	116	\$450.17
Eye care services	111	\$61.48
Lab tests	113	\$75.62
Hospital room services	104	\$210.91
Convalescent of nursing home care	108	\$34.04
Other medical services	113	\$130.29
Nonprescription drugs	108	\$139.77
Prescription drugs	112	\$558.18
Nonprescription vitamins	111	\$77.74
Medicare prescription drug premium	111	\$97.72
Eyeglasses and contact lenses	113	\$102.18
Hearing aids	121	\$32.65
Medical equipment for general use	120	\$7.25
Other medical supplies	110	\$70.92

- MCH service area residents spend approximately 12% above the U.S. on healthcare services. This is a fairly consistent percentage across all, or most, specific healthcare categories.

<sup>4</sup> **Data Note:** The Spending Potential Index (SPI) is household-based, and represents the amount spent for a product or service relative to a national average of 100. Detail may not sum to totals due to rounding.

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

(2) **Other Medical Supplies** includes Topicals, Dressings, Supportive and Convalescent Medical Equipment, Rental of Medical Equipment for General Use, and Rental of Supportive and Convalescent Medical Equipment.

(3) **Other Health Insurance** includes Medicare Supplements and Other Health Insurance excluding Blue Cross/Blue Shield.

**Source:** Esri forecasts for 2015 and 2020; Consumer Spending data are derived from the 2011 and 2012 Consumer Expenditure Surveys, Bureau of Labor statistics

### ***Leading Causes of Death***

The list of the most common causes of death in Hillsborough County is similar the list for the U.S. However, in most cases shown in the table below, the New Hampshire rate is below the U.S. rate, and the Hillsborough County rate is below the New Hampshire rate. Although the relative rate-based data is positive, there are still many deaths from the select conditions (below) occurring in the MCH service area.

<b>Age-Adjusted Death Rates (Per 100,000 Pop.)</b>			
<b>Causes of Death</b>	<b>Hillsborough County</b>	<b>New Hampshire</b>	<b>U.S.</b>
<b>Cancer</b>	163.0	168.7	185.0
<b>Heart Disease</b>	146.5	150.3	193.3
<b>Lung Disease</b>	44.1	43.2	47.2
<b>Stroke</b>	30.0	31.3	40.8
<b>Unintentional Injury</b>	35.0	38.7	41.3

Source: U.S. Centers for Disease Control and Prevention, December 2014.

- Heart disease and cancer are the two leading causes of death in the region and nationally.
- Deaths from stroke is approximately 25% less in Hillsborough County than the U.S. total.
- Lung disease and unintentional injury (including drug overdose) cause fewer deaths per 100,000 people in New Hampshire and in Hillsborough County than the U.S.

## Health Indicators

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

Population Health and Lifestyle Indicators							
	Poor or Fair Health Status <sup>5</sup>	Poor Physical Health <sup>6</sup>	Poor Mental Health <sup>7</sup>	Adult Obesity	Physically Inactivity <sup>8</sup>	Heavy or Binge Drinking (Past 30 days)	Preventable Hospital Stays
<b>County</b>							
Belknap	12%	3.1	3.6	30%	22%	17%	41
Carroll	13%	3.2	3.4	24%	20%	18%	48
Cheshire	13%	3.6	3.5	25%	20%	16%	35
Coos	18%	4.3	4.8	31%	27%	18%	57
Grafton	11%	3.2	3.4	27%	18%	19%	43
Hillsborough	11%	3.1	3.1	27%	21%	18%	56
Merrimack	11%	2.9	3.2	28%	20%	15%	50
Rockingham	10%	3.0	3.1	26%	19%	20%	57
Strafford	14%	3.8	3.7	31%	23%	17%	58
Sullivan	12%	3.5	3.8	27%	24%	15%	56
U.S. Average	16%	2.5	3.4	27%	23%	15%	59.3

Source: County Health Rankings, 2015; [www.countyhealthrankings.com](http://www.countyhealthrankings.com)

<sup>5</sup> Percentage of adults reporting fair or poor health (age-adjusted)

<sup>6</sup> Average number of physically unhealthy days reported in past 30 days (age-adjusted)

<sup>7</sup> Average number of mentally unhealthy days reported in last 30 days (age-adjusted)

<sup>8</sup> Percentage of adults aged 20 and over reporting no leisure-time physical activity

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

## ***Secondary Data Summary***

Based on the results of the secondary research and the Leadership Group meeting (described above)<sup>9</sup>, MCH developed an initial list of community needs. The needs list was evaluated via a quantitative research among community stakeholders. The appendix includes the survey and the needs identified in earlier research. The quantitative survey of community stakeholders was conducted among a breadth of service providers who represent community members such as the following:

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

The quantitative survey and results are described below.

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<sup>9</sup> Appendices D, E, and F contain additional secondary data tables that support the MCH service area analysis.

## Qualitative Research

Qualitative research was conducted with Monadnock Community Hospital leaders, Leadership Team members, other community service providers, and healthcare consumers in the service area. The qualitative research methods included the following: a discussion group and/or individual interviews with a diverse set of participants who represented a span of healthcare consumers in the service area, and qualitative feedback provided by 60 community leaders via an electronic survey, and select interviews with key stakeholders.

<u>Data Source Examples</u>	<u>Data Goal</u>
As noted in the list shown earlier, the Leadership Team members represented a breadth of community groups – especially those serving at-risk populations. Group sessions, one-on-one interviews, and qualitative responses from electronic sources provide in-depth insight regarding perceptions about community needs and strategies to address them.	Qualitative research goals involve creating a broad list of community health needs and to “cast a broad net” to identify insights from across the service area, especially from those engaging underserved populations.

