



BRAIN INJURY & STROKE RESOURCE DIRECTORY

15TH edition

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Concord, NH 03301
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Family Helpline—(800) 773-8400
www.bianh.org



**BRAIN INJURY
ASSOCIATION**
OF NEW HAMPSHIRE

BRAIN INJURY & STROKE RESOURCE DIRECTORY

15TH EDITION

CO-SPONSORED BY

BRAIN INJURY ASSOCIATION
OF NEW HAMPSHIRE
52 Pleasant Street
Concord, NH 03301
603-225-8400
www.bianh.org

STATE OF NEW HAMPSHIRE
BUREAU OF DEVELOPMENTAL SERVICES
ACQUIRED BRAIN DISORDER SERVICES
105 Pleasant Street
Concord, NH 03301
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www.dhhs.nh.gov/dcbcs/bds

ABOUT THIS RESOURCE DIRECTORY

The Brain Injury Association of New Hampshire (BIANH) has created this directory with the intent of providing information and resources that are available within the State of New Hampshire. BIANH attempts to maintain current and accurate information and disclaims any implied warranty or representation of accuracy or completeness. Further, it is the discretion of the user to make decisions about appropriateness of services. BIANH neither endorses nor implies a recommendation; BIANH is not liable or responsible for any claim, losses, or damages resulting from its use of the agencies or services listed within this directory.

BIANH does not claim that this Resource Directory encompasses all organizations in New Hampshire servicing individuals living with a brain injury.

- All information specified under the Providers section is self-reported by the provider.
- Organizations, individuals and services listed herein are subject to change without prior notice.
- Organizations listed in this directory may have closed, reorganized, or discontinued programs/services for people living with brain injuries.
- To obtain the most recent information on listings in this book, contact the establishment directly and ask questions about the programs and services offered and the type of payment accepted.

We are pleased to present this *Brain Injury & Stroke Resource Directory* for individuals and their families who have had a brain injury or stroke. We hope the information contained herein will be helpful and informative to you and your family.

The process of recovery has no time limit. No one can predict precise outcomes for any individual. We can understand and appreciate the many questions and frustrations you face in dealing with the unknown. There are many suggestions about where to turn and who can assist during these trying times.

For family members, the questions may be equally challenging. How do we locate the resources that the survivor needs to enable recovery? How can we offer the best supports? How can we pay for it all? Who is going to sustain and support us as we travel down this road?

For professionals, there are questions about where to find resources, what to look for, how to be most helpful to brain injury survivors and their families, and other unanswered questions.

This directory is our coordinated effort to answer many of these questions. Co-sponsored with the Bureau of Developmental Services, and supported by a variety of local providers, this directory has endeavored to include as many possible supports to people with acquired brain disorders as we are aware. It is intended to be used as a tool to better acquaint you with both the programs and the professionals who are knowledgeable in the field of brain injury.

Please note that this is not a comprehensive list of all available New Hampshire resources. We will have overlooked people, organizations, and agencies; it is our intention to keep updating this directory. We recommend that you consult with your physician for further recommendations.

The Brain Injury Association of New Hampshire maintains updated information and resources in the State of New Hampshire. BIANH is the leading comprehensive source of support, sharing, education, and advocacy for people with acquired brain disorders, their families, and professionals in New Hampshire. We urge you to be in touch with our Family Helpline – 1-800-773-8400.

BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE

MISSION – To create a better future through brain injury prevention, education, advocacy, and support.

VISION – A world where preventable brain injuries are prevented, unpreventable brain injuries are minimized, and people who have experienced brain injury can maximize their quality of life.

HISTORY – The Brain Injury Association of New Hampshire was founded in 1983 by parents of children and teens with brain injuries who came together to help one another and work to assure that needed services and supports were available to New Hampshire citizens living with a brain injury and their family members. Today we remain a grassroots organization led by a dedicated team of parents, caregivers, and professionals.

TABLE OF CONTENTS

Understanding Brain Injury	6
Who Will Help After Brain Injury?.....	8
About the Brain Injury Association of New Hampshire.....	9
BIANH Support & Services.....	11
State of New Hampshire Supports & Services.....	12
Bureau of Development Services – Area Agencies.....	19
Brain Injury Resource Directory	
ADA Assistance and Advocacy	22
Adult Day Programs.....	22
Area Agencies.....	24
Assistive Technology/Home Accessibility	25
Brain Injury Programs	26
Children/Youth Services	34
Concussion Care.....	34
Counseling Services.....	36
Educational Resources	39
Emergency Response Systems.....	39
Family Support.....	39
Financial Assistance & Benefits Planning.....	40
Guardianship & Life Care Planning	43
Home Health Services	44
Housing Assistance.....	45
Legal Services	48
Library & Information Services	49
Long-Term Care.....	49
Medicaid Managed Care Companies	51
Medical & Dental Care.....	51
Neurologists.....	52
Neuropsychologists	53
Outpatient Services.....	54
Outreach Programs.....	54
Physiatrists.....	54
Prevention & Safety Programs	55
Psychologists & Psychiatrists	55
Recreation	56
Resources for Health Issues	56
Respite Care	58
Speech/Language.....	59
Substance Use/Alcohol/Overdose.....	60
Transportation	61
Veteran’s Brain Injury Program.....	64
Vocational Rehabilitation & Employment Services	66
Websites for Other Helpful Information	67
GLOSSARY.....	69
INDEX	76



UNDERSTANDING BRAIN INJURY

If you are reading this, most likely you, or someone you know, is now living with a brain injury or stroke either as a survivor who has experienced brain injury first hand, as a friend, loved one, or professional working in the field of brain injury.

You are not alone. Each year an estimated 1.7 million people in America sustain a brain injury, and in New Hampshire there are currently over 15,000 individuals living with brain injury or stroke. Nationwide, traumatic brain injury is a contributing factor to 30% of all injury-related deaths in the United States. Every day, 153 people in the United States die from injuries that include TBI.¹ Although estimates across analyses vary, it is generally thought that 75% - 90% of these injuries would be classified as mild traumatic brain injury.²

Not all outcomes of brain injury are immediately obvious, earning brain injury the status of “The Silent Epidemic.” In the hopes of preventing brain injury, education and awareness are ongoing across the United States through the Brain Injury Association of America (BIAA) www.biaa.org, and among individual state associations, like the Brain Injury Association of New Hampshire: www.bianh.org.

Brain injuries can vary from mild to severe with outcomes of short-term symptoms to life altering effects -- and for some individuals, brain injury leads to death. Survivors of brain injury may experience the impact of not being able to fully participate in their normal life's activities. Difficulties in concentration, memory, organization, managing multiple tasks, and relationships may become daily challenges. Cognitive deficits can lead to decreased abilities to live the pre-injury life they once had. In addition, individuals may now have changed personalities and behaviors that alter relationships with family, friends, and business acquaintances.

Causes of brain injury include, but are not limited to, motor vehicle crashes, sports injuries or concussions, falls, stroke, blast injuries from war, shaken baby syndrome, violence, brain tumors, anoxia (loss of oxygen), encephalitis, meningitis, poisoning, seizures, and alcohol and/or drug abuse.

Although brain injury can happen to anyone, at any age, social or economic background, there are certain groups of individuals that are more prone to acquiring them. The Center for Disease Control (CDC) reports as follows: ³

Among TBI-related deaths in 2019:

- Rates were highest for persons 75 years of age and older.
- The leading cause of TBI-related death varied by age.
 - Falls were the leading cause of death for persons 65 years of age or older.

¹ For more information, please visit <https://www.cdc.gov/TraumaticBrainInjury/data/index.html>

² <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4694720/>

³ <https://www.cdc.gov/TraumaticBrainInjury/data/index.html>

UNDERSTANDING BRAIN INJURY

- Intentional self-harm was the leading cause of death for persons 25-64 years of age.
- Motor vehicle crashes were the leading cause of death for persons 5-24 years of age.
- Assaults were the leading cause of death for children ages 0-4 years.

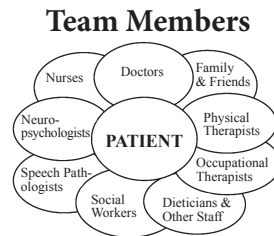
Among non-fatal TBI-related injuries in 2019:

- Hospitalization rates were highest among persons 75 years of age and older.
- Rates of ED visits were highest for persons 75 years of age and older and children 0-4 years of age.
- Falls were the leading cause of TBI-related ED visits for all but one age group.
 - Being struck by or against an object was the leading cause of TBI-related ED visits for persons 15-24 years of age.
- The leading cause of TBI-related hospitalizations varied by age:
 - Falls were the leading cause among children 0-14 years of age and adults 45 years of age and older.
 - Motor vehicle crashes were the leading cause of hospitalizations for adolescents and persons 15-44 years of age.

Once a brain injury is identified, family and friends become an integral part in the life-long journey of supporting the survivor. Medical and rehabilitation terms are the new language that is spoken. Digesting information on the outcome of the brain injury, making the right decisions for accurate treatment for a successful recovery, acquiring benefits, planning for the future, and accepting this new situation can be very stressful on the survivors, their family, and friends. This directory lists resources which are available to New Hampshire families and survivors to use, as they navigate through the maze of services needed.

WHO WILL HELP AFTER BRAIN INJURY?

Members of the health care team will work together with the patient, family, and friends during the hospital stay. Care will be centered on the individual needs of the patient. Family and friends are important members of the team.



Patient: The patient is the most important member of the team. Care will be planned based on how the patient responds to treatment.

Family and Friends: You provide emotional support to the patient. Family and friends also provide the health care team with important facts about the patient's past history and can help watch for changes. Other team members will show you what you can do to help with the recovery process.

Doctors: Neurosurgery doctors are specialists who help determine the type of brain injury and its treatment. They may perform surgery on the brain. They will work with other doctors if the patient is in intensive care or has injuries to other parts of the body.

Nurses: Nurses check patient's vitals (temperature, blood pressure, heart and breathing rate) and watch for changes in strength and thinking. They help with daily care such as eating and bathing. Nurses also coordinate care among the members of the health care team.

Social Workers: Social workers provide emotional support to help the patient and family adjust to being in the hospital. They coordinate discharge planning, referral to community resources, and answer questions about insurance or disability.

Physical Therapists (PT): Physical therapists evaluate and treat weaknesses in the patient's strength, flexibility, balance, rolling, sitting, standing, and walking. Treatment may include exercise or instruction in use of equipment such as walkers, canes, or wheelchairs.

Occupational Therapists (OT): Occupational therapists evaluate the patient's ability to perform dressing, bathing, homemaking, and activities that require memory and organization. They provide treatment and/or equipment needed for safe, independent living.

Speech Therapists: Speech therapists test and treat speech, language, thinking, and swallowing problems.

Neuropsychologists: Neuropsychologists test thinking, memory, judgment, emotions, behavior, and personality. This information can be used to help guide treatment. It will also help determine the amount of supervision that the patient needs when they leave the hospital.

Dieticians: Dieticians assess nutritional needs. They work with the patient and other team members to help the patient meet their nutritional goals.

Other staff members may work with the patient and family. These include:

- | | |
|--------------------------|---------------------------|
| ■ Respiratory Therapists | ■ Patient Representatives |
| ■ Activity Therapists | ■ Vocational Counselors |
| ■ Clergy | ■ Music Therapists |
| ■ Child Life Therapists | ■ Recreation Therapists |

ABOUT THE BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE

The Brain Injury Association of New Hampshire is the leading state-wide organization in New Hampshire dedicated to brain injury and stroke support, prevention, education, and advocacy for survivors and caregivers. We are a chartered affiliate of the Brain Injury Association of America (BIAA).

INDIVIDUALS WE SERVE

We serve individuals who have sustained one of the following Acquired Brain Injuries (ABI):

- Traumatic Brain Injury (TBI) - (e.g., physical trauma due to accidents, falls, assaults, etc.)
- Stroke/young stroke
- Coma
- Brain tumors
- Aneurysm and arteriovenous malformation
- Concussion – mild traumatic brain injury
- Surgery
- Poisoning/Neurotoxic injury (includes alcohol, post chemotherapy cognitive impairment, heavy metal exposure, neurotoxins)
- Ischemia (restricted blood flow)
- Pediatric brain injuries (i.e., Shaken Baby Syndrome and lead paint poisoning)
- Anoxic injury to the brain (prolonged lack of oxygen)
- Hypoxia (decreased oxygen flow)
- Epilepsy or other seizure disorders
- Meningitis, encephalitis, and infections of the brain
- Hydrocephalus

WHAT IS THE DIFFERENCE BETWEEN A TRAUMATIC BRAIN INJURY AND AN ACQUIRED BRAIN INJURY?

A **Traumatic Brain Injury (TBI)** is defined as an alteration in brain function or other evidence of brain pathology caused by an external force. A TBI is an injury to the brain caused by an external force after birth. Common causes of a traumatic brain injury include gunshot wounds, motor vehicle crashes, assaults/violence, Shaken Baby Syndrome, falling and striking your head, or explosive blasts (e.g., Improvised Explosive Devices).

An **Acquired Brain Injury (ABI)** is an injury to the brain, which is not hereditary, congenital, degenerative, or induced by birth trauma. An Acquired Brain Injury is an injury to the brain that has occurred after birth, and includes all types of traumatic brain injuries, and also brain injuries caused after birth by cerebral vascular accidents (commonly known as stroke), tumors, seizures, brain aneurysms, toxic exposures, encephalitis/meningitis, and loss of oxygen to the brain (near drowning, anoxia, hypoxic brain injury).

Injuries to the brain present at birth or progressive in nature, such as Alzheimer's or Parkinson's Disease, are not considered a traumatic or acquired brain injury.

ABOUT THE BRAIN INJURY ASSOCIATION OF NEW HAMPSHIRE

FUNCTIONAL CHANGES CAUSED BY BRAIN INJURY

A brain injury may result in mild, moderate, or severe impairments in one or more of the following areas:

Cognitive Functions

- Short-term or long-term memory loss
- Impaired judgment and perception
- Trouble concentrating or paying attention
- Difficulty with language or speech production and thought processing (aphasia, receptive language, dysarthria)
- Spatial disorientation
- Difficulty organizing or problem solving

Physical Functions

- Seizures
- Sleep Difficulties (fatigue or insomnia)
- Sensory loss or impairment (vision, hearing, etc.)
- Headaches or migraines
- Trouble with balance and dizziness
- Difficulty swallowing
- Decreased motor abilities
- Dysfunction of previous abilities to participate in day-to-day activities

Emotional/Behavioral Functions

- Depression, grief over loss of ability or chemical changes caused by injury
- Anxiety, restlessness, agitation, frustration, impatience
- Lack of motivation
- Reduced level of self-esteem
- Mood swings
- Impulsiveness and lack of inhibition
- Personality changes
- Emotional flatness and passivity

BIANH SUPPORT & SERVICES

Specialized Care Coordination

Brain injury specific specialty care coordination/case management for the post acute and chronic stage of brain injury – often requiring life-time coordination of care and services.

Family Support

Family support is the Association's free Neuro-Resource Facilitation (NRF) service; helping families and survivors access needed services and supports in their own home and community.

Community Care Waivers

Choices for Independence (CFI), Acquired Brain Disorder (ABD), Developmental Disabilities (DD), In Home Supports (IHS)

Provides home and community-based services that help people with disability to live independently in their own home and community.

Transition Program

Assisting individuals who have experienced a brain injury or stroke, and are able to transition from a facility back into the community.

Support Groups

Helping people with brain injury and their families to know that they are not alone and that there is a whole network of other families and resources within the New Hampshire brain injury community.

Helpline (800) 773-8400 – Information & Resources (only) (800) 444-6443

Our Helpline is available to persons with a brain injury, family members or friends, professionals, and the public.

Education

We provide a wide variety of educational services for persons affected by brain injury and their family caregivers.

Prevention

Prevention is the only cure for brain injury. Our prevention efforts are geared towards schools, teens, and young adults – those most at risk for traumatic brain injury.

Support for Family Caregivers

The annual Caregivers Conference provides respite, information, and sharing for caregivers statewide.

Advocacy

Individual advocacy for persons with a brain injury to help meet their needs in the community. Statewide advocacy; the brain injury community working together for persons living with a brain injury and their needs.

Veteran Supports

Provides service coordination through our NRF Program, financial support, and website (www.nh-veteran.com).

School Services

Education available to staff and students; assist with development of Individual Educational Plans (IEP).

Provider/Professional Training & Education

Training programs to enhance provider skills and expertise in the brain injury field.

Hospital Clinics

Hospital-based clinics provide outreach to newly injured and give assistance in navigating the system of care in New Hampshire.

STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

NH DEPARTMENT OF HEALTH & HUMAN SERVICES BUREAU OF DEVELOPMENTAL SERVICES

105 Pleasant Street
Concord, NH 03301
(800) 852-3345
www.dhhs.nh.gov

OUR MISSION

The developmental services system collaborates with local communities to support individuals of all ages with acquired brain disorders or developmental disabilities and their families to experience as much freedom, choice, control, and responsibility over the services and supports they receive as desired.

The Bureau of Developmental Services (BDS) is committed to joining communities and families in providing opportunities for citizens to achieve health and independence. In partnership with consumers, families, and community based service networks, BDS affirms the vision that all citizens should participate in the life of their community while receiving the supports they need to be productive and valued community members.

To achieve this vision, BDS takes a leadership role in developing the network of supports and resources that will make community presence and participation a reality for every eligible person who chooses community based services and whose treatment professionals have determined that community supports are appropriate.

The NH developmental services system offers individuals with developmental disabilities and acquired brain disorders a wide range of supports and services within their own communities. BDS is comprised of a main office in Concord and 10 designated non-profit area agencies that represent specific geographic regions of NH. All direct services and supports to individuals and families are provided in accordance with contractual agreements between BDS and the Area Agencies. Supports include:

- Service coordination – including advocacy, facilitation, and monitoring;
- Day and vocational services – focusing on assistance and training provided to individuals to maintain and improve their skills in personal care, vocational activities, community integration, and to enhance their social and personal development;
- Personal care services – focusing on assistance and training provided to individuals to maintain and improve their skills in vocational activities, and enhance their social and personal development;
- Community support services – which are intended for individuals who have developed or are trying to develop skills to live independently within the community. Services consist of assistance and training provided to maintain and improve skills in daily living, community integration, and to enhance social and personal development;
- Family Supports Services – including respite and environmental modifications, to assist families in caring for a family member at home; and
- Crisis Services, Assistive Technology Services, and Specialty Services.

NEW HAMPSHIRE MEDICAID

NH Medicaid is a federal and state funded health care program that serves a wide range of needy individuals and families who meet certain eligibility requirements. The program works to ensure that eligible adults and children have access to needed health care services by enrolling and paying providers to deliver covered services to eligible recipients.

STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

COVERED MEDICAL SERVICES

Medicaid provides payment for health care services ranging from routine preventive medical care for children to institutional care for the elderly and disabled. The program also covers services for developmentally disabled individuals and persons with acquired brain disorders, as well as services at community mental health centers.

GENERAL REQUIREMENTS

Citizenship Status/Immigration & Identity: You must be either a US citizen or be a qualified alien and you must be who you say you are. There are some emergency medical services available for certain non-qualified aliens. Contact a DHHS District Office for more information.

Residency: You must live in New Hampshire, intend to remain in New Hampshire and not be getting medical assistance from another state. A student entering NH for educational purposes is not considered a resident of NH.

Age: You must be a certain age for some programs. If a program has an age limit, you must meet the age limit.

Social Security Number (SSN): Each individual requesting assistance must furnish an SSN or proof of an application for an SSN.

Financial Eligibility: Financial requirements are broken into two parts: income and resources. You must meet the program's resource requirements as well as the income requirements to be eligible for the program.

Household Income: Most kinds of income for all members of your household are counted when we determine your eligibility for medical assistance. Some examples of counted income are:

- Wages
- Self-employment income
- Rental income
- Social Security Benefits
- Veterans Benefits

We do not count all of your income because we subtract certain expenses from your total income. If, after subtracting your expenses, your total net income equals or falls below the monthly net income limits for the number of people in your household, you are considered income-eligible

Potential Income: You must explore and apply for all potential sources of income. For example, you must apply for the following benefits if you are potentially eligible for them:

- Social Security Benefits
- Retirement Benefits or Pensions
- Unemployment or Worker's Compensation
- Third-Part Medical Coverage
- VA Benefits (including Aid and Attendance)
- Disability Benefits or Pensions
- Contributions from any Liable Third Party

Household Resources: Resources owned by all household members are considered to determine eligibility. Examples of resources are cash, bank accounts, stocks, bonds, some vehicles, permanently unoccupied real estate, and some trusts. We do not count certain resources such as the home you live in, your furniture, and some vehicles.

STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

ELIGIBILITY – CHILDREN’S MEDICAL ASSISTANCE

It is the goal of DHHS and the Division of Family Assistance to ensure that each child in NH has access to quality health care. We do this by working in partnership with the medical and dental insurers, hospitals, community health centers, healthcare providers, schools, and social service agencies across the state.

Children’s Medicaid (CM): provides free health and dental coverage for children up to age 20 with net income no higher than 196% of the federal poverty levels (FPL).

Expanded Children’s Medicaid (Expanded CM): provides free health and dental coverage for children up to age 19 with net income higher than 196% of the FPL but no higher than 318% of the FPL.

Children with Severe Disabilities (CSD): special coverage for disabled children up to age 20 with income no higher than 196% of the FPL. The disabled child does not have to be living with a parent or relative to receive this coverage.

Home Care for Children with Severe Disabilities (HCCSD): for severely disabled children up to age 19 whose medical disability is so severe that they qualify for institutional care but who are being cared for at home. Only the income and resources of the disabled child are counted towards eligibility for this program; commonly known as the “Katie Beckett” option.

Financial Eligibility: Eligibility for medical assistance is based on household size and income. Income includes any income earned from working or self-employment, and unearned income such as child support (for HC-CSD only), alimony, unemployment, Veteran’s benefits (for HC-CSD only), or Worker’s Compensation benefits, or any income received on a regular basis.

Non-financial Eligibility

- Age: Your child must be under the age of 19 or 20, depending upon the program.
- Residency: Your child must be a NH resident.
- Citizenship: Your child must be a US citizen or an eligible qualified noncitizen.
- Social Security Number: Your child’s SSN must be provided.

ACQUIRED BRAIN DISORDER SERVICES WAIVER

SERVICES PROVIDED

The Acquired Brain Disorder (ABD) Waiver serves those individuals who qualify under RSA 137-K and He-M 522, are Medicaid eligible, and require the level of care provided in a Skilled Nursing Facility. The waiver provides supports and services for the health, safety, and welfare of eligible individuals.

Personal Care Services/Residential Services:

Only those individuals with the significant needs receive Personal Care/Residential Services within the Developmental Services System. Personal Care Services typically involves 24-hour supports, supervision, and assistance with eating, bathing, dressing, personal hygiene, activities of daily living, or other activities essential to their health and welfare. Individuals who receive Personal Care Services often also receive Day Services as an integral part of their overall supports and supervision. This level of service is provided to individuals with medical, behavioral, and/or psychiatric needs and without such supports the individual’s safety would be at risk.

STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

Day Services:

Service, typically provided in the community, provide direct assistance and instruction to learn, improve, or maintain safety skills, basic living skills, personal decision-making, and social skills. Day Services are frequently essential to allowing the individual's care-giving family to maintain employment.

Other Services:

The Acquired Brain Disorders waiver offers a number of support services such as community Support Services for those individuals who are building independent living skills, as well as Environmental or Vehicle Modifications, which allow individuals to remain in their home and community, as well as Service Coordination and Respite.

DEVELOPMENTAL DISABILITIES

The NH developmental services system offers adult individuals living with a brain injury, prior to the age of twenty-two (22), with developmental disabilities/intellectual disabilities (HCBC-DD/ID) that they receive a wide range of supports and services within their own communities.

SERVICES PROVIDED

All direct services and supports to individuals and families are provided through 10 non-profit designated Area Agencies located throughout New Hampshire.

The range of services available include:

- Service Coordination including advocacy, facilitation and monitoring;
- Day Services focusing on assistance and training provided to individuals to maintain and improve their skills in personal care, vocational activities and community integration to enhance their social and personal development;
- Employment Services focusing on assistance and training provided to individuals to maintain and improve their skills in vocational activities and enhance their social, personal development, and well-being within the context of vocational goals. These services develop paid employment opportunities in integrated settings which offer meaningful occasions for workers to interact with coworkers and customers;
- Personal Care Services offering assistance and training to individuals to maintain and improve their skills in basic daily living and community integration and to enhance their social and personal development;
- Community Support Services that are intended for individuals who have developed or are trying to develop skills to live independently within the community. Services consist of assistance and training provided to maintain and improve skills in daily living and community integration and to enhance social and personal development;
- Family Support Services including respite and environmental modifications, to assist families in caring for a family member at home; and
- Crisis Services, Assistive Technology Services and Specialty Services.

Any NH resident eligible for services who has a developmental disability and meets the following criteria:

- a disability that is attributable to developmental disability/intellectual disability, cerebral palsy, epilepsy, autism or a specific learning disability, or any other condition of an individual found to be closely related to developmental disability/intellectual disability as it refers to general intellectual functioning or impairment in adaptive behavior or requires treatment similar to that required for developmental disability/intellectual disability individuals; and

STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

- a disability that originates before such individual attains age 22, has continued or can be expected to continue indefinitely, and constitutes a severe disability to such individual's ability to function normally in society.

IN HOME SUPPORTS (IHS) FOR CHILDREN WITH SEVERE DISABILITIES

SERVICES PROVIDED

The IHS waiver provides personal care and other services to children through age 20 who have very significant medical and behavioral challenges and live at home with their families. These children require long-term supports and services and qualify by virtue of eligibility under RSA 171:A, He-M 503, He-M 524, NH Medicaid, and are deemed eligible for institutional level of care (ICF/ID). Waiver services and supports allow the child to remain at home with his/her care-giving family. Participating families must be interested in and able to play an active role in managing and directing waiver supports utilizing the Participant Directed and Managed Services model (PDMS). The overarching goal of the IHS waiver is to enable the individual to remain in the family residence or in his/her own home while utilizing lower cost, non-nursing supports.

SERVICE DELIVERY SYSTEM

The IHS Waiver is implemented through the Area Agency system as outlined in RSA 171-A. BDS contracts with ten private, non-profit Area Agencies that provide a comprehensive array of services of the diagnosis, evaluation, habilitation, and rehabilitation.

CHOICES FOR INDEPENDENCE (CFI) WAIVER

The Choices For Independence Program (HCBC-CFI) is available for adults and seniors with chronic illnesses, including living with a brain injury, who are financially eligible for Medicaid and medically qualify for the level of care provided in nursing facilities.

Administered by the Bureau of Elderly and Adult Services, the program provides a wide range of service choices that help seniors and adults with chronic illnesses to continue living independently in their own homes and communities.

The Choices for Independence brochure provides introductory information about the program. People who wish to apply for the program may contact NH ServiceLink at (866) 634-9412.

Monthly Income Limit for Title XX Services: Effective January 1, 2021, the monthly income limit for people receiving Title XX (Social Service Block Grant) services is \$1314 per person. This change was an increase from the former monthly income limit of \$1242.

The income limit is used for both initial determinations and redeterminations of Title XX service eligibility. Title XX services help people to continue living independently, and include, but are not limited to, adult day care, homemaker and home-delivered meals. For more information on these services, please contact NH ServiceLink at (866) 634-9412.

Services may include:

- Home Delivered Meals
- Homemaker Services
- In-Home Care

STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

- Transportation Services
- Day Services
- Congregate Meals

Please contact NH ServiceLink at (866) 634-9412 to apply.

FAMILY SUPPORT SERVICES

SERVICES PROVIDED

Family Support is provision of low cost, low frequency services, such as non-Medicaid respite or environmental (home or vehicle) modifications, family services coordination, individual and family centered assistance, information and referral, educational materials, emergency, and outreach services. Family Support is cost effective in enabling disabled children and adults to continue to live with their families and reducing, postponing, or eliminating the need for more costly, long-term services. These services are those that are not covered by Medicaid and are effective in assisting parents and other family members to remain the primary caregivers for an individual living with an acquired brain disorder or developmental disability.

SERVICE DELIVERY SYSTEM

Family Supports Services are organized and implemented through the Area Agency system. Each of the ten Area Agencies is required to have Family Support Council to advise the Area Agency; there is also State Family Support Council, with members from the regional councils, which advises the Bureau of Developmental Services.

PARTNERS IN HEALTH

SERVICES PROVIDED

Partners in Health (PIH) serves families with children with chronic health conditions. PIH services incorporate assessment of family needs and referral to appropriate public and private services available in their communities. Family Support Coordinators organize, facilitate, and document service planning and negotiate and monitor the provision of services. Respite, which is the provision of short-term care for an individual intended to provide temporary relief and support to the family, is also available. There are also contracted services for offering respite services to families of individuals with acquired brain disorders.

SERVICE DELIVERY SYSTEM

PIH is administered through twelve contracted agencies, some of which are Area Agencies and others are community service organizations.

SPECIAL MEDICAL SERVICES

SERVICES PROVIDED

Special Medical Services (SMS) provides statewide leadership to build and promote a community-based system of services that is comprehensive, coordinated, family centered and culturally competent for Children and Youth with Special Health Care needs (CYSHCN) by providing NH families with health information and support services. SMS also assists families to obtain specialty health care services for their eligible children with physical disabilities, chronic illness, and/or other special health care needs through:

STATE OF NEW HAMPSHIRE SUPPORTS & SERVICES

- Multidisciplinary Child Development Assessments and Neuromotor Clinics
- Health Care Coordination by Registered Nurses/Social Workers
- Home and Community Based Nutrition and Feeding & Swallowing consultation
- Psychology information and referral for any child, Psychology/Psychiatry for CYSHCN
- Funds health care costs to eligible low-income families with CYSHCN
- Support for parents as caregivers via Family-to-Family Health Information (NH Family Voices)
- Infrastructure development promoting Medical Homes in NH

SERVICE DELIVERY SYSTEM

Services are provided with both state staff and contracted services. SMS state staff includes Nurse Coordinators who have direct client caseloads. Contracted services are for assurance of specialty clinics/services and infrastructure development of the system of care. Sixteen contracted specialty care clinicians/entities meet the service needs. SMS services include specialty clinics for assessment and ongoing consultation; information and referral; outreach; specialty consultation; care coordination; family support and education, and financial assistance for eligible individuals.

FAMILY CENTERED EARLY SUPPORTS AND SERVICES (ESS)

SERVICES PROVIDED

Services include identification, assessment, evaluation, special instruction, therapeutic services, and on-going treatment, typically speech, occupational, physical therapy, as well as developmental education to maximize the family's ability to understand and care for the child's developmental, functional, and behavioral needs. Part C Grant Funds are also used to fund specific service arrays for children with autism.

SPECIAL DELIVERY SYSTEM

Early Supports and Services are organized and implemented through the Area Agency system. ESS must be provided in natural environments as part of a comprehensive array of supports and services for eligible children.

MEDICAID TO SCHOOLS

SERVICES PROVIDED

Medically related services outlined in a Medicaid eligible student's IEP are covered. Such services include: Occupational Therapy, Physical Therapy, Speech, Language and Hearing Services, Nursing Services, Psychiatric and Psychological Services, Mental Health Services, Vision Services, Specialized Transportation to Obtain Covered Services, Medical Exams and Evaluations, Pre-school Services, Rehabilitative Assistance, Supplies and Equipment related to vision, speech, language and hearing services, occupational and physical therapy services.

SERVICE DELIVERY SYSTEM

School districts are enrolled as Medicaid Providers. The school obtains the Medicaid identification numbers of eligible students and bills NH Medicaid for eligible services. Qualified staff, as outlined in He-M1301, must provide all services; certain services require referrals or orders from physicians or other health care related professionals.

BUREAU OF DEVELOPMENTAL SERVICES – AREA AGENCIES

Region I – Northern Human Services, Inc.

New Horizons

87 Washington Street

Conway, NH 03818

(603) 447-3347

Region II – PathWays of the River Valley

654 Main Street

Claremont, NH 03743

(603) 542-8706

Region III – Lakes Region Community Services

719 North Main Street

PO Box 509

Laconia, NH 03247

(603) 524-8811

Region IV – Community Bridges, Inc.

162 Pembroke Road

Concord, NH 03301

(603) 225-4153

Region V – Monadnock Developmental Services, Inc.

121 Railroad Street

Keene, NH 03431

(603) 352-1304

Region VI – Gateways Community Services

144 Canal Street

Nashua, NH 03064

(603) 882-6333

Region VII – Moore Center Services, Inc.

195 McGregor St., Suite 400

Manchester, NH 03102

(603) 206-2700

Region VIII – One Sky Community Services

755 Banfield Road, Suite 3

Portsmouth, NH 03801

(603) 436-6111

Region IX – Community Partners:

Behavioral Health Services of Strafford County, Inc.

113 Crosby Road, Suite 1

Dover, NH 03820-4375

(603) 516-9300

Region X – Community Crossroads

8 Commerce Drive, Unit 801

Atkinson, NH 03811

(603) 893-1299

RESOURCES



RESOURCES

ADA ASSISTANCE and ADVOCACY

Disability Rights Center – New Hampshire

64 North Main Street, Suite 2
Concord, NH 03301-4913
(800) 834-1721 or (603) 228-0432
Disability Rights Center – NH provides information, referral, advice, legal representation, and advocacy to individuals with disabilities, including but not limited to those with Traumatic Brain Injury. DRC-NH can provide assistance on disability-related issues including education, access and accommodation, employment and housing discrimination, voting, home and community-based services, and Medicaid. Contact Disability Rights Center-NH to schedule a free consultation on a disability discrimination issue with an experienced attorney.