The discussion group included leaders from community service providers who represent at-risk groups such as (but not limited to) the following:

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



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

Needs Included in the Quantitative Survey	
Access to pulmonary specialties/all specialty care access	Food security
Affordable Dental services for adults	Home health services such as Visiting Nurses or other in-home care
Affordable Dental services for children	Homeless services (healthcare for the homeless)
Affordable medical care	Hospice or end-of-life care
Affordable prescription drugs	Lack of employer support (causes people to go to work sick)
Availability of affordable healthcare, prescriptions, and related services	Lack of insurance coverage
Availability of specialists and treatments	Migrant health services
Behavioral health – early detection and intervention	More dentists
Behavioral health care for adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.)	More doctors that provide routine medical care (family doctor, pediatrician, primary care)
Behavioral health for senior population	More doctors that provide care for cancer, diabetes, asthma, and other conditions
Breast care and cancer screening	Multi-lingual health services
Care for heart disease or heart conditions	Nutrition education and services
Chronic disease screening	Obesity education and care
Communication between community service providers regarding the breadth of services available	Other youth-oriented programs (example: wellness, mentoring, lifestyle and goal setting)
Coordination of care	Pain management
Coordination of care between provider organizations	Preventive health services, such as flu shots, mammograms, and other screenings
Counseling or intervention services to deal with home violence	Senior health services
Diabetes	Services that provide transportation to medical appointments and the pharmacy
Diabetes care and education	Smoking or tobacco prevention and education
Drug and alcohol abuse treatment	Support groups for people suffering from depression or anxiety
Drug and alcohol education and early intervention	Teen suicide
Exercise programs for adults and seniors	Urgent care
Exercise programs for children	Women's healthcare

Respondents were asked to rate the needs on a three-point scale: Much more is needed, More is needed, No more is needed (a “Do not know” option was also available). They also had the opportunity to identify any additional, unmet community health needs to be evaluated in the Prioritization process (described below). Respondents made several suggestions, yet they were largely duplicative to one already included in the Needs prioritization process.

## Needs Prioritization Methodology

Based on the breadth of quantitative and qualitative research techniques described above, an extensive list of 46 community needs was identified. As per the requirements of the Affordable Care Act, and with a desire to best fulfill the needs of the community with the resources and services available to the Monadnock Community Hospital, a prioritized list was created. The methodology used to create the list is described below.

**Needs prioritization using a modified Delphi process.** *The Delphi Method was pioneered by the RAND Corporation. It is 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.*

In this phase of the prioritization research, Leadership Group members rated health initiatives and provided qualitative feedback. The modified Delphi method included three steps.

- Leadership team members were asked to complete a survey in which they were to quantitatively and qualitatively evaluate each of the 46 community needs identified in earlier research and to submit responses to Crescendo. Participants were also asked to provide feedback regarding the rationale for the rating.
- Team members submitted responses to Crescendo. Crescendo rank-ordered the needs based on the average score and aggregated the qualitative comments.
- The results were prioritized based on the qualitative and quantitative Delphi responses, secondary data, and insight gleaned from review of progress since the 2012 CHNA.

Data Source Examples	Data Goal
<p><b>Crescendo worked with Monadnock Community Hospital to implement a modified Delphi process as described above.</b></p> <p><b>Detailed descriptions of the top prioritized needs are shown later in the report. The full list of 46 needs is included in Appendix B of this report.</b></p>	<p>The goal of the modified Delphi process was to prioritize the community health needs and to build consensus among the Leadership Group.</p>

## Prioritized Needs

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

### *Summary Table*

Prioritized Community Needs	
Rank	Health Need
1	Behavioral health care for adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.)
2	Drug and alcohol abuse treatment
3	Behavioral health – early detection and intervention
4	Drug and alcohol education and early intervention
5	Availability of affordable healthcare, prescriptions, and related services
6	Affordable Dental services for adults
7	Counseling or intervention services to deal with home violence
8	Affordable medical care
9	Services that provide transportation to medical appointments and the pharmacy
10	Homeless services (healthcare for the homeless) <sup>10</sup>

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<sup>10</sup> Appendix C includes a map and list of homeless shelters in New Hampshire.

- The most prominent community health needs gravitate around integrated behavioral health and medical healthcare, access to care (i.e., affordability and transportation), and healthcare services for the homeless.
- Additional needs identified in the Delphi process and with stakeholders representing underserved populations include domestic violence counseling and intervention, care coordination, healthcare services for seniors, and youth-oriented health programs.
- Chronic and prominent diseases such as heart disease, cancer, and diabetes impact thousands of people in MCH's service area and remain among the list of unmet community needs.
- The 2015 list of the leading unmet community needs is similar to the list identified in 2012 (below).

<b>Needs Comparison<sup>11</sup></b> <b><u>2015 Compared with 2012</u></b>	
<b><u>2012 Assessment</u></b> <b>Access – Affordability and transportation</b> <b>Behavioral health</b> <b>Care integration (between providers)</b> <b>Drug and alcohol access, detection, and care</b> <b>Senior services</b>	<b><u>2015 Assessment – Initial Data Review</u></b> Behavioral health Drug and alcohol access, detection, and care Access – Affordability and transportation Domestic violence counseling / intervention Healthcare services for the homeless
<b>■ NOTE: For chronic disease care there is a smaller service gap in both years, 2012 and 2015, than the above needs.</b>	

<sup>11</sup> Similar needs are collapsed into common categories, where appropriate.