Equal Employment Opportunity Commission (EEOC)

John F. Kennedy Federal Building
15 New Sudberry Street, #475
Boston, MA 02203-0506
(800) 669-4000

Governor's Commission on Disability

54 Regional Drive, Suite 5
Concord, NH 03301
(800) 852-3405 or (603) 271-2773

Granite State Independent Living

21 Chenell Drive
Concord, NH 03301
(800) 826-3700 (voice/TTY)

Human Rights Commission - NH

57 Regional Drive, Suite 8
Concord, NH 03301-8501
(603) 271-2767

Institute on Disability

10 West Edge Drive, Suite 101
Durham, NH 03824-3522
(603) 862-4320

Long-Term Care - Ombudsman

New Hampshire Bureau of Health Care Facilities
Department of Health & Human Services
129 Pleasant Street - Brown Building
Concord, NH 03301
(603) 271-6941

Merrimack County Navigator Program

163 North Main Street
Concord, NH 03301
(603) 796-6680

Boscawen Office

333 Daniel Webster, Hwy 3
Boscawen, NH 03303
(603) 796-6680

New Hampshire Council on Developmental Disabilities

2½ Beacon Street, #10
Concord, NH 03301
(603) 271-3236

ServiceLink Network

Primary sites located in Berlin, Claremont, Concord, Keene, Laconia, Lebanon, Littleton, Manchester, Nashua, Plymouth, Rochester, Stratham, and Tamworth

US Dept. of Justice/Civil Rights Division, Disability Rights Section

950 Pennsylvania Avenue, NW
Washington, DC 20530-0001
(202) 514-2000

ADULT DAY PROGRAMS

Easter Seals of New Hampshire

555 Auburn Street
Manchester, NH 03103
(603) 623-8863
Website: eastersealsnh.org/senior-services

Easter Seals – Senior Services

215 Rochester Hill Road
Rochester, NH 03867
(603) 335-1770
Website: eastersealsnh.org/senior-services

Gateways Community Services

144 Canal Street
Nashua, NH 03064-2886
(603) 882-6333

Krempels Brain Injury Center

100 Campus Drive, #24
Portsmouth, NH 03801
(603) 570-2026
Website: www.kbicenter.org

Maintaining Independence Center Adult Day Health

11 Kimball Drive
Hooksett, NH 03106
(603) 232-7431

Monadnock Adult Day Care Center

22 North Street
Jaffrey, NH 03452
(603) 532-2427



Elevating seniors of all abilities.



Supporting health, safety, and independence for older adults with our Adult Day Programs and In-Home Care & Health Services.

For over 30 years, Easterseals NH has had the privilege of caring for thousands of New Hampshire's older adults and helping them live each day to the fullest. From adult day programs and in-home health services, we're ensuring that you and your family can make the most of every day.

Visit eastersealsNH.org/senior-services to learn more.

603-845-9318
seniorservices@eastersealsnh.org



1,050

NH seniors were given therapeutic care and in-home assistance through our programs and services in 2024.

86%

of Adult Day Program participants report feeling less lonely.

RESOURCES

Mount Washington Valley Adult Day Center

987 East Main Street
Center Conway, NH 03813
(603) 356-4980

Nashua Adult Day Health

32 Daniel Webster Highway, #10
Merrimack, NH 03054
(603) 417-6656

Sevita Health - Senior Class Center

201 New Hampshire Route 111
Hampstead, NH 03841
(603) 329-4401

Silverthorne Adult Day Center

23 Geremonty Drive
Salem, NH 03079
(603) 893-4799

VNA @ Home Health Care Hospice & Community Services

33 Arbor Way
Charlestown, NH 03603
(603) 352-2253

Keene

PO Box 564
312 Marlborough Street
Keene, NH 03431
(603) 352-2253

Peterborough

9 Vose Farm Road, Suite 110
Peterborough, NH 03458
(603) 352-2253

AREA AGENCIES and DEPARTMENT OF HEALTH and HUMAN SERVICES BUREAU of DEVELOPMENTAL SERVICES

Ten regional Area Agencies determine eligibility for state waiver services. Individuals living with a brain injury or developmental disability may be found eligible for case management, family support, early supports and services, respite, residential or day services.

Region I – Northern Human Services, Inc./New Horizons

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

Includes: Albany, Bartlett, Bath, Benton, Berlin, Bethlehem, Brookfield, Carroll, Chatham, Clarksville, Colebrook, Columbia, Conway, Dalton, Dixville, Dummer, Easton, Eaton, Effingham, Errol, Franconia, Freedom, Gorham,

Groveton, Hart's Location, Haverhill, Jackson, Jefferson, Lancaster, Landaff, Lincoln, Lisbon, Littleton, Livermore, Lyman, Madison, Milan, Millsfield, Monroe, Moultonboro, Northumberland, Ossipee, Piermont, Pittsburg, Randolph, Sanbornville, Sandwich, Shelbourne, Stark, Stewartstown, Stratford, Sugar Hill, Tamworth, Tuftonboro, Wakefield, Warren, Waterville Valley, Wentworth Location, Whitefield, Wolfeboro, Woodstock.

Region II – Pathways of the River Valley

654 Main Street
Claremont, NH 03743
(603) 542-8706

Includes: Acworth, Canaan, Charlestown, Claremont, Cornish, Croydon, Dorchester, Enfield, Goshen, Grafton, Grantham, Hanover, Langdon, Lebanon, Lempster, Lyme, Newport, Orange, Orford, Plainfield, Springfield, Sunapee, Unity, Washington.

Region III – Lakes Region Community Services

PO Box 509
719 North Main Street
Laconia, NH 03247
(603) 524-8811

Includes: Alexandria, Alton, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Ellsworth, Gilford, Gilmanton, Groton, Hebron, Holderness, Laconia, Meredith, New Hampton, Plymouth, Rumney, Sanbornton, Thornton, Tilton, Wentworth.

Region IV – Community Bridges, Inc.

162 Pembroke Road
Concord, NH 03301
(603) 225-4153

Includes: Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Danbury, Deering, Dunbarton, Epsom, Franklin, Henniker, Hill, Hillsboro, Hopkinton, Loudon, Newbury, New London, Northfield, Pembroke, Pittsfield, Salisbury, Sutton, Warner, Weare, Webster, Wilmot, Windsor.

Region V – Monadnock Developmental Services, Inc.

121 Railroad Street
Keene, NH 03431
(603) 352-1304

Includes: Alstead, Antrim, Bennington, Chesterfield, Dublin, Fitzwilliam, Francestown, Gilsum, Greenfield, Greenville, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Lyndeborough, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury, Sharon, Spofford, Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Walpole, Westmoreland, Winchester.

Region VI – Gateways Community Services

144 Canal Street
Nashua, NH 03064
(603) 882-6333

Includes: Amherst, Brookline, Hollis, Hudson, Litchfield, Mason, Merrimack, Milford, Mt. Vernon, Nashua, Wilton.

RESOURCES

Region VII – Moore Center Services, Inc.

195 McGregor St., Suite 400

Manchester, NH 03102

(603) 206-2700

Includes: Auburn, Bedford, Candia, Goffstown, Hooksett, Londonderry, Manchester, New Boston.

Region VIII – One Sky Community Services

755 Banfield Road, Suite 3

Portsmouth, NH 03801

(603) 436-6111 or (800) 660-4103 (TDD)

Includes: Brentwood, Deerfield, East Kingston, Epping, Exeter, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, North Hampton, Northwood, Nottingham, Portsmouth, Raymond, Rye, Seabrook, South Hampton, Stratham.

Region IX – Community Partners: Behavioral Health Services of Strafford County, Inc.

113 Crosby Road, Suite 1

Dover, NH 03820

(603) 516-9300

Includes: Barrington, Dover, Durham, Farmington, Lee, Madbury, Middleton, Milton, New Durham, Rochester, Rollinsford, Somersworth, Strafford.

Region X – Community Crossroads

8 Commerce Drive, Unit 801

Atkinson, NH 03811

(603) 893-1299

Includes: Atkinson, Chester, Danville, Derry, Hampstead, Newton, Pelham, Plaistow, Salem, Sandown, Windham.

Brain Injury Association of New Hampshire

52 Pleasant Street

Concord, NH 03301

(800) 773-8400 or (603) 225-8400

Website: www.bianh.org

ASSISTIVE TECHNOLOGY/ HOME ACCESSIBILITY

Adapt Health

Main Office

5 Landing Road

Enfield, NH 03748

(603) 448-5290 or (603) 448-5225

Concord

66 Airport Road

Concord, NH 03301

(603) 224-0135

Keene

275 Washington Street

Keene, NH 03431

(603) 357-3222

Lebanon

240 Meriden Road

Lebanon, NH 03766

(603) 448-5225

Portsmouth

875 Greenland Road, Unit B12

Portsmouth, NH 03801

(603) 431-6006

Affordable Mobility

346 Chester Road

Auburn, NH 03032

(603) 483-5922\

All-Ways Accessible, Inc.

128 Hall Street, Suite F

Concord, NH 03301

(603) 224-9226 or (800) 684-0270

Assistive Technology in NH (AT in NH)

Institute on Disability

10 West Edge Drive, Suite 101

Durham, NH 03824

(603) 862-4320

INDEPENDENT SERVICE COORDINATION/ CASE MANAGEMENT

The Brain Injury Association of New Hampshire offers these **Conflict Free/Conflict of Interest Free** services for all populations:

- Private Pay Case Management
- Choices for Independence (CFI) Community Care Waiver
- Acquired Brain Disorder (ABD) Community Care Waiver
- Developmental/Intellectual Disabilities (DD/ID) Community Care Waiver



You are not alone!

BIANH is a non-profit, advocacy organization founded by New Hampshire Families in order to strengthen individual and state-wide systems.

For additional information about Independent Case Management, contact Erin Hall at 603-225-8400 or email at erin@bianh.org.



52 Pleasant Street – Concord, NH – 03301
Phone: 603-225-8400 Helpline: 1-800-773-8400

RESOURCES

Future In Sight

25 Walker Street
Concord, NH 03301
(603) 224-4039

In-Step Mobility Products Corporation

8048 Monticello Avenue
Skokie, IL 60076
(800) 558-7837

Mobility Works

54 Wentworth Avenue
Londonderry, NH 03053
(603) 437-4444 or (603) 210-4480

NH Dept. of Education

Services for Blind and Visually Impaired

21 South Fruit Street, Suite 20
Concord, NH 03301
(603) 271-3537 or (800) 581-6881

Northeast Deaf and Hard of Hearing Services

56 Old Suncook Road #6
Concord, NH 03301
(603) 224-1850

Refurbished Equipment Marketplace

57 Regional Drive, Suite 7A
Concord, NH 03301
(603) 226-2903

Victoria's Victory Foundation

20 Portsmouth Avenue #98
Stratham, NH 03885
(603) 534-3670
(Scholarship program)

BRAIN INJURY PROGRAMS

Brewer Center for Health & Rehabilitation

74 Parkway South
Brewer, ME 04412
(207) 989-7300

Care-One Neurorehabilitation - Lowell

19 Varnum Street
Lowell, MA 01850
(413) 575-5321

Care-One Neurorehabilitation - Holyoke

260 Easthampton Road
Holyoke, MA 01040
(413) 538-9733

Catholic Medical Center

100 McGregor Street
Manchester, NH 03102
(603) 668-3545 or (800) 437-9666

Community Integrated Services

373 South Willow Street, Suite D2-3
Manchester, NH 03103
(603) 836-4400

Portsmouth

115 Heritage Avenue
Portsmouth, NH 03801
(603) 932-6443

Community Resources for Crime & Justice Institute

355 Boylston Street
Boston, MA 02116
(617) 482-2520

Community Strategies for New Hampshire – Keene

32 Washington Street
Keene, NH 03431
(603) 357-4929

Manchester

1480 Elm Street, #1
Manchester, NH 03101
(603) 621-7072

Dartmouth-Hitchcock Medical Center

One Medical Center Drive
Lebanon, NH 03756
(603) 650-5000

Eagle Eye Farm Rehabilitation Center

3014 Abbott Hill Road
West Burke, VT 05871
(802) 723-9800

Encompass Health Rehabilitation Hospital of Concord

254 Pleasant Street
Concord, NH 03301
(603) 226-9836

Fairlawn Rehabilitation Hospital

189 May Street
Worcester, MA 01602
(508) 791-6351

Farnum Rehabilitation Center

Cheshire Medical Center
580 Court Street
Keene, NH 03431
(603) 354-5400

RESOURCES



INDEPENDENCE
CARE

Specialized Care In The Comfort of Home



Some of the service we offer:

- Personal Care
- Companion Care
- Light Housekeeping
- Shopping & Errands
- Appointment Escort
- Discharge Transition Care
- Medication Reminder
- Meal Preparation
- Letter Writing & Household Paperwork

...and more!

Whether you are recovering from an injury, surgery, or simply need help at home, our team is devoted to your wellbeing and recovery. Our caregivers are thoroughly vetted and trained to provide tailored and quality care.

GET IN CONTACT

Email us at: intake@independencecare.pro

or

Visit us at: www.independencecare.pro

10 Ferry Street, Suite 404, Concord NH 03301 • Tel: 603-283-7778 • Fax: 412-312-3828

RESOURCES

Live your best life
after brain injury.

See what's next and how to
become a member today at
www.kbicenter.org



“WE GET IT”

Who knows better what it's like living with a brain injury than someone already living with a brain injury? For 25 years, our community has offered opportunities for members to support and advocate for one another, as well as share strategies. This is a community that values each individual and can be a place of hope, joy and connections for you.

OUR MISSION

To improve the quality of life of people living with brain injury through evidence-based programming, shared experiences, and support in a welcoming community.



WHERE

In person Monday,
Wednesday and Friday
in Portsmouth, NH

Online every Thursday



WANT TO LEARN MORE?

Scan below or call
603-570-2026



RESOURCES

Franciscan Children's Hospital/Rehabilitation

30 Warren Street
Brighton, MA 02135
(617) 254-3800

Goodwill NeuroRehab Services - Lewiston

618 Main Street
Lewiston, ME 04240
(207) 795-6110 or (800) 352-9547

Goodwill NeuroRehab Services - Scarborough

8 Science Park Road
Scarborough, ME 04074
(207) 761-8402 or (800) 341-4516

Independence Care

10 Ferry Street, Suite 404
Concord, NH 03301
(603) 283-7778
Website: www.independencecare.pro

Independent Services Network, Inc.

309 Pine Street
PO Box 1111
Manchester, NH 03105
(603) 644-3544

Claremont

55 Tyler Street
Claremont, NH 03743
(603) 644-3544

Concord

57 Regional Drive, Unit 6
Concord, NH 03301
(603) 644-3544

Nashua

5 Merrit Parkway
Nashua, NH 03062
(603) 644-3544

Krempels Brain Injury Center

100 Campus Drive, #24
Portsmouth, NH 03801
(603) 570-2026
Krempels Brain Injury Center is a nonprofit organization located in Portsmouth, NH that offers in person and online post-rehab community-based programming to survivors of acquired brain injury. In partnership with universities and community volunteers, we are able to offer therapeutic programs at low or no cost that engage our members and their families in meaningful and productive experiences. Our model offers survivors choice and control when participating in ongoing therapeutic opportunities in support of their individual goals, with no attendance requirements, no prescribed end date, and no pressure.
Website: www.kbicenter.org

Living Innovations

273 Locust Street, 2C
Dover, NH 03820
(603) 422-7308

Derry

16 Route 111
Building 2, Suites 1-3
Derry, NH 03038
(603) 893-7286

Dover

4 Tolend Road
Dover, NH 03820
(603) 319-6550

Mt. Ascutney Hospital & Health Center

289 County Road
Windsor, VT 05089
(802) 674-6711

NeuroRestorative New Hampshire

Referral: 800-743-6802

Chichester House

Swiggey Brook
18 Swiggey Brook Road
Chichester NH 03258

Equestrian

50 Manchester Drive
Webster NH 03303

Freedom House

269 Village Road
Freedom, NH 03836

Hemlock

45 Hemlock Hill Road
Loudon NH 03307

King House

6 King Road
Chichester, NH 03258

Nottingham

98 Nottingham Road
Deerfield NH 03037

Salisbury

863 Old Turnpike Road
Salisbury NH 03268

Stagecoach

52 Loop Road
Concord NH 03301

Tallant Road

29 Tallant Road
Concord NH 03301

North Country Independent Living

2541 White Mountain Hwy, Building #3, North Conway, NH 03860

Website: ncilnh.com

Programs and Specialty Services

- Supported Apartment Living
- Supported Residential Care/Long Term Care
- Community Residence Program
- Day Support Program
- Behavioral Consultation
- Employment Services



Program Description

North Country Independent Living (NCIL), family owned and operated since 1994 understands the various needs for specialized services and programs. NCIL designs programs for each individual based upon their strengths, abilities, goals, and where they may be in the rehabilitative process.

We pride ourselves in creating compassionate, meaningful living situations that provide individuals the opportunity to regain a sense of self-esteem and the potential to become as independent as possible in the least restrictive environment, while enjoying all aspects of community inclusion. Our residences and individuals have been embraced by the local communities who view NCIL as a community partner offering volunteering, employment, and recreational opportunities for the people we serve. We are extremely proud of our reputation and the individuals that we are entrusted with.