## Activities Since the 2012 CHNA

The Affordable Care Act requires that hospitals identify activities taken since the 2012 CHNA. MCH has actively and aggressively engaged community members in ongoing efforts to improve the health of their community. The 2012 CHNA (and subsequent Implementation Plan) served as the foundation from which activities were launched. Initial areas of focus are shown below:

- Increase access to care by improving communications between service providers and interagency awareness of services
- Improve drug and alcohol prevention, early detection, and treatment
- School-based youth-oriented health activities will be developed to address multiple needs
- MCH will work with community partners to improve patient awareness of, and access to, behavioral health services
- Enhanced home health capabilities also address multiple community needs identified in the CHNA

The following table (next page) includes a list of detailed, completed activities designed to support the above focus areas, as identified in the 2012 CHNA and Implementation Plan.

# Monadnock Community Hospital

## Community Outreach and Implementation Plan Activities in Response to the 2012 Community Health Needs Assessment

### Focus Area and Targeted Activities

#### Increase access to care by improving communications between service providers and interagency awareness of services

- Improving handoffs between organizations
- Establish transfer agreements with other regional healthcare facilities
- Provide material support for the American Red Cross Ride Program and EMS
- Offer helicopter and ambulance services
- Provide educational support for the New Hampshire Health Access Network
- Provide free or discounted healthcare services
- Offer subsidized care for cardiac rehabilitation, pulmonary rehabilitation, and diabetes
- Provide total annual Community Benefits between \$9.0 million and \$10.0
- Provide wellness, rehab, lifestyle, nutrition, and healthy-weight support

#### Improve drug and alcohol prevention, early detection, and treatment include the following:

- Provide in-kind financial and support for Alcoholics Anonymous and Narcotics Anonymous
- Maximize the “Pain Management Program”
- Conduct group therapy sessions and motivational interviewing for people with chronic pain
- Provide free or low cost drug testing and physicals to area employers
- Educate the ED staff to refer people with drug and/or alcohol issues
- Conduct monthly calls and/or visits with School Resource Officers or Guidance Counselors
- Provide wellness alternatives and education through the Bond Wellness Center
- Build a Community Support Group and Resource Guide and insert in local paper twice a year
- Provide free community forums regarding substance use and behavioral health issues
- Build a community Task Force including school leaders, police, & various community members

# Monadnock Community Hospital

## Community Outreach and Implementation Plan Activities in Response to the 2012 Community Health Needs Assessment

### Focus Area and Targeted Activities

#### **School-based youth-oriented health activities will be developed to address multiple needs**

- Continue the Monadnock Healthy Teeth to Toes (MHTTT)
- Offer higher education opportunities for people pursuing nursing and other medical training
- Partner with local high schools to provide job shadowing opportunities
- Work collaboratively with Crotched Mountain Rehabilitation Center – special education
- Support MCH employees' volunteer efforts in schools and elsewhere

#### **MCH will work with community partners to improve patient awareness of, and access to, behavioral health services**

- Developing behavioral health crisis team capabilities
- Subsidize over \$544,000 in behavioral health services
- Operate the Medication Bridge Program
- Provide a Financial Grant program to help pay for services and prescription medications

#### **Enhanced home health capabilities also address multiple community needs identified in the CHNA**

- Provide referrals and support for Home Healthcare, Hospice and Community Services
- Collaborate with “Monadnock at Home”
- Provide medical staff to serve as Medical Director of area nursing homes
- Offer a free, community-based seminar series regarding health and wellness
- Support MCH Staff in serving on Board of Directors with several other area not-for-profit providers



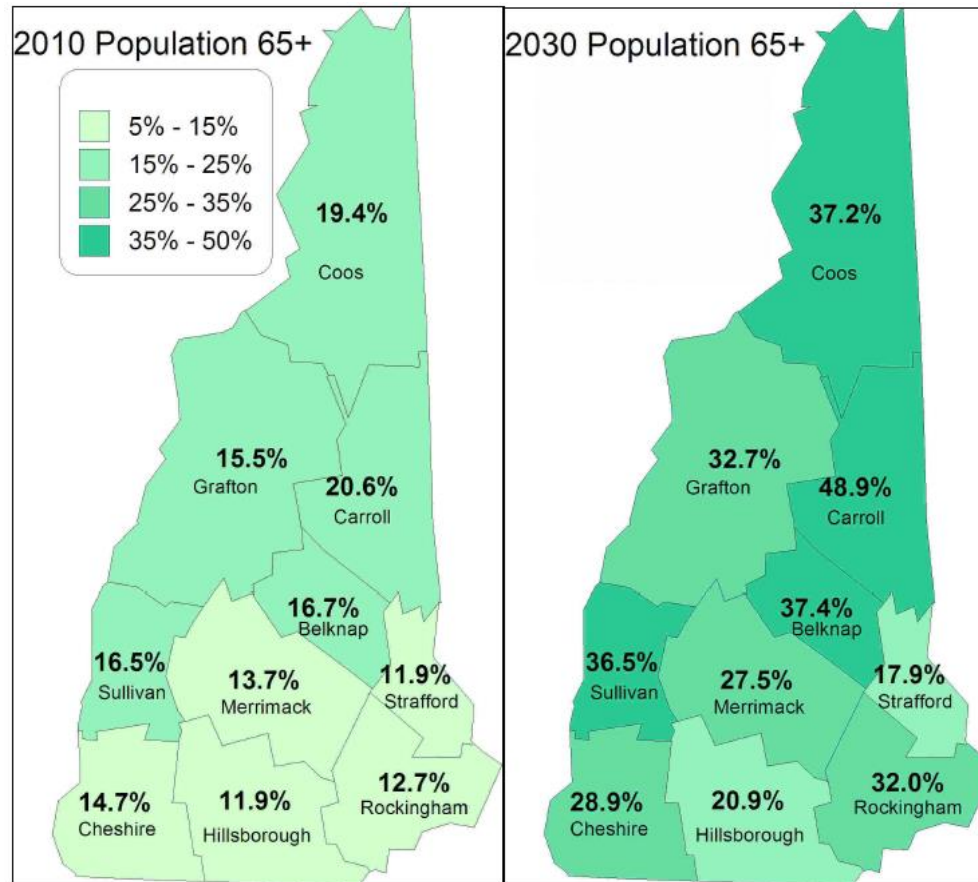
## Appendix A: Prioritized Health Needs Based on the Delphi Process