To Make a Referral:

Freddi Gale, CBIS, Executive Director
603-356-0282
fgale@ncilnh.com



RESOURCES



COMPREHENSIVE BRAIN INJURY CARE

"Here I am. I can read. I can write. I'm eating a regular diet and I'm walking."

- Tom T.
Northeast Rehab Patient



"I have to give it to them... they're all so good. The entire team. They all cared so much."

- Jenna N.
Northeast Rehab Patient

The Joint Commission Disease-Specific Care Certification in Stroke and Brain Injury Rehabilitation

Certified Brain Injury Specialists on Staff
Advanced Technologies
Community Support and Resources
Patient and Family Education Programs

Four Convenient Acute Rehabilitation Hospital Locations



Salem, NH
70 Butler St.



Nashua, NH
29 Northwest Blvd



Portsmouth, NH
105 Corporate Drive



Manchester, NH
1 Elliot Way, 7th Floor

20 Outpatient Clinics

in Seacoast NH,
Southern NH &
Greater Merrimack
Valley MA



Visit us on the web at
<https://NortheastRehab.com>



For more information, call
(603) 893-2900



@NortheastRehabilitationHospital



@northeastrehab

RESOURCES

Wentworth House
70 Moultonville Rd
Center Ossipee, NH 03814

Next Step Healthcare – Braintree Manor Healthcare – Braintree Manor
Neurorehabilitation Program
1102 Washington Street
Braintree, MA 02184
(781) 794-5300

North Country Independent Living, Inc.
2541 White Mountain Highway, Bldg #3
PO Box 518
North Conway, NH 03860
(603) 356-0282 or (888) 400-6245
Website: www.ncilnh.org

Northeast Rehabilitation Hospital
70 Butler Street
Salem, NH 03079
(603) 893-2900
Website: www.NortheastRehab.com

Northeast Rehabilitation at The Elliot - Manchester
1 Elliot Way, 7th Floor
Manchester, NH 03103
(603) 663-7700
Website: www.NortheastRehab.com

Northeast Rehabilitation Hospital - Nashua
Southern NH Medical Center (SNHMC) - West Campus
29 Northwest Boulevard
Nashua, NH 03063
(603) 689-2400
Website: www.northeastrehab.com

Northeast Rehabilitation Hospital - Portsmouth
105 Corporate Drive
Pease Tradeport
Portsmouth, NH 03801
(603) 501-5500
Website: www.NortheastRehab.com

Portsmouth Regional Hospital Rehab & Wellness Center
333 Borthwick Avenue
Portsmouth, NH 03801
(603) 436-5110

Rehab Without Walls Neuro Rehabilitation Home & Cmty Svcs.
14 Manchester Square, Suite 150
Portsmouth, NH 03801
(603) 239-3639
Website: www.rehabwithoutwalls.com

Residential Resources, Inc.
136 Harvey Road, Suite B-105
Londonderry, NH 03053
(844) 281-0421

Residential Resources, Inc.
34 West Street, 2nd Floor
Keene, NH 03431
(844) 281-0424

Revere Healthcare Center - Mass General
300 Ocean Avenue
Revere, MA 02151
(781) 485-6000

RiverRidge Center
3 Brazier Lane
Kennebunk, ME 04043
(207) 985-3030

Robin Hill Farm
PO Box 1067
Hillsboro, NH 03244
(603) 464-3841
Website: www.rehabwithoutwalls.com/RHF

Rose Meadow Acres
539 Old Coach Road
PO Box 1450
New Boston, NH 03070
(603) 487-1568

Rose Meadow Farm
37 Briar Hill Road
PO Box 1450
New Boston, NH 03070
(603) 487-3600

Rose Meadow Garden
336 Bedford Road
PO Box 1450
New Boston, NH 03070
(603) 487-3590

Spaulding Rehabilitation Hospital
300 1st Avenue
Charlestown, MA 02129
(617) 952-5000

St. Joseph Hospital Rehab Unit
172 Kinsley Street
Nashua, NH 03060
(603) 882-3000

Whittier Rehabilitation Hospital - Bradford
145 Ward Hill Avenue
Haverhill, MA 01835
(978) 372-8000

RESOURCES

Rehab Without Walls

Working together to provide the
Neuro Care Continuum



Robin Hill Farm
Brain Injury Services
A Rehab Without Walls® Affiliate



ROBIN HILL FARM Residential Supported Living Program

Robin Hill Farm provides licensed residential treatment specifically for adults with a brain injury. Based upon the belief that no two injuries are alike, we have developed a community-inclusive continuum of care for the past 40+ years. This concept allows us to offer the potential resident a program that reflects their individual needs, goals and capabilities.

We operate six Residential Supported Living Programs which allows us to offer individualized programs that match our resident's needs.

All Programs Feature:

- 24-hour support or supervision
- Intermittent nursing support and oversight
- Socially-based cognitive rehabilitation
- Individual rehabilitation plans
- Complete room and board
- Low-stimulus environment
- Transportation
- Shared and private rooms, or individual apartments
- Qualified Brain Injury Support Provider (QBISP) trained staff

Contact us for more information.

Main Campus

p) 603.464.3841

f) 603-464-3851

RehabWithoutWalls.com/RHF



RWW HOME AND COMMUNITY Neuro Rehabilitation

Rehab Without Walls is a CARF accredited home and community neuro rehabilitation program that builds a therapy program around you. We deliver specialized neurological rehab therapies that moves individuals outside the walls of institutional settings and into their natural home and community environment through a continuum of care.

Not only is home and community neuro therapy medically necessary for patients who qualify for the program, but it offers a huge advantage in treatment.

We help individuals with a wide range of diagnoses including:

- Traumatic Brain Injury
- Acquired Brain Injury
- Post-Concussive Syndrome
- Spinal Cord Injury
- Parkinson's Disease
- Aneurysm
- Central Nervous System Tumors and Disorders
- Encephalitis
- Stroke
- Anoxia/Hypoxia
- Multiple Sclerosis
- Meningitis
- Complex Orthopedic Injuries

Contact us for more information.

New Hampshire Office

p) 603.239.3639

f) 603-239-3890

RehabWithoutWalls.com



Rehab Without Walls is the only CARF accredited home and community neuro rehabilitation program in the state of New Hampshire.

RESOURCES

CHILDREN/YOUTH SERVICES

Child Care Aware of New Hampshire

88 Temple Street
Nashua, NH 03060
(603) 578-1386

Concord Regional Outreach Office

25 Hall Street, Suite 001C
Concord, NH 03301
(603) 578-1386, ext. 2531

Eastern Regional Outreach Office

21 McKinley Street, Box #321
Rochester, NH 03867
(603) 578-1386, ext. 2531

Northern Regional Outreach Office

448 White Mountain Highway
Tamworth, NH 03886
(603) 578-1386, ext. 2531

Western Regional Outreach Office

24 Opera House Square, Box #20
Claremont, NH 03743
(603) 578-1386, ext. 2531

Children's Rehabilitation Center of Portsmouth Hospital

155 Borthwick Avenue
West Bldg., 3rd Floor
Portsmouth, NH 03801
(603) 433-4015

Easter Seals of New Hampshire

555 Auburn Street
Manchester, NH 03103
(603) 623-8863
Website: eastersealsnh.org/senior-services

Exeter Hospital Pediatric Rehabilitation

212 Calef Highway
Epping, NH 03042
(603) 777-1885

Head Start – Southern NH Services

40 Pine Street
Manchester, NH 03108
(603) 668-8010

NeuroDevelopmental Institute of NH

171 Londonderry Turnpike
Hooksett, NH 03106
(603) 621-9870

Office of Special Medical Services

97 Pleasant Street
Concord, NH 03301
(603) 271-4488

Rehab Without Walls Neuro Rehabilitation Home & Cmty Svcs.

14 Manchester Square, Suite 150
Portsmouth, NH 03801
(603) 239-3639
Website: www.rehabwithoutwalls.com

Riverbend Community Mental Health Center

Children's Program
105 Loudon Road, Bldg 3
Concord, NH 03301
(603) 228-0547

Shaken Baby Alliance

1100 Hemphill Road Suite 105
Fort Worth, TX 76104
(817) 882-8686

Stop It Now! Campaign to Prevent Child Sexual Abuse

351 Pleasant Street, Suite B319
Northampton, MA 01060
(413) 587-3500

Sunset Hill Educational Institute

P. O. Box 435
South Sutton, NH 03273
(603) 938-2562

CONCUSSION CARE

Center for Physical Therapy & Exercise

28 Commercial St, Suite 4
Concord, NH 03301
(888) 638-4519

Hudson

142 Lowell Road
Hudson, NH 03051
(888) 635-7013

225 Derry Rd

Hudson, NH 03051
(888) 635-3661

Manchester

20 South Main Street
Manchester, NH 03102
(888) 631-9057

Merrimack

416 Daniel Webster Highway
Merrimack, NH 03054
(888) 637-0587

Nashua

522 Amherst Street, Suite 23
Nashua, NH 03063
(888) 637-9713

RESOURCES

Nashua

Tara Commons
108 Spit Brook Road, Suite C
Nashua, NH 03062
(603) 699-2159

Pelham

49 Atwood Road
Pelham, NH 03076
(888) 504-4679

Center for Sports Medicine and Orthopaedic Rehab

264 Pleasant Street
Concord, NH 03301
(603) 228-4610

Concord Hospital Rehabilitation Services

East
1990 Dover Road, Suite 201
Epsom, NH 03234
(603) 736-6222

Hillsboro Rehabilitation Services

15 Antrim Road
Hillsboro, NH 03244
(603) 736-6222

Horseshoe Pond

60 Commercial Street, Ste 403
Concord, NH 03301
(603) 230-1250

North

18 Foundry Street, Suite 101
Concord, NH 03301
(603) 230-5634

Pembroke Rehabilitation Services

121 Pembroke Street
Pembroke, NH 03275
(603) 268-8036

Warner Rehabilitation Services

2 East Main Street
Warner, NH 03278
(603) 736-6222

Crossroads Chiropractic, PC

556 Pembroke Street
Pembroke, NH 03275
(603) 224-4281

Lakeside

3 Annalee Place
Meredith, NH 03253
(603) 677-1444

Route 125

629 Calef Highway
Epping, NH 03042
(603) 679-3222

Dartmouth Hitchcock Medical Center

John-Erik Bell, MD
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5133

Kristine A. Karlson, MD
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5133

Jonathan D. Lichtenstein, PsyD, MBA
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5133

Keith J. Loud, MD, MSC
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5133

Michael B. Sparks, MD
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5133

Elliot Rehabilitation Services Bedford

25 Leavy Drive
Bedford, NH 03110
(603) 314-6560

Elliot Rehabilitation Services Hampshire Hills

50 Emerson Road
Milford, NH 03055
(603) 672-4478

Elliot Rehabilitation Services Londonderry

40 Buttrick Road
Londonderry, NH 03053
(603) 552-1375

Elliot Rehabilitation Services River's Edge

185 Queen City Avenue
Manchester, NH 03101
(603) 663-2156

Elliot Rehabilitation Services Senior Health

138 Webster Street
Manchester, NH 03104
(603) 663-7063

RESOURCES

Elliot Rehabilitation Services Wellness Center

1070 Holt Avenue
Manchester, NH 03190
(603) 663-5710

InFocus Eyecare

320 Daniel Webster Highway
Belmont, NH 03220
(603) 527-2035

NH Concussion Care

20 Homestead Place
Alton, NH 03809
(603) 855-2031

NH Neurospine Institute

4 Hawthorne Drive
Bedford, NH 03110
(603) 472-8888

Concord

246 Pleasant Street
Memorial Building, Suite 107
Concord, NH 03301
(603) 225-6674

Exeter

The Center for Orthopedics & Movement
7 Alumni Drive, 1st Floor
Exeter, NH 03833
(603) 472-8888

Northeast Rehab Outpatient Post-Concussion Services - Portsmouth (PT, OT, ST)

105 Corporate Drive
Pease Tradeport
Portsmouth, NH 03801
(888) 950-9939
Website: www.NortheastRehab.com

Northeast Rehab Outpatient Post-Concussion Services - Salem (PT, OT, ST)

70 Butler Street
Salem, NH 03079
(888) 950-9939
Website: www.NortheastRehab.com

Northeast Rehab Outpatient Post-Concussion Services - Lowell, MA (PT, OT, ST)

10 George Street
Lowell, MA 01852
(888) 950-9939
Website: www.NortheastRehab.com

Northeast Rehab Outpatient Post-Concussion Services - North Andover, MA (PT, OT, ST)

220 Sutton Street
North Andover, MA 01845
(888) 950-9939
Website: www.NortheastRehab.com

Rehab Without Walls Neuro Rehabilitation Home & Cmty Svcs.

14 Manchester Square, Suite 150
Portsmouth, NH 03801
(603) 239-3639
Website: www.rehabwithoutwalls.com

COUNSELING SERVICES

Amoskeag Community Health Center

145 Hollis Street
Manchester, NH 03101
(603) 626-9500

Charles Bussison

Clear Brook Counseling
75 Gilcrest Road, #200
Londonderry, NH 03053
(603) 434-8040

Center for Life Management

10 Tsienneto Road
Derry, NH 03038
(603) 434-1577

Salem

103 Stiles Road
Salem, NH 03079
(603) 434-1577

Community Partners: Behavioral Health & Developmental Services of Strafford County, Inc.

113 Crosby Rd., Suite 1
Dover, NH 03820
(603) 516-9300

Dover Behavioral Health

50 Chestnut Street
Dover, NH 03820
(603) 516-9300

Rochester Behavioral Health

25 Old Dover Road
Rochester, NH 03867
(603) 516-9300

Cornerstone Family Resources

6 South State Street
Concord, NH 03301
(603) 228-3862

RESOURCES

John Crampton, Psy.D., LCMHC
Neurobehavioral Counseling, LLC
314 South Main Street
Concord, NH 03301
(603) 717-1788

Granite Recovery Centers
6 Manor Parkway
Salem, NH 03079
(855) 622-8271

Green Mountain Treatment Center
244 High Watch Road
Effingham, NH 03883
(855) 622-8271

New Freedom Academy
367 Shaker Road
Canterbury, NH 03224
(855) 622-8271

New Freedom Academy
6 Manor Parkway
Salem, NH 03079
(855) 622-8271

The Granite House
35 West Broadway
Derry, NH 03038
(855) 622-8271

Greater Nashua Mental Health Center
100 West Pearl Street
Nashua, NH 03060
(603) 889-6147

Child, Adolescent & Family Services
15 Prospect Street
Nashua, NH 03060
(603) 889-6147

Crisis Response
5 Pine Street Extension
Nashua, NH 03060
(603) 889-6147

General Adult Services
7 Prospect Street
Nashua, NH 03060
(603) 889-6147

Older Adults, Deaf & Substance Misuse
440 Amherst Street
Nashua, NH 03064
(603) 889-6147

Lakes Region Mental Health Center
40 Beacon Street, East
Laconia, NH 03246
(603) 524-1100

Plymouth
81 Highland Street
Plymouth, NH 03264
(603) 536-1118

LifeStance Health
1 Main Street
Nashua, NH 03064
(603) 689-7890

Monadnock Family Services
Administrative Office
64 Main Street, Suite 201
Keene, NH 03431
(603) 357-4400

Children's Services
64 Main Street, Suite 301
Keene, NH 03431
(603) 357-4400

Jaffrey-Monadnock Adult Care Center
22 North Street
Jaffrey, NH 03452
(603) 532-2427

Peterborough Region Office
9 Vose Farm Road, Suite 120
Peterborough, NH 03458
(603) 924-7236

NAMI (National Alliance for the Mentally Ill) NH
85 North State Street
Concord, NH 03301
(603) 225-5359
Hotline: (800) 242-6264

Northeast Counseling/Coaching
3 North Boulevard, Suite B4
Amherst, NH 03031
(603) 554-8193

NORTHERN HUMAN SERVICES
Main Office
87 Washington Street
Conway, NH 03818
(603) 447-3347

Colebrook Developmental Disabilities
Vershire Center
24 Depot Street
Colebrook, NH 03576
(603) 237-5721

RESOURCES

Common Ground

32 Main Street, Suite 102
Littleton, NH 03561
(603) 444-2998

Common Ground

24 Lancaster Road
Whitefield, NH 03598
(603) 837-9547

Common Ground

250 Swiftwater Road
Woodsville, NH 03785
(603) 747-2681

Community Services Center

69 Willard Street
Berlin, NH 03570
(603) 752-1005

Family Centered Early Services & Support

71 Hobbs Street, Suite 102
Conway, NH 03818
(603) 447-4356

New Horizons

626 Eastman Road
Center Conway, NH 03813
(603) 356-6921

New Horizons

680 White Mountain Hwy, Unit 8
Tamworth, NH 03886
(603) 323-2354

The Mental Health Center

3 Twelfth Street
Berlin, NH 03570
(603) 752-7404

The Mental Health Center

55 Colby Street
Colebrook, NH 03576
(603) 237-4955

The Mental Health Center

25 West Main Street
Conway, NH 03818
(603) 447-2111

The Mental Health Center

69 Brooklyn Street
Groveton, NH 03582
(603) 636-2555

The Mental Health Center

70 Bay Street
Wolfeboro, NH 03894
(603) 569-1884

White Mountain Mental Health

29 Maple Street
Littleton, NH 03561
(603) 444-5358

White Mountain Mental Health

250 Swiftwater Road
Woodsville, NH 03785
(603) 747-3658

Pastoral Counseling Services, Inc.