Based on the discussion groups and the strategic secondary research, 46 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	
Rank	Topic
1	Behavioral health care for adult social, emotional, and organically-based illnesses (e.g., schizophrenia, bipolar disorders, etc.)
2	Drug and alcohol abuse treatment
3	Behavioral health – early detection and intervention
4	Drug and alcohol education and early intervention
5	Availability of affordable healthcare, prescriptions, and related services
6	Affordable Dental services for adults
7	Counseling or intervention services to deal with home violence
8	Affordable medical care
8	Services that provide transportation to medical appointments and the pharmacy
10	Homeless services (healthcare for the homeless)
11	Other youth-oriented programs (example: wellness, mentoring, lifestyle and goal setting)
12	Affordable prescription drugs
13	Coordination of care between provider organizations
14	Behavioral health for senior population
15	Communication between community service providers regarding the breadth of services available
16	Coordination of care
17	Teen suicide
18	Support groups for people suffering from depression or anxiety
19	Affordable Dental services for children
20	Lack of insurance coverage
21	More doctors that provide routine medical care (family doctor, pediatrician, primary care)
22	Smoking or tobacco prevention and education

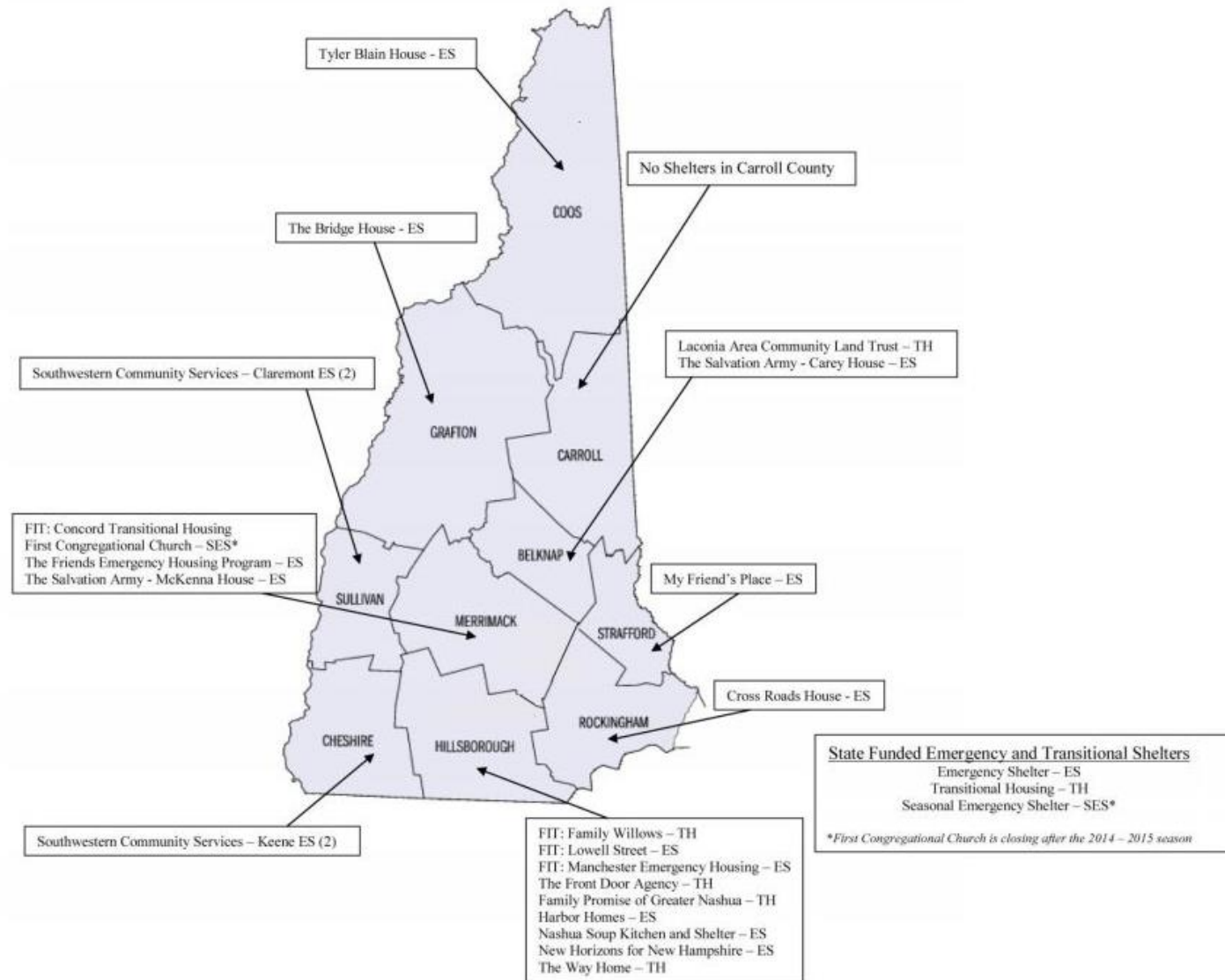
Health Issue Evaluation Scores	
Health Issues	
23	Urgent care
24	Exercise programs for children
25	Obesity education and care
26	Food security
26	Senior health services
28	Lack of employer support (causes people to go to work sick)
29	Home health services such as Visiting Nurses or other in-home care
30	Exercise programs for adults and seniors
31	Nutrition education and services
32	Women's healthcare
33	Preventive health services, such as flu shots, mammograms, and other screenings
34	Availability of specialists and treatments
35	Pain management
36	More dentists
36	More doctors that provide specialized care for cancer, diabetes, asthma, and other conditions
38	Hospice or end-of-life care
39	Breast care and cancer screening
40	Care for heart disease or heart conditions
41	Access to pulmonary specialties/all specialty care access
42	Diabetes care and education
43	Chronic disease screening
44	Diabetes
45	Multi-lingual health services
46	Migrant health services

## 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, NH Dept. of Health and Human Services, *Homeless in New Hampshire*, July 1, 2013 - June 30, 2014.

## 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

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
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)	—	—			
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

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
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		
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	



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
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	
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	5.3 (3.5–7.9)	8.3 (6.3–10.9)			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
(during the 30 days before the survey)					
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
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	10.9 (8.3–14.1)	11.6 (9.0–14.9)			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
their life)					
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
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	—	—			

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
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		
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

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 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		
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	

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
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

2014 Population Health and Lifestyle Indicators							
	Poor or Fair Health Status	Poor Physical Health	Poor Mental Health	Adult Obesity	Physically Inactivity	Heavy or Binge Drinking (Past 30 days)	Preventable Hospital Stays
<b>County</b>							
Belknap	12%	3.1	3.6	30%	22%	17%	41
Carroll	13%	3.2	3.4	24%	20%	18%	48
Cheshire	13%	3.6	3.5	25%	20%	16%	35
Coos	18%	4.3	4.8	31%	27%	18%	57
Grafton	11%	3.2	3.4	27%	18%	19%	43
Hillsborough	11%	3.1	3.1	27%	21%	18%	56
Merrimack	11%	2.9	3.2	28%	20%	15%	50
Rockingham	10%	3.0	3.1	26%	19%	20%	57
Strafford	14%	3.8	3.7	31%	23%	17%	58
Sullivan	12%	3.5	3.8	27%	24%	15%	56
U.S. Average	16%	2.5	3.4	27%	23%	15%	59.3

Source: County Health Rankings, 2015; [www.countyhealthrankings.com](http://www.countyhealthrankings.com)

### Metric Definitions and Sources:

- Poor or fair health (percent of adults reporting fair or poor health), Behavioral Risk Factor Surveillance System.
- Poor physical health days (average number in past 30 days); Poor mental health days (average number in past 30 days).
- Adult obesity (percent of adults that report a BMI  $\geq 30$ ), National Center for Chronic Disease Prevention and Health Promotion.
- Physical inactivity (percent of adults that report no leisure time physical activity), National Center for Chronic Disease Prevention and Health Promotion.
- Excessive drinking (percent of adults who report heavy or binge drinking).
- 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



## Monadnock Public Health Region Profile

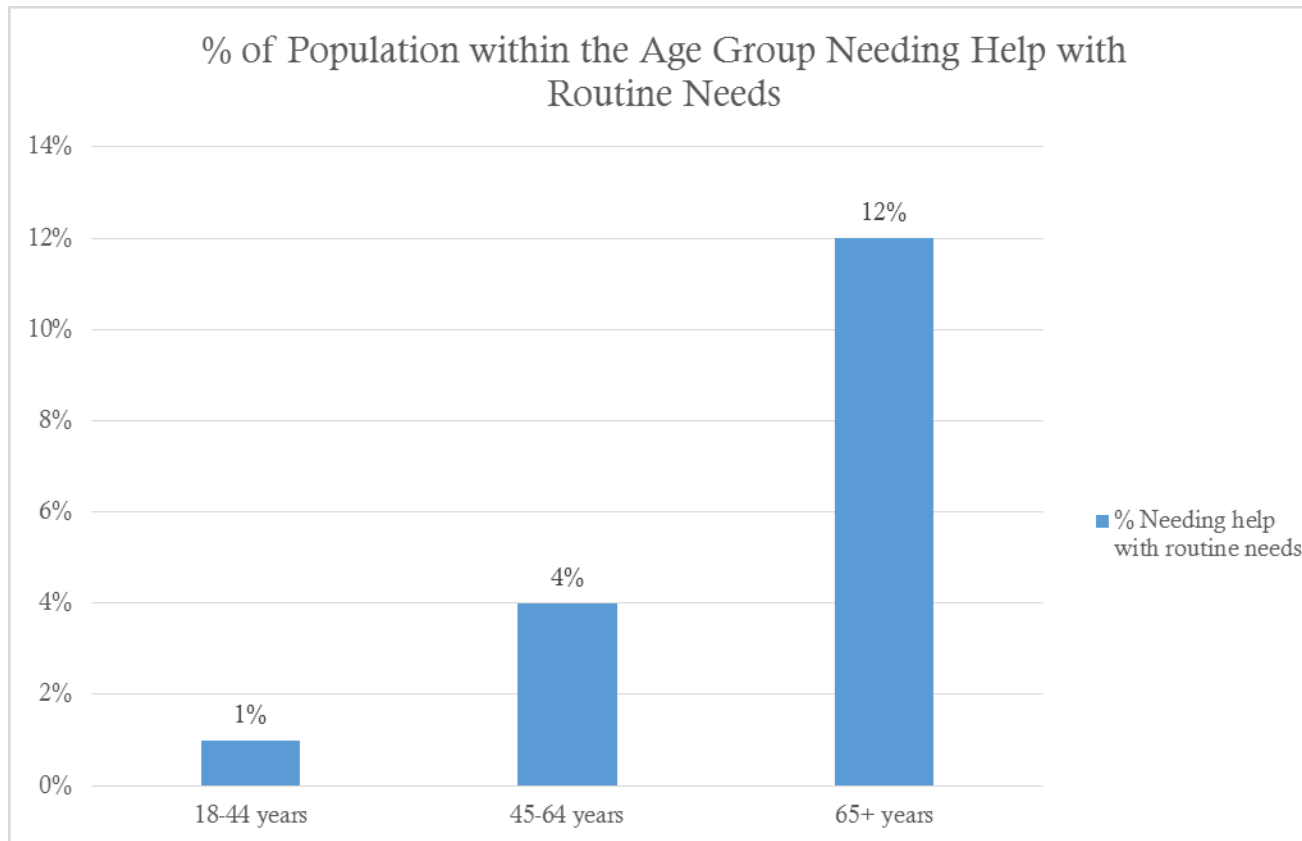
### Key Public Health Indicators at a Glance