2013 Elm Street, Suite 2
The Manning House
Manchester, NH 03104
(603) 627-2702

Bedford

Bedford Presbyterian Church
4 Church Road
Bedford, NH 03110
(603) 627-2702

Nashua

First Congregational Church
1 Concord Street
Nashua, NH 03060
(603) 627-2702

Riverbend Community Mental Health Center

40 Pleasant Street
Concord, NH 03301
(603) 228-1600 or (888) 524-6673

Riverbend Children's Program

105 Loudon Road
Concord, NH 03301
(603) 228-0547

Seacoast Mental Health Center, Inc.

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

Exeter

30 Magnolia Lane
Exeter, NH 03833
(603) 772-2710

The Mental Health Center of Greater Manchester

401 Cypress Street
Manchester, NH 03103
(603) 668-4111

Warren Street Family Counseling

33 Warren Street, #35
Concord, NH 03301
(603) 226-1999

RESOURCES

Durham

44 Newmarket Road
Durham, NH 03823
(603) 226-1999

West Central Behavioral Health

Administrative Department

85 Mechanic Street
Suite C2-1 Box A-10
Lebanon, NH 03766
(603) 448-0126

Adult Outpatient Services and Child & Family Services

Rivermill Commercial Center
85 Mechanic Street
Lebanon, NH 03766
(603) 448-5610

Development Office

85 Mechanic Street
Suite C2-1 Box A-10
Lebanon, NH 03766
(603) 448-0126

Claremont

Adult Outpatient Services

52 West Pleasant Street
Claremont, NH 03743
(603) 542-2578

Child & Family Services

130 Pleasant Street
Claremont, NH 03743
(603) 542-5449

Newport

Child & Family Services

71 Belknap Ave.
Newport, NH 03773
(603) 863-1951

Adult Residential Services

Arbor View
163 Summer Street
Newport, NH 03773
(603) 863-1785

White Stone Counseling

184 Mammoth Road, Unit 4
Londonderry, NH 03053-1052
(603) 657-4370

Women's Crisis Center - YWCA

72 Concord Street
Manchester, NH 03101
(603) 625-5785 or 24-Hour Crisis Hotline: (603) 668-2299

EDUCATIONAL RESOURCES

Bureau of Adult Education

25 Hall Street
Concord, NH 03301
(603) 271-3494

Lash & Associates Publishing/Training

100 Boardwalk Drive, Suite 150
Youngsville, NC 27596
(919) 556-0300

NH State Department of Education - Division of Educational Improvement - Bureau of Student Support

25 Hall Street
Concord, NH 03301
(603) 271-3494

NH Higher Education Assistance Foundation

3 Barrell Court
Concord, NH 03301
(603) 225-6612

Sunset Hill Educational Institute

P. O. Box 435
South Sutton, NH 03273
(603) 938-2562

EMERGENCY RESPONSE SYSTEMS

Medline Systems

2 Mary E. Clark Dr.
PO Box 103
Hampstead, NH 03841
(603) 329-7889

NEERS (New England Emergency Response)

15 Constitution Drive
Bedford, NH 03110
(800) 888-0338

FAMILY SUPPORT

CHaD Family Center

Dartmouth-Hitchcock Medical Center
One Medical Center Drive
Lebanon, NH 03756
(603) 653-9899

Family Support Program

Department of Health & Human Services,/BDS
105 Pleasant Street, Main Building
Concord, NH 03301
(800) 852-3345 Ext. 5034 or (603) 271-5034

RESOURCES

Lash & Associates Publishing/Training

100 Boardwalk Drive, Suite 150
Youngsville, NC 27596
(919) 556-0300

Merrimack County Navigator Program

163 North Main Street
Concord, NH 03301
(603) 796-6680

Boscawen

333 Daniel Webster Highway, Suite 3
Boscawen, NH 03303
(603) 796-6680

NH Family Voices

129 Pleasant Street, Thayer Bldg.
Concord, NH 03301
(603) 271-4525 or (800) 852-3345 ext 4525

Parent Information Center

54 Old Suncook Road
Concord, NH 03301
(800) 947-7005 or (603) 224-7005

Special Needs Support Center

129 South Main Street, #103
White River Junction, VT 05001
(603) 448-6311

The Children's Place and Parent Education Center

27 Burns Ave
PO Box 576
Concord, NH 03302-0576
(603) 224-9920

Waypoint

Family Resource Center

464 Chestnut Street
PO Box 448
Manchester, NH 03105
(603) 518-4000

Concord - Family Resource Center

103 North State Street
Concord, NH 03301
(603) 224-7479

The Children's Place and Parent Education Center

27 Burns Avenue
Concord, NH 03301
(603) 224-9920

Dover - Family Resource Center

35 Third Street
Dover, NH 03820
(603) 742-5662

Keene - Monadnock Region - Family Resource Center

20 Central Square, #210
Keene, NH 03431
(603) 357-8772

Lakes Region - Family Resource Center

67 Water Street, Suite 207
Laconia, NH 03246
(603) 524-5835

Nashua - Family Resource Center

60 Main Street, Suite 240
Nashua, NH 03060
(603) 889-7189

North Country - Family Resource Center

25 Main Street
Lancaster, NH 03584
(603) 788-4172

Stratham - Seacoast - Family Resource Center

11 Sandy Point Road
Stratham, NH 03885
(603) 518-4002

Tri-City Region - Youth Resource Center & Family Preservation

3 Wallace Street
Rochester, NH 03867
(603) 518-4020

Upper Valley - Family Resource Center

63 Hanover Street, Suite B2-6
Lebanon, NH 03766
(603) 298-8237

FINANCIAL ASSISTANCE & BENEFITS PLANNING

Children's Medicaid

NH Department of Health & Human Services

129 Pleasant Street
Concord, NH 03301
(877) 464-2447 or (603) 271-9729

DDS – Social Security Disability Determination Service

21 South Fruit Street, Suite 30
Concord, NH 03301
(603) 271-3341

Greenpath Financial Wellness

www.greenpath.com

RESOURCES

Harry Gregg Foundation

186 Granite Street, Suite 3C

Manchester, NH 03101

Website: hgf@crotchedmountain.org

The Harry Gregg Foundation provides small grants to low income NH residents with disabilities. See website for more information about our grants, eligibility and the application process.

NH Victim's Compensation Commission

Department of Justice – Attorney General

33 Capitol Street

Concord, NH 03301

(800) 300-4500 (NH only) or (603) 271-1284

COMMUNITY ACTION PROGRAMS

Outreach services for shelter emergencies, housing, elderly & family programs and utility assistance.

Belknap – Merrimack Counties Community Action Program

2 Industrial Park Drive, Bldg. 1

Concord, NH 03301

(603) 225-3295

(603) 225-6880 (fuel assistance)

Hillsborough County Community Action Program (Southern New Hampshire Services)

Hillsborough Field Office

4 Church Street

Hillsborough, NH 03244

(603) 924-2243

Manchester - Southern NH Services HEADSTART

40 Pine Street

Manchester, NH 03103

(603) 668-8010

Milford - Southern NH Services

1 Columbus Avenue

Milford, NH 03055

(603) 924-2243

Nashua

134 Allds Street

Nashua, NH 03060

(603) 889-3440

Peterborough - Southern NH Services

9 Vose Farm Road

Peterborough, NH 03458

(603) 924-2243

Rockingham County Community Action Program (Southern New Hampshire Services)

Derry Resource Center

9 Crystal Avenue

Derry, NH 03038

(603) 965-3029

Portsmouth Resource Center

4 Cutts Street

Portsmouth, NH 03801

(603) 431-2911

Raymond Resource Center

Jedediah Brown Homestead

55 Prescott Road

Raymond, NH 03077

(603) 895-2303

Salem Field Office

85 Stiles Road, Suite 103

Salem, NH 03079

(603) 893-9172

Seabrook Resource Center

146 Lafayette Road

Seabrook, NH 03874

(603) 474-3507

Strafford County - Community Action Program

577 Central Avenue, Suite 10

Dover, NH 03820

(603) 435-2500

Rochester

10 Cold Spring Manor

Rochester, NH 03867

(603) 435-2500

Sullivan County Community Action Program Southwestern Community Services

Claremont

31 Pleasant Street

Claremont, NH 03743

(603) 542-9528

Keene

63 Community Way

Keene, NH 03431

(603) 352-7512

Tri-County Community Action Program (Coos, Grafton & Carroll Counties)

30 Exchange Street

Berlin, NH 03570

(603) 752-7001

DEPARTMENT OF HEALTH & HUMAN SERVICES

– **District Offices.** Administers assistance programs including food stamps, TANF/FAP, APTD, OAA (Old Age Assistance), Aid to the Needy Blind, Medicaid and Child Care Assistance. For additional information on the Bureau of Health and Human services and its programs, call toll-free (800) 852-3345

RESOURCES

Berlin District Office

650 Main St, Suite 200
Berlin, NH 03570
(603) 752-7800

Claremont District Office

404 Washington Street
Claremont, NH 03743-0870
(603) 542-9544 or (800) 982-1001

Concord District Office

40 Terrill Park Drive
Concord, NH 03301-7325
(603) 271-6200 or (800) 322-9191

Conway District Office

71 Hobbs Street
Conway, NH 03818-2210
(603) 447-3841 or (800) 552-4628

Keene District Office

111 Key Road
Keene, NH 03431
(603) 357-3510 or (800) 624-9700

Laconia District Office

65 Beacon Street West
Laconia, NH 03246
(603) 524-4485 or (800) 322-2121

Littleton District Office

80 North Littleton Road
Littleton, NH 03561
(603) 444-6786 or (800) 552-8959

Manchester District Office

1050 Perimeter Road, Suite 501
Manchester, NH 03103
(603) 668-2330 or (800) 852-7493

Rochester District Office

150 Wakefield Street, Suite 22
Rochester, NH 03867
(603) 332-9120 or (800) 862-5300

Seacoast District Office

19 Rye Street
Portsmouth, NH 03801-3737
(603) 433-8300 or (800) 821-0326

Southern District Office

26 Whipple Street
Nashua, NH 03060
(603) 883-7726 or (800) 852-0632

SOCIAL SECURITY ADMIN. ASSISTANCE

PROGRAMS: Information regarding retirement benefits, disability benefits, supplemental security, Medicare, and survivors benefits. To contact the national office, call (800) 772-1213. See local office locations below:

Concord Social Security Office

70 Commercial Street, Suite 100
Concord, NH 03301
(603) 225-8475 or (888) 397-9798

Keene Social Security Office

9 Elm Street
Keene, NH 03431
(603) 357-2034 or (877) 405-3651

Littleton Social Security Office

177 Main Street
Littleton, NH 03561
(877) 405-7658

Manchester Social Security Office

1100 Elm Street, Suite 201
Manchester, NH 03101
(866) 814-5408

Portsmouth Social Security Office

215 Commerce Way, #200
Portsmouth, NH 03801
(888) 397-9796

LOCAL TOWN & CITY WELFARE DEPARTMENTS:

Each New Hampshire town or city can provide direct relief in the form of vouchers to assist consumers within their jurisdiction obtain such needs as food, heat, rent and utilities that have no other means of support. Contact the Board of Selectmen or Town Office in towns not listed below:

Berlin Welfare Department

168 Main Street
Berlin, NH 03570
(603) 752-2120

Center Conway Welfare Department

73 Hobbs Street
Center Conway, NH 03818
(603) 447-3811

Claremont Welfare Department

58 Opera House Square
Claremont, NH 03743
(603) 542-7007

Concord Welfare Dept/Human Services

28 Commercial Street
Concord, NH 03301
(603) 225-8575

Dover Welfare Department

61 Locust Street
Dover, NH 03820
(603) 516-6500

RESOURCES

City of Keene – Human Services

3 Washington Street
Keene, NH 03431
(603) 357-9809

Laconia Welfare Department

45 Beacon Street, East
Laconia, Nh 03246
(603) 527-1267

Littleton Welfare Department

125 Main Street; Suite 200
Littleton, NH 03561
(603) 444-3996, Ext. 15

Manchester Welfare Department

1528 Elm Street
Manchester, NH 03101
(603) 624-6484

Nashua Welfare Department

18 Mulberry Street
Nashua, NH 03060
(603) 589-4555

Portsmouth Welfare Department

1 Junkins Avenue
Portsmouth, NH 03801
(603) 610-7267

Rochester City Welfare

31 Wakefield Street, #3
Rochester, NH 03867
(603) 332-3505

Salem Town Welfare Department

33 Geremonty Drive
Salem, NH 03079
(603) 890-2130

GUARDIANSHIP & LIFE CARE PLANNING

Butenhof & Bomster, PC

149 Hanover Street, Suite 300
Manchester, NH 03101
(603) 296-0428

Enhanced Life Options Group

3 Executive Park Dr., #269
Bedford, NH 03110
(603) 472-2543

Laconia

55 Church Street
Laconia, NH 03246
(603) 524-4189

Office of Public Guardian

2 Pillsbury Street, Suite 400
Concord, NH 03301
(603) 224-8041

Tri-County CAP, Guardianship Services – Concord

18 Low Avenue, Unit 14
Concord, NH 03301
(603) 224-0805

Tri-County CAP, Guardianship Services - Whitefield

34 Jefferson Road, Unit 1
Whitefield, NH 03598
(603) 837-9561

PROBATE COURTS

Distributes the forms necessary for an individual to petition the court to establish guardianship. See local office locations below: Main Telephone: 1(855) 212-1234

BELKNAP COUNTY

4th Circuit Probate Court - Laconia

26 Academy St.
Laconia, NH 03246
(855) 212-1234
Contact: Registrar

CARROLL COUNTY

3rd Circuit Probate Court – Ossipee

96 Water Village Road, Box 1
Ossipee, NH 03864
(855) 212-1234
Contact: Registrar

CHESHIRE COUNTY

8th Circuit Probate Court - Keene

33 Winter St., Suite 1
Keene, NH 03431
(855) 212-1234
Contact: Registrar

COOS COUNTY

1st Circuit Probate Court – Lancaster

55 School Street, Suite 104
Lancaster, NH 03584
(855) 212-1234
Contact: Registrar

GRAFTON COUNTY

2nd Circuit Probate Court – Haverhill

3785 Dartmouth College Highway, Box 3
North Haverhill, NH 03774
(855) 212-1234
Contact: Registrar

RESOURCES

HILLSBOROUGH COUNTY

9th Circuit Probate Court - Nashua

30 Spring Street, Suite 103
Nashua, NH 03060

(855) 212-1234

Contact: Registrar

MERRIMACK COUNTY

6th Circuit Probate Court - Concord

2 Charles Doe Drive
Concord, NH 03301

(855) 212-1234

Contact: Registrar

ROCKINGHAM COUNTY

10th Circuit Probate Court - Brentwood

10 Route 125
Brentwood, NH 03833

(855) 212-1234

Contact: Registrar

STRAFFORD COUNTY

7th Circuit Probate Court - Dover

259 County Farm Road, Suite 203
Dover, NH 03820

(855) 212-1234

Contact: Registrar

SULLIVAN COUNTY

5th Circuit Probate Court - Newport

14 Main Street, Suite 5
Newport, NH 03733

(855) 212-1234

Contact: Registrar

Plymouth

12 Yeaton Road, Suite B6
Plymouth, NH 03264

(603) 207-9500

Community Integrated Services

373 South Willow Street, Suite D2-3
Manchester, NH 03103

(603) 836-4400

Portsmouth

115 Heritage Avenue, Suite 1
Portsmouth, NH 03801

(603) 932-6443

Cornerstone VNA – Rochester

178 Farmington Road
Rochester, NH 03867

(603) 332-1133

Easter Seals - Homemakers Health Services

215 Rochester Hill Road
Rochester, NH 03867

(603) 335-1770

Website: eastersealsnh.org/senior-services

Healthy At Home, Inc.