	Region	NH
<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) <sub>10</sub>	74.8	81.0
Colonoscopy or sigmoidoscopy in past five years, percent of adults age 50 and older (2006, 2008)	54.7	58.2
<b>Access to Care</b>		
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, Frankestown, 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



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.

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

<b>Health Profile</b>			
	<b>Cheshire County</b>	<b>Hillsborough County</b>	<b>New Hampshire</b>
Health Outcomes			
Diabetes	9%	8%	8%
HIV prevalence rate (per 100,000)	69	144	107
Health Care			
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

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

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.

### 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.

<b>Cancer Related Risk Factor Compliance Rates, New Hampshire (with U.S. Comparisons), 2008</b>					
<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



<b>New Cancer Cases per 100,000 Population, (with U.S. Comparisons), 2008</b>			
		<b>Cases Per 100,000 People and 95% Confidence Interval</b>	
	<b>NH Rank Among U.S. States (1 = Best)</b>	<b>New Hampshire</b>	<b>US</b>
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

<b>Cancer Death Ranking and Rates by Type, 2008</b>			
<b>Cancer Deaths Per 100,000 People, 2008</b>			
		<b>Cases Per 100,000 People and 95% Confidence Interval</b>	
	<b>NH Rank Among U.S. States (1 = Best)</b>	<b>New Hampshire</b>	<b>US</b>
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: Supplementary Tables for Hillsborough County

### Select Demographics

Population With No High School Diploma			
Report Area	Total Population Age 25	Population Age 25 with No High School Diploma	Percent Population Age 25 with No High School Diploma
Hillsborough County, NH	274,961	25,206	9.17%
New Hampshire	913,191	74,514	8.16%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

Population With No High School Diploma by Race							
Report Area	White	Black or African American	Native American / Alaska Native	Asian	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Race
Hillsborough County, NH	8.39%	22.09%	25.05%	14.35%	0.00%	33.89%	14%
New Hampshire	7.81%	16.95%	16.43%	13.94%	5.38%	25.01%	11.58%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

Education Attainment			
Report Area	Percentage of ninth-grade cohort graduating in four years	Percentage of adults 25-44 with some post-secondary- education	Percent Population Age 25 with No High School Diploma
Hillsborough County, NH	84%	67.20%	9.17%
New Hampshire	86%	67.70%	8.16%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

## *Unemployment and Economic Burden*

<b>Unemployment</b>				
<b>Report Area</b>	<b>Labor Force</b>	<b>Number Employed</b>	<b>Number Unemployed</b>	<b>Unemployment Rate</b>
<b>Hillsborough County, NH</b>	228,979	218,920	10,059	4.4
<b>New Hampshire</b>	753,768	722,609	31,159	4.1

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Cost Burdened Households</b>			
<b>Report Area</b>	<b>Total Households</b>	<b>Cost Burdened Households (Housing Costs Exceed 30% of Income)</b>	<b>Percentage of Cost Burdened Households (Over 30% of Income)</b>
<b>Hillsborough County, NH</b>	154,324	58,990	38.22%
<b>New Hampshire</b>	518,245	193,390	37.32%

Source: US Census Bureau, American Community Survey. 2009-13

<b>Households with Public Assistance Income</b>			
<b>Report Area</b>	<b>Total Households</b>	<b>Households with Public Assistance Income</b>	<b>Percent Households with Public Assistance Income</b>
<b>Hillsborough County, NH</b>	154,324	4,456	2.89%
<b>New Hampshire</b>	518,245	14,784	2.85%

Source: US Census Bureau, American Community Survey. 2009-13

<b>Population in Poverty (below 100% FPL) - Total</b>			
<b>Report Area</b>	<b>Total Population</b>	<b>Population in Poverty</b>	<b>Percent Population in Poverty</b>
<b>Hillsborough County, NH</b>	393,661	33,835	8.59%
<b>New Hampshire</b>	1,278,502	110,859	8.67%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Population in Poverty - By Race</b>							
<b>Report Area</b>	<b>White</b>	<b>Black or African American</b>	<b>Native American / Alaska Native</b>	<b>Asian</b>	<b>Native Hawaiian / Pacific Islander</b>	<b>Some Other Race</b>	<b>Multiple Race</b>
<b>Hillsborough County, NH</b>	7.60%	26.28%	16.50%	8.84%	18.37%	29.41%	19.24%
<b>New Hampshire</b>	8.18%	23.02%	12.36%	12.55%	8.53%	24.11%	14.87%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Population in Poverty - Children</b>				
<b>Report Area</b>	<b>Total Population</b>	<b>Population Under Age 18</b>	<b>Population Under age 18 in Poverty</b>	<b>Percent Population Under Age 18 in Poverty</b>
<b>Hillsborough County, NH</b>	393,661	90,776	10,759	11.85%
<b>New Hampshire</b>	1,278,502	276,058	30,757	11.14%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Housing Profile</b>			
<b>Report Area</b>	<b>Total Households</b>	<b>Percent living in inadequate housing</b>	<b>Percentage of children in single parent household</b>
<b>Hillsborough County, NH</b>	154,324	16%	29%
<b>New Hampshire</b>	518,973	16%	27%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

## Crime, Physical Environment, and Food Security

### Violent Crime Rate

Report Area	Total Population	Violent Crimes	Violent Crime Rate (Per 100,000 Pop.)
Hillsborough County, NH	378,336	953	251.9
New Hampshire	1,235,786	2,249	189.4

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Physical Environment

Report Area	Total Population	Average Daily Density of Fine Particulate Matter Per Cubic Meter (PM2.5)	Percentage of Population Potentially Exposed Water Exceeding a Violation Limit	Percentage of the Workforce That Drives Alone to Work	Percentage of Workforce Commuting More than 30 Minutes
Hillsborough County, NH	39,150	10.5	26%	82%	37%
New Hampshire	1,345,926	10.5	16%	81%	37%

Source: County Health Rankings, 2015; [www.countyhealthrankings.com](http://www.countyhealthrankings.com).

### Healthy Food Environment

Report Area	Total Population	Percent Population in Tracts with No Food Outlet	Percent Population in Tracts with No Healthy Food Outlet	Percent Population in Tracts with Low Healthy Food Access	Percent Population in Tracts with Moderate Healthy Food Access	Percent Population in Tracts with High Healthy Food Access
Hillsborough County, NH	400,721	2%	24.92%	42.77%	20.35%	9.58%
New Hampshire	1,316,470	2.13%	28.88%	25.20%	32.74%	11.06%

Source: Centers for Disease Control and Prevention, Division of Nutrition, Physical Activity, and Obesity. 2011.

## ***Chronic Disease and Other Health Conditions***

<b>Heart Disease</b>			
<b>Report Area</b>	<b>Survey Population (Adults Age 18)</b>	<b>Total Adults with Heart Disease</b>	<b>Percent Adults with Heart Disease</b>
<b>Hillsborough County, NH</b>	275,290	10,583	3.80%
<b>New Hampshire</b>	1,018,235	40,218	3.90%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>High Cholesterol</b>			
<b>Report Area</b>	<b>Survey Population (Adults Age 18)</b>	<b>Total Adults with High Cholesterol</b>	<b>Percent Adults with High Cholesterol</b>
<b>Hillsborough County, NH</b>	56,828	26,600	46.81%
<b>New Hampshire</b>	211,564	92,573	43.76%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>High Blood Pressure</b>			
<b>Report Area</b>	<b>Survey Population (Adults Age 18)</b>	<b>Total Adults with High Blood Pressure</b>	<b>Percent Adults with High Blood Pressure</b>
<b>Hillsborough County, NH</b>	305,269	80,591	26.40%
<b>New Hampshire</b>	1,025,011	268,553	26.20%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Overweight Adults

Report Area	Survey Population (Adults Age 18)	Total Adults Overweight	Percent Adults Overweight
<b>Hillsborough County, NH</b>	263,786	100,461	38.10%
<b>New Hampshire</b>	972,414	340,974	35.10%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Obese Adults

Report Area	Total Population Age 20	Adults with BMI > 30.0 (Obese)	Percent Adults with BMI > 30.0 (Obese)
<b>Hillsborough County, NH</b>	301,938	82,429	26.90%
<b>New Hampshire</b>	1,005,521	274,364	26.90%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Diabetes Prevalence

Report Area	Total Population Age 20	Population with Diagnosed Diabetes	Population with Diagnosed Diabetes, Crude Rate	Population with Diagnosed Diabetes, Age- Adjusted Rate
<b>Hillsborough County, NH</b>	301,283	27,718	9.20	8.00%
<b>New Hampshire</b>	1,006,162	93,981	9.34	8.09%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Asthma Prevalence</b>			
<b>Report Area</b>	Survey Population (Adults Age 18)	Total Adults with Asthma	Percent Adults with Asthma
<b>Hillsborough County, NH</b>	275,576	42,734	15.50%
<b>New Hampshire</b>	1,019,280	149,679	14.70%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>High Blood Pressure Management</b>			
<b>Report Area</b>	Total Population (Age 18)	Total Adults Not Taking Blood Pressure Medication (When Needed)	Percent Adults Not Taking Medication
<b>Hillsborough County, NH</b>	303,238	73,738	24.30%
<b>New Hampshire</b>	1,025,011	243,446	23.80%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Mental Health</b>		
<b>Report Area</b>	Average Number of mentally unhealthy days in the past 30 days	Percentage of Population Without Adequate Social / Emotional Support
<b>Hillsborough County, NH</b>	3.1	17.00%
<b>New Hampshire</b>	3.3	17.10%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)



### Oral Health

Report Area	Total Population (Age 18)	Total Adults with Poor Dental Health	Percent Adults with Poor Dental Health
Hillsborough County, NH	303,238	40,744	13.40%
New Hampshire	1,025,011	148,774	14.50%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Maternal and Child Health

Report Area	Percentage of live births with low birthweight	Number of infant deaths (within 1 year) per 1,000 live births	Number of deaths among children under age 18 per 100,000	Teen Birth rate per 1,000 female population, ages 15-19
Hillsborough County, NH	7.20%	4.6	33.1	20
New Hampshire	6.80%	5.0	33.4	17

Source: County Health Rankings, 2015; [www.countyhealthrankings.com](http://www.countyhealthrankings.com).