77 Northeastern Blvd.
Nashua, NH 03062

(603) 882-3616

Home Care Hospice & Palliative Care Alliance of NH

8 Green Street, Suite 2
Concord, NH 03301

(603) 225-5597

Home Health & Hospice Care

7 Executive Park Drive
Merrimack, NH 03054
(800) 887-5973 or (603) 882-2941

Home Helpers Homocare

3 Sanborn Road, Unit 3
Londonderry, NH 03053
(603) 825-6044

Independence Care

10 Ferry Street, Suite 404
Concord, NH 03301
(603) 283-7778
Website: www.independencecare.pro

Interim HealthCare

608 Chestnut Streer
Manchester, NH 03105
(603) 668-6956

HOME HEALTH SERVICES

Ascentria Care Alliance - In-Home Care

261 Sheep Davis Road, Suite A-1
Concord, NH 03301
(603) 224-8111

Comfort Keepers

55B Main Street
Keene, NH 03431
(603) 352-2227

Laconia

227 Ledges Drive
Laconia, NH 03246
(603) 536-6060

Manchester

50 Bridge Street, Suite 306
Manchester, NH 03101
(603) 628-6363

RESOURCES

Keene

403 Winchester Street
Keene, NH 03431
(603) 352-7290

Laconia

366 Union Avenue, Unit 3
Laconia, NH 03247
(603) 524-7212

Nashua

76 Northeastern Blvd., Suite 33A
Nashua, NH 03062
(603) 880-4412

Portsmouth

875 Greenland Road
Orchard Park, Suite B-8
Portsmouth, NH 03801
(603) 436-4155

West Lebanon

1 Glen Road
West Lebanon, NH 03784
(603) 298-7411

Lake Sunapee Region VNA & Hospice

107 Newport Road
New London, NH 03257
(603) 526-4077

Live Free Home Health Care, LLC

345 NH Route 104, Unit 5
New Hampton, NH 03256
(603) 217-0149

Living Innovations

Derry

16 Route 111
Building 2, Suites 1-3
Derry, NH 03038
(603) 893-7286

Dover

4 Tolend Road
Dover, NH 03820
(603) 319-6550

273 Locust Street, 2C

Dover, NH 03820
(603) 422-7308

MAS Home Care of NH

175 Canal Street Suite 200
Manchester, NH 03103
(603) 296-0960

Regency Home Health, LLC

213 Rockingham Road
Londonderry, NH 03053
(603) 665-9800

Rehab Without Walls Neuro Rehabilitation Home & Cmty Svcs.

14 Manchester Square, Suite 150
Portsmouth, NH 03801
(603) 239-3639
Website: www.rehabwithoutwalls.com

Visiting Angels

14 Hooksett Road
PO Box 715
Auburn, NH 03032
(603) 483-8999

Gilford

401 Gilford Avenue, #208
Gilford, NH 03249
(603) 366-1993

Nashua

39 Simon Street, #4
Nashua, NH 03060
(603) 821-0277

Stratham

118 Portsmouth Ave, Ste. B2C
Stratham, NH 03885
(603) 583-4890

HOUSING ASSISTANCE

Community Integrated Services

373 South Willow Street, Suite D2-3
Manchester, NH 03103
(603) 836-4400

Portsmouth

115 Heritage Avenue, Suite 1
Portsmouth, NH 03801
(603) 932-6443

Hillsborough County Community Action Centers (Southern New Hampshire Services)

Hillsborough Field Office
4 Church Street
Hillsborough, NH 03244
(603) 924-2243

Manchester - Southern NH Services HEADSTART

40 Pine Street
Manchester, NH 03103
(603) 668-8100

RESOURCES

Milford - Southern NH Services

1 Columbus Avenue
Milford, NH 03055
(603) 924-2243

Nashua

134 Allds Street
Nashua, NH 03060
(603) 889-3440

Peterborough - Southern NH Services

9 Vose Farm Road
Peterborough, NH 03458
(603) 924-2243

New Hampshire Housing Finance Authority

32 Constitution Drive
Bedford, NH 03110
(603) 472-8623

Strafford County - Community Action Partnership

577 Central Avenue, Suite 10
Dover, NH 03820
(603) 435-2500

Rochester

10 Cold Spring Manor
Rochester, NH 03867
(603) 435-2500

PUBLIC HOUSING & SECTION 8 PROGRAMS:

Berlin Housing Authority

10 Serenity Circle
Berlin, NH 03570
(603) 752-4240

Claremont Housing Authority

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

Concord Housing Authority

23 Green Street
Concord, NH 03301
(603) 224-4059

Derry Housing & Redevelopment Authority

17A Peabody Road Annex
Derry, NH 03038
(603) 434-8717

Dover Housing Authority

62 Whittier Street
Dover, NH 03820
(603) 742-5804

Exeter Housing Authority

277 Water Street
Exeter, NH 03833
(603) 778-8110

Keene Housing Authority

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

Laconia Housing Authority

32 Canal Street
Laconia, NH 03246
(603) 524-2112

Lebanon Housing Authority

31 Romano Circle
West Lebanon, NH 03784
(603) 298-5753

Manchester Housing & Redevelopment

198 Hanover Street
Manchester, NH 03104
(603) 624-2100

Nashua Housing & Redevelopment Authority

40 East Pearl Street
Nashua, NH 03060
(603) 883-5661

Newmarket Housing Authority

34 Gordon Avenue
Newmarket, NH 03857
(603) 659-5444

Portsmouth Housing Authority

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

RA Philbrick Elderly Housing @ Greenville (Southern New Hampshire Services)

5456 Main Street
Greenville, NH 03048
(603) 878-3364

Rochester Housing Authority

77 Olde Farm Lane
Rochester, NH 03867
(603) 332-4126

Salem Housing Authority

70 Telfer Circle
Salem, NH 03079
(603) 893-6417

RESOURCES

Somersworth Housing Authority & Cmty Development Prgm.

25 Bartlett Avenue
Somersworth, NH 03878
(603) 692-2864

REFERRAL AGENCIES FOR THE HOMELESS:

Berlin

Tri-County Community Action Program

30 Exchange Street
Berlin, NH 03570
(603) 752-7001

Concord

The Salvation Army

58 Clinton Street
Concord, NH 03301
(603) 225-5586

The Salvation Army – McKenna House

100 South Fruit Street
Concord, NH 03301
(603) 228-3505

Manchester

Waypoint

464 Chestnut Street
Manchester, NH 03101
(603) 518-4000

Families in Transition

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

New Horizons

199 Manchester Street
Manchester, NH 03103
(603) 668-1877

The Way Home

214 Spruce Street
Manchester, NH 03103
(603) 627-3491

Nashua

Cynthia Day Family Center

615 Amherst Street
Nashua, NH 03063
(603) 881-4848

The Front Door Agency

7 Concord Street
Nashua, NH 03064
(603) 886-2866

Portsmouth

AIDS Response - Seacoast

100 Campus Drive, Suite 1
Portsmouth, NH 03801
(603) 433-5377

Rockingham County Community Action Centers (Southern New Hampshire Services)

Derry Resource Center

9 Crystal Avenue
Derry, NH 03038
(603) 965-3029

Portsmouth Resource Center

4 Cutts Street
Portsmouth, NH 03801
(603) 431-2911

Raymond Resource Center

Jedediah Brown Homestead
55 Prescott Road
Raymond, NH 03077
(603) 895-2303

Salem Field Office

85 Stiles Road, Suite 103
Salem, NH 03079
(603) 893-9172

Seabrook Resource Center

146 Lafayette Road
Seabrook, NH 03874
(603) 474-3507

Other Housing Assistance Resources:

CARROLL COUNTY

Carroll County Homeless Intervention & Prevention

448 White Mountain Highway
Tamworth, NH 03886
(603) 323-7400 – Ext. 110

COOS COUNTY

Tri-County CAP Homeless Outreach

961 Main Street
Berlin, NH 03570
(603) 723-6121

Homeless County Intervention & Prevention

Tyler Blain House Homeless Shelter

56 Prospect Street
Lancaster, NH 03584
(603) 788-2344

RESOURCES

GRAFTON COUNTY

Headrest Crisis

14 Church Street
Lebanon, NH 03766
(603) 448-4872
(603) 448-4400 (Hotline)
(800) 639-6095 (Teen Hotline)

Tri-County CAP Homeless Outreach

20 West Park Street, Suite 400
Lebanon, NH 03766
(603) 443-6150

GRAFTON COUNTY (Northern)

Tri-County Community Action Partnership (TCCAP)

260 Cottage Street, Suite E
Littleton, NH 03561
(603) 444-0184

LEGAL SERVICES

Cohen & Winters, PLLC

64 North State Street
Concord, NH 03301
(603) 932-6682

Exeter

19 Hampton Road, #2
Exeter, NH 03833
(603) 932-6682

Manchester

102 Bay Street, #2
Manchester, NH 03104
(603) 932-6682

Disability Rights Center – New Hampshire

64 North Main Street, Suite 2
Concord, NH 03301-4913
(800) 834-1721 or (603) 228-0432
DRC-NH provides information, referral, advice, legal representation, and advocacy to individuals with disabilities, including those with Traumatic Brain Injuries, on a wide range of disability-related issues including education, access and accommodation, employment and housing discrimination, home and community-based services, voting, and Medicaid. Call DRC-NH to schedule a free consultation on a disability discrimination issue with an experienced attorney.

Legal Advice and Referral Center

93 North State Street, Suite 200
Concord, NH 03301
(603) 224-3333 or (800) 639-5290

NH Pro Bono Program

2 Pillsbury Street, Suite 300
Concord, NH 03301
(603) 224-6942

New Hampshire Association for Justice

PO Box 1583
Concord, NH 03302
(603) 224-7077

New Hampshire Public Records

Website: www.courtsystem.org

Public Utilities Commission

21 South Fruit Street, Suite 10
Concord, NH 03301
(603) 271-2431

UNH Franklin Pierce School of Law

Civil Practice Clinic – UNH Law School

2 White Street
Concord, NH 03301
(603) 228-1541

NEW HAMPSHIRE LEGAL ASSISTANCE BRANCH OFFICES:

Berlin Legal Assistance

83 Glen Avenue
Berlin, NH 03570
(603) 752-1102

Claremont Legal Assistance

240 Opera House Square, Suite 206
Claremont, NH 03743
(603) 542-8795

Concord Legal Assistance

117 North State Street
Concord, NH 03301
(603) 223-9750

Manchester Legal Assistance

1850 Elm Street, Suite 7
Manchester, NH 03104
(603) 668-2900

Portsmouth Legal Assistance

154 High Street
Portsmouth, NH 03801
(603) 431-7411

RESOURCES

LIBRARY & INFORMATION SERVICES

Brain Injury Association of America (National Office)
Brain Injury Information only (800) 444-6443
Website: www.biausa.org

Lash & Associates Publishing/Training
100 Boardwalk Drive, Suite 150
Youngsville, NC 27596
(919) 556-0300

National Institute of Neurological Disorders
PO Box 5801
Bethesda, MD 20824
(800) 352-9424

National Library of Medicine
8600 Rockville Pike
Bethesda, MD 20894-0001
(888) 346-3656

NH Family Voices
129 Pleasant Street, Thayer Building
Concord, NH 03301
(603) 271-4525 or (800) 852-3345 ext 4525

“Talking Books” –
NH Statewide Library, Talking Books Services Section
20 Park Street
Concord, NH 03301
(800) 735-2964 (NH Only)

LONG-TERM CARE

Belknap County Nursing Home
30 County Drive
Laconia, NH 03246
(603) 527-5410

Cheshire County Home - Maplewood
201 River Road
Westmoreland, NH 03467
(603) 399-4912

Coos County Nursing Home
364 Cates Hill Road
PO Box 416
Berlin, NH 03570
(603) 752-2343

Dover Center for HealthCare & Rehab
307 Plaza Drive
Dover, NH 03820
(603) 742-2676

Forestview Manor, TRS, LLC
153 Parade Road
Meredith, NH 03253
(603) 279-3121

Grafton County Nursing Home
3855 Dartmouth College Highway
North Haverhill, NH 03774
(603) 787-6971

Hackett Hill HealthCare Center
191 Hackett Hill Road
Manchester, NH 03102
(603) 668-8161

Hillsborough County Nursing Hm–Enhanced Living
400 Mast Road
Goffstown, NH 03045
(603) 627-5540

Merrimack County Nursing Home
325 Daniel Webster Highway
Boscawen, NH 03303
(603) 796-2165

New Hampshire Bureau of Health Care Facilities
Department of Health & Human Services, Ombudsman Office
129 Pleasant Street
Concord, NH 03301
(603) 271-4375

Next Step Healthcare – Braintree Manor
Neurorehabilitation Program
1102 Washington Street
Braintree, MA 02184
(781) 794-5300

Pleasant Valley Nursing Center
8 Peabody Road
Derry, NH 03038
(603) 434-1566

Robin Hill Farm
PO Box 1067
Hillsboro, NH 03244
(603) 464-3841
Website: www.rehabwithoutwalls.com/RHF

Rockingham County Nursing & Rehab
117 North Road
Brentwood, NH 03833
(603) 679-5335

RESOURCES

Rose Meadow Acres
539 Old Coach Road
PO Box 1450
New Boston, NH 03070
(603) 487-1568

Rose Meadow Farm
37 Briar Hill Road
PO Box 1450
New Boston, NH 03070
(603) 487-3600

Rose Meadow Garden
336 Bedford Road
PO Box 1450
New Boston, NH 03070
(603) 487-3590

Sullivan County Health Care
5 Nursing Home Drive
Unity, NH 03743
(603) 542-9511

Visiting Nurse Home Care & Hospice Assoc.
1529 White Mtn Highway
PO Box 432
North Conway, NH 03860
(603) 356-7006

SERVICELINK RESOURCE CENTERS

ServiceLinks are community-based Resource Centers with the purpose of providing information and supportive referrals about resources for older adults, adults with disabilities, chronic illness, and their families and caregivers.
Call, toll free - (866) 634-9412.

Belknap County, ServiceLink Resource Center
67 Water Street
Laconia, NH 03246
(603) 528-6945

Carroll County ServiceLink Resource Center
448 White Mountain Highway
Tamworth, NH 03886
(603) 323-2043

Cheshire County Monadnock Region, ServiceLink Resource Center
105 Castle Street
Keene, NH 03431
(603) 357-1922

Coos County, ServiceLink Resource Center
610 Sullivan Street, Suite 6
Berlin, NH 03570
(603) 752-6407

Grafton County (Lebanon) ServiceLink Resource Center
10 Campbell Street
PO Box 433
Lebanon, NH 03766
(603) 448-1558

Grafton County (Littleton) ServiceLink Resource Center
262 Cottage Street, Suite G-25
Mt. Eustis Commons
Littleton, NH 03561
(603) 444-4498

Grafton County (Plymouth) ServiceLink Resource Ctr.
8 Depot Street
Plymouth, NH 03264
(603) 444-4498

Hillsborough County (Manchester) ServiceLink Res. Ctr.
555 Auburn Street
Manchester, NH 03103
(603) 644-2240

Hillsborough County (Nashua) ServiceLink Resource Center
70 Temple Street
Nashua, NH 03060
(603) 598-4709

Merrimack County, ServiceLink Resource Center
8 Old Suncook Road
Concord, NH 03302-1016
(603) 228-6625

Rockingham County, (Seacoast) ServiceLink Resource Center
72 Portsmouth Avenue, Suite 113
Stratham, NH 03385
(603) 334-6594

Strafford County, ServiceLink Resource Center
25 Old Dover Road, Suite 7
Rochester, NH 03867
(603) 332-7398

Sullivan County, ServiceLink Resource Center
3 Tremont Street
Claremont, NH 03743
(603) 542-5177

RESOURCES

MEDICAID MANAGED CARE COMPANIES

AmeriHealth Caritas New Hampshire

25 Sundial Ave, 130W, First Floor
Manchester, NH 03103
(833) 704-1177

NH Healthy Families Health Plan

2 Executive Park Drive
Bedford, NH 03110
(866) 769-3085

Well Sense Health Plan

1155 Elm Street, Suite 600
Manchester, NH 03101
(603) 263-3025 or (877) 957-1300

MEDICAL & DENTAL CARE

Ammonoosuc Community Health Services

25 Mt. Eustis Road
Littleton, NH 03561
(603) 444-2464

Dental

202 Cottage Street
Littleton, NH 03561
(603) 444-8112

Medical Locations

Franconia
1095 Profile Rd. Suite B.
Franconia, NH 03580
(603) 823-7078

Warren

Route 25, Main Street
Warren, NH 03279
(603) 764-5704

Whitefield

14 King Square
Whitefield, NH 03598
(603) 837-2333

Woodsville

79 Swiftwater Road
Woodsville, NH 03785
(603) 747-3740

BenefitsCheckup Rx

Provides assistance to persons 55 and older who are paying for prescriptions. Website: www.benefitscheckup.org

Child Health Services

1245 Elm Street
Manchester, NH 03101
(603) 668-6629

Coos County Family Health Services

133 Pleasant Street
Berlin, NH 03570
(603) 752-2040

54 Willow Street
Berlin, NH 03570
(603) 752-3669

59 Page Hill Road
Berlin, NH 03570
(603) 752-2900

73 Main Street
Berlin, NH 03570
(603) 752-2424

Gorham

2 Broadway Street
Gorham, NH 03581
(603) 466-2741

Core Pediatric Dentistry

5 Hampton Road
Exeter, NH 03833
(603) 773-4900
Ages 1 – 18 years old (only)

Foundation for Healthy Communities

125 Airport Road
Concord, NH 03301
(603) 225-0900

Hearing Enhancement Center

36 Country Club Road, West 2
Gilford, NH 03249
(844) 721-0556

Concord

230 North Main Street
Concord, NH 03301
(603) 696-4428

Rochester

5 Museum Way
Rochester, NH 03867
(603) 602-7438

InFocus Eyecare

320 Daniel Webster Hwy
Belmont, NH 03220
(603) 527-2035

RESOURCES

Lamprey Health Care

22 Prospect Street
Nashua, NH 03060
(603) 883-1626

Newmarket

207 S. Main Street
Newmarket, NH 03857
(603) 659-3106

Raymond

128 Route 27
Raymond, NH 03077
(603) 895-3351

Needy Meds - provides information about assistance programs

Website: www.needymeds.org

NH Dental Society

23 South State Street
Concord, NH 03301
(603) 225-5961

NH Technical Institute – Dental Hygiene Program

31 College Drive; MacRury Hall
Concord, NH 03301
(603) 230-4023

Seacoast Area Physiatry

Wentworth-Douglas Outpatient Center

875 Greenland Road, Unit C4
Portsmouth, NH 03801
(603) 431-5529

Somersworth

7 Marsh Brook Drive, Suite 200
Somersworth, NH 03878
(603) 742-4222

Vachon Dental

57 Webster Street, Suite 112
Manchester, NH 03104
(603) 627-2092

Willow Eye Care

345 South Willow Street
Manchester, NH 03103
(603) 625-1774

injury survivors. BIANH does not endorse nor recommend any of the individuals described in this listing.

Seacoast New Hampshire:

Coastal Neurology Services

10 Members Way, Suite 300
Dover, NH 03820
(603) 749-0913

Goodwin Community Health

311 Route 108
Somersworth, NH 03878
(603) 749-2346

Southern New Hampshire:

Elliot Neurology Associates

185 Queen City Avenue, 3rd Floor
Manchester, NH 03101
(603) 663-4800

Foundation Neurology

17 Prospect Street, Suite N202
Nashua, NH 03060
(603) 577-5300

Keith McAvoy, M.D.

Dartmouth-Hitchcock Medical Center
Notre Dame Pavilion at Catholic Medical Center
87 McGregor Street, Suite 2200
Manchester, NH 03102
(603) 695-2940

Northern & Western New Hampshire:

James J. Filiano M.D.

Dartmouth-Hitchcock Medical Center
Pediatric Critical Care
One Medical Center Drive
Lebanon, NH 03756
(603) 653-9669

Timothy G. Lukovits, M.D.

Dartmouth-Hitchcock Medical Center
1 Medical Center Drive
Lebanon, NH 03756
(603) 650-5104

Vijay M. Thadani, M.D., Ph.D.

Dartmouth-Hitchcock Medical Center
Neurology
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5104

NEUROLOGISTS

These listings have been prepared as a public service resource by the Brain Injury Association of New Hampshire and contain the names and addresses of physicians/service providers who offer services of particular interest to brain

RESOURCES

NEUROPSYCHOLOGISTS

These listings have been prepared as a public service by the Brain Injury Association of New Hampshire and contain the names and addresses of physicians/service providers who offer services of particular interest to brain injury survivors. The Brain Injury Association of New Hampshire is not endorsing nor recommending any of the individuals described in this listing.

Southern New Hampshire:

John Crampton, Psy.D., LCMHC
Neurobehavioral Counseling, LLC
314 South Main Street
Concord, NH 03301
(603) 717-1788

William Jamieson, Ph.D.
61 North Street
Manchester, NH 03104
(603) 669-4130

LifeStages Family Neuro-Health - Bedford Place
40 South River Road, Unit 33
Bedford, NH 03110
(603) 614-6016

Concord
10 Ferry Street, Suite 441
Concord, NH 03301
(603) 614-6016

**Neuropsychology & Education Services
For Children & Adolescents**
75 Gilcreast Road, Suite 305
Londonderry, NH 03053
(603) 818-8526

James Nichols, Ph.D.
66 Bow Bog Road
Bow, NH 03304
(603) 225-7770

Jessica Rhee, Psy.D
Elliot NeuroCognitive Services
445 Cypress Street, Suite 8
Manchester, NH 03103
(603)-668-4079

Joan Scanlon, Ph.D.
252 Daniel Webster Highway, #1170
Nashua, NH 03060
(603) 881-7753

Seacoast New Hampshire:

Stefanie Griffin, Ph.D.
Northeast Evaluation Specialists
1 Washington St., Suite 444
Dover, NH 03820
(888) 575-4202

Jerrold Pollak, Ph.D.
Seacoast Mental Health
Center for Learning & Attention Disorders
1145 Sagamore Avenue
Portsmouth, NH 03801
(603) 431-6703

John Randolph, Ph.D., ABPP
Randolph Neuropsychology Assoc., PLLC
370 Portsmouth Avenue
Greenland, NH 03840
(603) 303-0633

Anita Remig, Ph.D.
278 Lafayette Road, Bldg. E
Portsmouth, NH 03801
(603) 781-3892

Laura Rubin, Ph.D
Portsmouth Neuropsychology Center - Pediatrics
501 Islington Street
Suite 1F
Portsmouth, NH 03801
(603) 433-0800

Tina M. Trudel, Ph.D., CBIT, ABDA
Northeast Evaluation Specialists
1 Washington St., Suite 444
Dover, NH 03820
(888) 575-4202

Western New Hampshire:

Jonathan Lichtenstein, Psy.D., MBA
Dartmouth-Hitchcock Medical Center
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5824

John Randolph, Ph.D., ABPP
Randolph Neuropsychology Assoc., PLLC
20 West Park Street, Suite 215
Lebanon, NH 03766
(603) 239-2464

Robert Roth, Ph.D.
Dartmouth-Hitchcock Medical Center
One Medical Center Drive
Lebanon, NH 03756
(603) 650-5824

RESOURCES

Massachusetts:

Barbara Bruno-Golden, Ed.D.

Pediatrics
151 Sargent Street
Newton, MA 02458
(617) 965-4451

Ann Helmus, Ph.D.

NESCA, P.C.
55 Chapel Street, 2nd Floor
Newton, MA 02458
(617) 658-9821

OUTPATIENT SERVICES

Mary M. Fieler, MA, LCMHC

18 Hampton Road
Exeter, NH 03833
(603) 758-1728

Northeast Rehabilitation Driving Evaluation & Training Program

70 Butler Street
Salem, NH 03079
(888) 950-9939
Website: www.NortheastRehab.com

Northeast Rehab Outpatient Neuro Center - Portsmouth

105 Corporate Drive
Pease Tradeport
Portsmouth, NH 03801
(888) 950-9939
Website: www.NortheastRehab.com

Northeast Rehab Outpatient Neuro Center - Salem

70 Butler Street
Salem, NH 03079
(888) 950-9939
Website: www.NortheastRehab.com

Northeast Rehab Outpatient Neuro Center - Lowell, MA

10 George Street
Lowell, MA 01852
(888) 950-9939
Website: www.NortheastRehab.com

Northeast Rehab Outpatient Neuro Ctr-North Andover, MA

220 Sutton Street
North Andover, MA 01845
(888) 950-9939
Website: www.NortheastRehab.com

Rehab Without Walls Neuro Rehabilitation Home & Cmty Svcs.

14 Manchester Square, Suite 150
Portsmouth, NH 03801
(603) 239-3639
Website: www.rehabwithoutwalls.com

OUTREACH PROGRAMS

Community Caregivers of Greater Derry

(Chester, Danville, Derry, Hampstead, Londonderry, Sandown, Windham)
6 West Broadway, Unit 6
Derry, NH 03038
(603) 432-0877
Visiting, transportation, errands, free durable medical equipment, and simple repairs for the frail, elderly, and disabled of all ages.

Greater Salem Caregivers

(Atkinson, Salem, Pelham, Plaistow)
44 Millville Street
Salem, NH 03079
(603) 898-2850
Visiting, transportation/medical appointments for the frail, elderly, and disabled of all ages

Hospitality Homes

PO Box 15265
Boston, MA 02215
(888) 595-4678

Listen Center Community Services

60 Hanover St.
Lebanon, NH 03766
(603) 448-4553
Providing assistance for: heating, housing, food pantry, clothing, and furniture

Rockingham Community Action Program

4 Cutts Street
Portsmouth, NH 03801
(603) 431-2911

PHYSIATRISTS

Dimitri Dmytruk, DO

Northeast Rehabilitation Hospital
105 Corporate Drive
Portsmouth, NH 03801
(603) 501-5547

Seacoast Area Physiatry

Wentworth-Douglass
Portsmouth Outpatient Center
Portsmouth, NH 03801
(603) 431-5529

Somersworth

7 Marsh Brook Drive, Suite 200
Somersworth, NH 03878
(603) 742-4222

RESOURCES

PREVENTION & SAFETY PROGRAMS

AAA Foundation for Traffic Safety

607 14th Street, NW, Suite 201
Washington, DC 20005
(202) 638-5944

American Red Cross, NH Chapter Headquarters

2 Maitland Street
Concord, NH 03301
(800) 464-6692

Brain Injury Association of New Hampshire

52 Pleasant Street
Concord, NH 03301
(800) 773-8400 or (603) 225-8400
Website: www.bianh.org
Provides safety literature, awareness presentations, and promotes the “ThinkFirst” program in NH schools.

Center for Disease Control & Prevention

State House Station
286 Water Street, Suite 11
Augusta, ME 04333
(207) 287-8016

Injury Prevention Center

Dartmouth-Hitchcock Medical Center
444 Mount Support Road, Suite 101
Lebanon, NH 03766
(877) 783-0432

Injury Prevention Program–Maternal & Child Health Svcs Bureau of Population Health & Community Services

Department of Health & Human Services
29 Hazen Drive
Concord, NH 03301
(603) 271-4517

National SAFEKIDS Campaign

1255 23rd Street, NW
Washington, DC 20037
(202) 662-0600

NH Children’s Trust, Inc.

105 Loudon Road, Building 2
Concord, NH 03301
(603) 224-1279

NH Fire Standards & Emergency Medical Services,

Department of Public Safety
98 Smokey Bear Blvd.
Concord, NH 03301
(603) 223-4200

Northeast Rehabilitation Hospital Network ThinkFirst Chapter

Chapter Director: Zoe McLean, MS, OTR/L
Sponsoring Physician: Tim Young, MD
Contact: zmclean@northeastrehab.com
Website: www.NortheastRehab.com

Northern New England Poison Center

Maine Medical Center
(800) 222-1222

Office of Highway Safety

33 Hazen Drive, Room 208
Concord, NH 03301
(603) 271-2131

Safety and Health Council of NH

2 Whitney Road, Suite 11
Concord, NH 03301
(603) 228-1401

Shaken Baby Alliance

1100 Hemphill Road
Suite 105
Fort Worth, TX 76104
(817) 882-8686

ThinkFirst Foundation

2206 North Main Street, #277
Wheaton, IL 60187
(630) 961-1400

WISE–Program Centers

38 Bank Street
Lebanon, NH 03766
(603) 448-5922

PSYCHOLOGISTS & PSYCHIATRISTS

These listings have been prepared as a public service by the Brain Injury Association of New Hampshire and contain the names and addresses of physicians/service providers who offer services of particular interest to brain injury survivors. The Brain Injury Association of New Hampshire is not endorsing nor recommending any of the individuals described in this listing.

The American Board of Professional Psychology

Lists board certified psychologists according to specialty
Website: www.ABPP.org

Northern New Hampshire:

Roger Eugene Poire, Psy.D.

25 Country Club Road
Gilford, NH 03249
(603) 528-4405

RESOURCES

Seacoast New Hampshire

Nicole L. Sawyer, PsyD, PLLC
14 Hampton Road
Exeter, NH 03833
(603) 793-6914

Southern New Hampshire:

Center for Integrative Psychological Services, Inc.
26 Pleasant Street, #3A
Concord, NH 03301
(603) 223-0980

Neurobehavioral Counseling, LLC
John Crampton, Psy.D., LCMHC
314 South Main Street
Concord, NH 03301
(603) 717-1788

NE Neurological Associates
168 Kingsley Street, Suite 1
Nashua, NH 03060
(978) 687-2321

Novus Vita Counseling, PLLC
69 Bay Street
Manchester, NH 03104
(603) 232-6987

Western New Hampshire

Karen Lee Gillock, Ph.D.
Cognitive Behavioral Therapy
115 Etna Rd, Bldg. 1, Suite 2
Lebanon, NH 03766
(603) 448-3588

RECREATION

Crotched Mountain Accessible Recreation & Sports (CMARS)
1 Verney Drive
Greenfield, NH 03047
(603) 547-3311, Ext 1664

Easter Seals of NH
555 Auburn Street
Manchester, NH 03103
(603) 623-8863
Website: eastersealsnh.org/senior-services

NE Disabled Sports
39 Loon Brook Road
PO Box 26
Lincoln, NH 03251
(603) 745-9333

New England Healing Sportsman's Association
180 Mt. Sunapee Road, #2135
Newbury, NH 03255
(603) 763-9158

New Hampshire Special Olympics
PO Box 3598
Concord, NH 03302
(603) 624-1250

Northeast Passage
121 Technology Drive, Suite 161
Durham, NH 03824
(603) 862-0070

Sunset Hill Educational Institute
P. O. Box 435
South Sutton, NH 03273
(603) 938-2562

Touchstone Farm, Inc.
233 Old Temple Road
Lyndeborough, NH 03082
(603) 654-6308

UpReach Therapeutic Equestrian Center
153 Paige Hill Road
PO Box 355
Goffstown, NH 03045
(603) 497-2343

RESOURCES FOR HEALTH ISSUES

Alzheimer's Disease
Alzheimer's Association: Greater NH Chapter
15 Constitution Drive, Suite 1G
Bedford, NH 03110
(603) 606-6590

Aneurysm
Brain Aneurysm Foundation
269 Hanover Street, Bldg 3
Hanover, MA 02339
(888) 272-4602

RESOURCES

Anoxia

Lightning Strike & Electric Shock Survivors, Inc.
PO Box 1156
Jacksonville, NC 28541-1156
(910) 346-4708

Aphasia

Cohen Speech Pathology
Irene E. S. Cohen, MS, CCC-SLP
23 Stiles Road, Suite 212
Salem, NH 03079
(603) 560-0548

National Aphasia Association, Inc.
5448 Apex Peakway Drive, Suite 232
Apex, NC 27502
(252) 254-4449

Brain Tumors

American Brain Tumor Association
8550 W. Bryn Mawr Ave., Suite 550
Chicago, IL 60631
(800) 886-2282 or (773) 577-8750

Childhood Brain Tumor Foundation
20312 Watkins Meadow Dr.
Germantown, MD 20876
(301) 515-2900

Children's Brain Tumor Foundation
1460 Broadway
New York, NY 10036
(212) 448-9494

National Brain Tumor Society
55 Chapel St., Suite 200
Newton, MA 02458
(617) 924-9997

NIH Neurological Institute
PO Box 5801
Bethesda, MD 20824
(800) 352-9424

Epilepsy

American Epilepsy Society
175 Cabot Street, Suite 301
Lowell, MA 01854
(617) 506-6041

Headaches

American Headache Society
19 Mantua Road
Mt. Royal, NJ 08061
(856) 423-0043

National Headache Foundation

162 West Hubbard Street, Suite 500
Chicago, IL 60654
(312) 274-2650

Huntington's Disease

Huntington's Disease Society of America
505 Eighth Avenue, Suite 902
New York, NY 10018
(800) 345-4372

Multiple Sclerosis

Multiple Sclerosis Association of America
375 Kings Highway North
Cherry Hill, NJ 08034
(800) 532-7667

Multiple Sclerosis Society

465 Waverly Oaks Road, Suite 202
Waltham, MA 02452
(800) 344-4867

Neurotoxicity

Birth Defect Research for Children
976 Lake Baldwin Lane, Suite 104
Orlando, FL 32814
(407) 895-0802

National Institute of Environmental Health Sciences

111 T.W. Alexander Dr.
Research Triangle Park
Durham, NC 27709
(919) 541-3345

National Institute for Occupational Safety & Health
(800) 232-4636

National Organization for Rare Disorders

1900 Crown Colony Drive, Suite 310
Quincy, MA 02169
(617) 249-7300

Parkinson's Disease

Parkinson's Foundation, Inc.
1359 Broadway, Suite 1509
New York, NY 10018
(800) 473-4636

Spina Bifida Association of Greater New England

209 West Central Street, #132
Natick, MA 01760
(888) 479-1900

RESOURCES

Spinal Cord Injury

Kelly Brush Foundation

Three Main Street, Suite 105
Burlington, VT 05401
(802) 846-5298
For recreational equipment

Christopher Reeve Paralysis Foundation

636 Morris Turnpike, Suite 3A
Short Hills, NJ 07078
(800) 225-0292

Travis Roy Foundation

101 Huntington Avenue, Suite 520
Boston, MA 02199

Stroke

American Heart Association

2 Wall Street, Suite 104
Manchester, NH 03101
(603) 263-8318

American Stroke Association

7272 Greenville Avenue
Dallas, TX 75231-4596
(888) 478-7653 or (800) 242-8721

Brain Injury Association of New Hampshire

52 Pleasant Street
Concord, NH 03301
(800) 773-8400 or (603) 225-8400
Website: www.bianh.org

National Institute of Neurological Disorders & Stroke

NIH Neurological Institute
PO Box 5801
Bethesda, MD 20824
(800) 352-9424

Trauma:

Brain Injury Association of America (National Office)

www.biausa.org

Brain Injury Association of New Hampshire

52 Pleasant Street
Concord, NH 03301
(800) 773-8400 or (603) 225-8400
Information & Resource (only) (800) 444-6443
Website: www.bianh.org