### *Access to Care and Insurance Coverage*

<b>Access to Care</b>				
<b>Report Area</b>	<b>Total Population, 2012</b>	<b>Primary Care Physicians, 2012</b>	<b>Primary Care Physicians, Rate per 100,000 Pop.</b>	<b>Ratio of population to mental health providers</b>
<b>Hillsborough County, NH</b>	402,922	359	89.1	1122:1
<b>New Hampshire</b>	1,320,718	1,223	92.6	1080:1

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Access to Care</b>			
<b>Report Area</b>	<b>Total Population, 2013</b>	<b>Dentists, 2013</b>	<b>Dentists, Rate per 100,000 Pop.</b>
<b>Hillsborough County, NH</b>	403,985	299	74.0
<b>New Hampshire</b>	1,323,459	892	67.4

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Uninsured - Adults</b>					
<b>Report Area</b>	<b>Total Population Age 18 - 64</b>	<b>Population with Medical Insurance</b>	<b>Percent Population With Medical Insurance</b>	<b>Population Without Medical Insurance</b>	<b>Percent Population Without Medical Insurance</b>
<b>Hillsborough County, NH</b>	255,736	217,218	84.90%	38,518	15.10%
<b>New Hampshire</b>	823,216	696,217	84.57%	126,999	15.43%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Uninsured - Children

Report Area	Total Population Under Age 19	Population with Medical Insurance	Percent Population With Medical Insurance	Population Without Medical Insurance	Percent Population Without Medical Insurance
<b>Hillsborough County, NH</b>	93,923	89,902	95.70%	4,021	4.30%
<b>New Hampshire</b>	285,656	273,255	95.66%	12,401	4.34%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### *Disease Screenings and Immunization*

<b>Mammogram Screenings</b>				
<b>Report Area</b>	Total Medicare Enrollees	Female Medicare Enrollees Age 67-69	Female Medicare Enrollees with Mammogram in Past 2 Years	Percent Female Medicare Enrollees with Mammogram in Past 2 Year
<b>Hillsborough County, NH</b>	43,060	3,375	2,309	68.40%
<b>New Hampshire</b>	165,478	13,397	9,474	70.70%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Regular Pap Testing</b>				
<b>Report Area</b>	Female Population Age 18	Estimated Number with Regular Pap Test	Crude Percentage	Age-Adjusted Percentage
<b>Hillsborough County, NH</b>	283,162	219,167	77.40%	78%
<b>New Hampshire</b>	976,054	768,154	78.70%	79.50%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

<b>Colon Cancer Screenings</b>				
<b>Report Area</b>	Total Population Age 50	Estimated Population Ever Screened for Colon Cancer	Crude Percentage	Age-Adjusted Percentage
<b>Hillsborough County, NH</b>	94,755	70,119	74.00%	71.70%
<b>New Hampshire</b>	348,338	252,545	72.50%	69.70%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### HIV/AIDs Screenings

Report Area	Survey Population	Total Adults Never Screened for HIV / AIDS	Percent Adults Never Screened for HIV / AIDS
Hillsborough County, NH	256,667	174,078	67.82%
New Hampshire	951,379	656,626	69.02%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Pneumonia Vaccinations

Report Area	Total Population Age 65	Estimated Population with Annual Pneumonia Vaccination	Crude Percentage	Age-Adjusted Percentage
Hillsborough County, NH	46,785	33,358	71%	71.50%
New Hampshire	175,168	125,771	71.80%	72.00%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### Dental Exams

Report Area	Total Population (Age 18)	Total Adults Without Recent Dental Exam	Percent Adults with No Dental Exam
Hillsborough County, NH	303,238	61,632	20.30%
New Hampshire	1,025,011	237,144	23.10%

Source: Community Commons, 2015; [www.communitycommons.com](http://www.communitycommons.com)

### *Lifestyle-related Measures*

Healthy Lifestyles / Physical Activity				
Report Area	Percentage of adults reporting BMI of 30 or more	Percentage of adults aged 20 and over reporting no leisure-time	Percentage of population with adequate access to locations for physical activity	Number of membership associations per 10,000 population
Hillsborough County, NH	27%	21%	96%	8.9
New Hampshire	27%	21%	90%	10.3

Source: County Health Rankings, 2015; [www.countyhealthrankings.com](http://www.countyhealthrankings.com)

Sexually Transmitted Diseases		
Report Area	Number of newly diagnosed chlamydia cases per 100,000 pop.	HIV prevalence per 100,000 pop.
Hillsborough County, NH	265	147
New Hampshire	233	103

Source: County Health Rankings, 2015; [www.countyhealthrankings.com](http://www.countyhealthrankings.com)

## **Appendix H: 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.actorscircletheatre.org](http://www.actorscircletheatre.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.*

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