RESPITE CARE

Brock Children's Home

33 Fairview Road
Pittsfield, NH 03263
(603) 435-8032

Care-One Neurorehabilitation - Lowell

19 Varnum Street
Lowell, MA 01850
(413) 575-5321

Care-One Neurorehabilitation - Holyoke

260 Easthampton Road
Holyoke, MA 01040
(413) 538-9733

Comfort Keepers

55B Main Street
Keene, NH 03431
(603) 352-2227

Laconia

227 Ledges Drive
Laconia, NH 03246
(603) 536-6060

Manchester

50 Bridge Street, Suite 306
Manchester, NH 03101
(603) 628-6363

Plymouth

12 Yeaton Road, Suite B6
Plymouth, NH 03264
(603) 207-9500

Easter Seals of New Hampshire

555 Auburn Street
Manchester, NH 03103
(603) 623-8863
Website: eastersealsnh.org/senior-services

Easter Seals - Senior Services

215 Rochester Hill Road
Rochester, NH 03867
(603) 335-1770
Website: eastersealsnh.org/senior-services

Forestview Manor, TRS, LLC

153 Parade Road
Meredith, NH 03253
(603) 279-3121
(Up to 90 days short-term care)

RESOURCES

Granite United Way Central Region

193 Court Street
Laconia, NH 03246
(603) 524-6864

Greater Seacoast Region

110 Corporate Drive, Unit 1
Portsmouth, NH 03801
(603) 380-9744

Merrimack County

125 Airport Road, Suite 3
Concord, NH 03301
(603) 224-2595

North Country Region

PO Box 311
41 Main Street
Littleton, NH 03561-0311
(603) 930-9443

Northern Region

961 Main Street
Berlin, NH 03570
(603) 752-3343

Southern Region

22 Concord Street, 2nd Floor
Manchester, NH 03101
(603) 625-6939

Upper Valley

1 Court Street, Suite 370
Lebanon, NH 03756
(603) 298-8499

Whole Village Family Resource Center

258 Highland Street
Plymouth, NH 03264
(603) 536-3720

Guardian Home Care USA

77 Northeastern Boulevard, Floor 2
Nashua, NH 033062
(855) 603-3338

Northern Human Services – Mental Health Center

3 Twelfth Street
Berlin, NH 03570
(603) 752-7404

Regency Home Health, LLC

213 Rockingham Road
Londonderry, NH 03053
(603) 665-9800

Visiting Angels

14 Hooksett Road
Auburn, NH 03032
(603) 483-8999

Nashua

39 Simon Street, #4
Nashua, NH 03062
(603) 821-0277

Stratham

118 Portsmouth Ave, Ste. B2C
Stratham, NH 03885
(603) 583-4890

Visiting Nurse Home Care & Hospice Assoc.

1529 White Mtn Highway
PO Box 432
North Conway, NH 03860
(603) 356-7006

Waypoint

Home Care Program
464 Chestnut Street, PO Box 448
Manchester, NH 03105
(603) 518-4000

SPEECH/LANGUAGE

Cohen Speech Pathology

Irene E. S. Cohen, MS, CCC-SLP
23 Stiles Road, Suite 212
Salem, NH 03079
(603) 560-0548

Garrison City Speech & Language

51 Webb Place, Suite 310
Dover, NH 03820
(603) 842-4924

Lisa Minahan, MS, CCC-SLP

Premier Speech Therapy, LLC
80 Nashua Rd, Building B Unit 4
Londonderry, NH 03053
(603) 548-2188

Rehab Without Walls Neuro Rehabilitation Home & Cmty Svcs.

14 Manchester Square, Suite 150
Portsmouth, NH 03801
(603) 239-3639
Website: www.rehabwithoutwalls.com

RESOURCES

SUBSTANCE USE/ALCOHOL/OVERDOSE

Al-Anon & Alateen

PO Box 220
Concord, NH 03301
(603) 369-6930

Alcoholics Anonymous

1330 Hooksett Road
Hooksett, NH 03106
(800) 593-3330 or (603) 622-6967

Amoskeag Community Health Center

145 Hollis Street
Manchester, NH 03101
(603) 626-9500

Brain Injury Association of New Hampshire

52 Pleasant Street
Concord, NH 03301
(603) 225-8400
Website: bianh.org/substance-use-disorder

Bureau of Drug and Alcohol Services

Department of Health & Human Services
State Office Park South
105 Pleasant Street
Concord, NH 03301
(800) 804-0909 or (603) 271-6738

Charles Bussison

Clear Brook Counseling

75 Gilcrest Road, #200
Londonderry, NH 03053
(603) 434-8040

Care-One Neurorehabilitation - Lowell

19 Varnum Street
Lowell, MA 01850
(413) 575-5321

Care-One Neurorehabilitation - Holyoke

260 Easthampton Road
Holyoke, MA 01040
(413) 538-9733

The Doorways offer assistance with accessing every level of treatment. Call 211 to be connected with a Doorway.

The Doorway - Berlin

7 Page Hill Road
Berlin, NH 03570-3531
Call 211

*The townships of Green's Grant, Kilkenny, Martin's Location, Success, Pinkham's Grant and Sargent's Purchase can all visit The Doorway at AVH.

The Doorway - Concord

The Doorway at Concord
40 Pleasant Street
Concord, NH 03301-4006
Call 211

The Doorway - Dover

Wentworth Douglass Hospital
798 Central Ave.
Dover, NH 03820-2520
Call 211

The Doorway - Keene

Cheshire Medical Center
51 Railroad Street
Keene, NH 03431
Call 211

The Doorway - Laconia

The Doorway at LRGHealthcare
80 Highland Street
Laconia, NH 03246-3235
Call 211

The Doorway - Lebanon

The Doorway at Dartmouth-Hitchcock
85 Mechanic Street Suite B3-1
Lebanon, NH 03766-1537
Call 211

The Doorway - Littleton

The Doorway at LRH
11 Riverglen Lane, Suite 100
Littleton, NH 03561-5751
Call 211

The Doorway - Manchester

Greater Manchester Doorway
60 Rogers Street, Suite 210
Manchester, NH 03103-5070
Call 211

The Doorway - Nashua

Greater Nashua
268 Main Street
Nashua, NH 03060
Call 211

Farnum Center

140 Queen City Avenue
Manchester, NH 03103
(603) 622-3020

Foundation for Healthy Communities

125 Airport Road
Concord, NH 03301
(603) 225-0900

RESOURCES

Granite Recovery Centers

6 Manor Parkway
Salem, NH 03079
(855) 622-8271

Green Mountain Treatment Center

244 High Watch Road
Effingham, NH 03883
(855) 622-8271

New Freedom Academy

367 Shaker Road
Canterbury, NH 03224
(855) 622-8271

New Freedom Academy

6 Manor Parkway
Salem, NH 03079
(855) 622-8271

The Granite House

35 West Broadway
Derry, NH 03038
(855) 622-8271

LifeStance Health

1 Main Street
Nashua, NH 03064
(603) 689-7890

New Futures

100 North Main Street, Suite 400
Concord, NH 03301
(603) 225-9540

Next Step Healthcare – Braintree Manor

Neurorehabilitation Program
1102 Washington Street
Braintree, MA 02184
(781) 794-5300

The Mental Health Center of Greater Manchester

401 Cypress Street
Manchester, NH 03103
(603) 668-4111

The Process Recovery Center – NH

21 Factory Street
Nashua, NH 03060
(866) 645-8389

Riverbend Community Mental Health Center

Choices Addiction Recovery Services
42 Pleasant Street
Concord, NH 03301
(603) 228-1600 or (844) 524-6673

SE NH Alcohol and Drug Abuse Services

272 County Farm Road
Dover, NH 03820
(603) 516-8160

TLC Family Resource Center

62 Pleasant Street
PO Box 1098
Claremont, NH 03743d
(603) 542-1848

Warren Street Family Counseling

33 Warren Street, #35
Concord, NH 03301
(603) 226-1999

Durham

44 Newmarket Road
Durham, NH 03823
(603) 226-1999

White Horse Recovery

68-70 Route 16-B
Center Ossipee, NH 03814
(603) 651-1441
Ext. 3 – Clinical
Ext. 4 – The Shed RCO

Littleton

The Shed at Serenity Center RCO
45 Union Street
Littleton, NH 03561
(603) 444-1300

North Conway

2977 White Mountain Highway
North Conway, NH 03860
(603) 651-1441
Ext. 1 - Clinical
Ext. 2 - The Shed North RCO

TRANSPORTATION

Adaptive Driving Associates - Vermont

220 Holiday Drive, Suite 24
White River Junction, VT 05001
(802) 296-2004

Association for Driver Rehabilitation

Website: www.driver-ed.org

DHHS - Medicaid Transportation

(800) 852-3345, Ext. 3770

RESOURCES

DriveAbility @ Exeter Hospital

4 Alumni Drive
Exeter, NH 03833
(603) 580-7927

Future In Sight

25 Walker Street
Concord, NH 03301
(603) 224-4039
(available for Future In Sight clients)

Granite State Independent Living

21 Chenell Drive
Concord, NH 03301
(800) 826-3700 (voice/TTY)

Independence Care

10 Ferry Street, Suite 404
Concord, NH 03301
(603) 283-7778
Website: www.independencecare.pro

Jaffrey-Monadnock Adult Care Center

22 North Street
Jaffrey, NH 03452
(603) 532-2427
Provides transportation to and from home whenever possible. Transportation for trips, outings, and community activities also is available.

New Hampshire Transit

Dept. of Transportation – Bureau of Rail & Transit
(603) 271-4043

OTHER TRANSPORTATION RELATED RESOURCES

Belknap & Carroll Counties

Interlakes Community Caregivers

(Center Harbor, Meredith, Moultonborough, Sandwich)
60 Whittier Highway, Unit 8B
Moultonborough, NH 03254
(603) 253-9275
9:00– 3:00, Monday - Friday
Volunteer drivers provide local transportation for medical appointments, shopping, and other support services. Long distance medical trips will be accommodated if possible. Advanced notice is required and trips are based upon volunteer driver availability. Donations accepted

Belknap County

Belknap-Merrimack County Community Action Program

2 Industrial Park Drive
PO 1016
Concord, NH 03302
(603) 225-3295

Carroll County

Gibson Center for Senior Services

14 Grove Street
Conway, NH 03860
(603) 356-3231
Provides on-demand door-to-door transportation for persons 60 and older and/or with disabilities in Conway, Bartlett, Madison, Eaton, Albany and Jackson for non-emergency medical, nutritional, employment and daily living needs. 24-hour notice requested; Donations suggested.

Home Instead Senior Care

16 Depot Street
Wolfeboro, NH 03894
(603) 215-7096

Ossipee Concerned Citizens

3 Dore Street
Center Ossipee, NH 03814
(603) 539-6851
Wheelchair accessible; Meals on Wheels; Donations accepted

Wolfeboro Caregivers of Southern Carroll County

(Alton, Ossipee, Tuftonboro & Wolfeboro)
209 North Main Street
Wolfeboro, NH 03894
(603) 569-6780
Provides transportation for medical appointments and support services. No wheelchair accessible.

Cheshire County

City Express – Public Transit

312 Marlboro Street
Keene, NH 03431
(603) 352-8494
Hours: 8:00-4:30
The City Express is a fixed route service, stopping at 30 locations in the City of Keene, including downtown, major retail centers, Cheshire Medical Center, and many residential areas. Rides on the City Express are \$1. Single and multi-ride tickets are available for purchase on the bus.

HCS-Friendly Bus

(603) 352-2253
Hours: 8:00 – 4:00 (Keene only)
(Serving Charlestown, Keene and Peterborough) 60 yrs. and over; 24-hour notice; wheelchair accessible; a shared ride, door-to-door community transportation service available for adults aged 60 and over. provide rides to get groceries, visit friends, attend medical appointments. Donations appreciated.

Coos County

Tri-County Community Action Program

30 Exchange Street
Berlin, NH 03570
(603) 752-7001

Tri-Country Transit

31 Pleasant Street
Berlin, NH 03570
(603) 752-1741 or (888) 997-2020

Grafton County

Grafton County Senior Citizen Council

Upper Valley Senior Center

10 Campbell Street
Lebanon, NH 03766
(603) 448-4897
Delivery of groceries, prescriptions, library books, and other essential items.

Mascoma Senior Center

1166 US-R
Canaan, NH 03741
(603) 523-4333
(Serving Canaan, Dorchester, Enfield, Grafton and Orange)
Medical appointments and shopping; transportation not available on Mondays.

Hillsborough County

CareGivers-Caring Rides of Greater Manchester & Nashua

700 East Industrial Park Drive
Manchester, NH 03103
(603) 622-4948
Non-medical services such as transportation, assistance with grocery shopping, free food packages, friendly visits, and reassurance calls. All of our services are free of charge. Serving: Alton, Amherst, Auburn, Bedford, Candia, Goffstown, Hooksett, Hollis, Hudson, Litchfield, Manchester, Merrimack, Milford, Nashua, and Wolfeboro

Community Volunteer Transportation Co.

375 Jaffrey Rd Suite 3
Peterborough, NH 03458
(877) 428-2882

Good News Garage

325B Merrill St.
Manchester, NH 03103
(603) 669-6937
Service: Donated, reconditioned autos to qualified recipients for cost of repairs.

Manchester Transit Authority

110 Elm Street
Manchester, NH 03101
(603) 623-8801
Service: Wheelchair accessible for any use/need.

Nashua Transit System

30 Elm Street
Nashua, NH 03060
(603) 880-0100

Merrimack County

Century Wheelchair Division

PO Box 999
Concord, NH 03302
(603) 369-3034
Cost: NH Medicaid; Hours: 7:00 - 5:00; Monday – Friday
Services: Wheelchair accessible for all medical appointments.

Concord Area Transit

2 Industrial Park Drive,
Concord, NH 03302
(603) 225-1989
(Boscawen, Bow, Concord, Pembroke, Penacook, Salisbury and Suncook). The vehicles are wheelchair accessible. Seniors riding the CST can easily access downtown Concord, go shopping, and get to medical appointments and recreational activities. Providing three different transportation services in Concord and the surrounding area. Bus service to and from downtown Concord, senior transit service and service for people with disabilities.

Dial-a-Ride

41 Houston Drive
Contoocook, NH 03229
(603) 746-8265
Transportation (by private car) is available 5 days a week (Monday through Friday) for the Contoocook/Hopkinton and Concord areas for food shopping, hospital, medical, dental and other appointments. 48-hour notice

Granite State Independent Living

21 Chenell Drive
Concord, NH 03301
(800) 826-3700 (voice/TTY)

Kearsarge Council on Aging

37 Pleasant Street
New London, NH 03257
(603) 526-6368
To serve the needs and interests of people aged 55 years and older who reside in the towns of Andover, Danbury, Grantham, New London, Newbury, Springfield, Sunapee, Sutton, and Wilmot.

RESOURCES

Rockingham County

Community Caregivers of Greater Derry

6 West Broadway, Unit 6
Derry, NH 03038
(603) 432-0877
(Chester, Danville, Derry, Hampstead, Londonderry
Sandown, Windham) Visiting, transportation, errands, free
durable medical equipment, and simple repairs for the frail,
elderly, and disabled of all ages.

DriveAbility @ Exeter Hospital

4 Alumni Drive
Exeter, NH 03833
(603) 580-7927

Lamprey Health Care

22 Prospect Street
Nashua, NH 03060
(603) 883-1626

Newmarket

207 S. Main Street
Newmarket, NH 03857
(603) 659-3106

Raymond

128 Route 27
Raymond, NH 03077
(603) 895-3351

Liberty Livery & Elderly Transportation

18 Daniel Street, Downeast Station
Exeter, NH 03033
(603) 772-9256
(Serving Seacoast and Southern NH)

Rockingham Nutrition and Meals

(serving all 37 towns in county)
106 North Road
Brentwood, NH 03833
(603) 679-2201

Strafford County

COAST ADA Para transit

42 Sumner Drive
Dover, NH 03063
(603) 743-5777
Cost/Hours - depending on route. Service: Must have
disability. Need to complete application prior to service.

Great Bay Services

23 Cataract Avenue
Dover, NH 03820
(603) 842-5344
Service: Wheelchair accessible for transportation of clients.

Wildcat Transit

UNH Transportation Services Parking & Transit Center

20 Sage Way
Durham, NH 03824
(603) 862-2328

Sullivan County

PathWays of the River Valley – Region II

654 Main Street
Claremont, NH 03743
(603) 542-8706
Hours: M – F, 8:00 – 5:00
Service: Wheelchair accessible; serving PathWays patients
only.

Vermont

Advance Transit

120 Billings Farm Road
Wilder, VT 05088
(802) 295-1824
Rides on all Advance Transit bus routes in Vermont
and New Hampshire are free, thanks to contributions
from Upper Valley towns, Dartmouth College, and the
Dartmouth Health Medical Center, as well as donations
from members of our community, including riders.

VETERAN'S BRAIN INJURY PROGRAM

VA Veterans Crisis Line

Dial 988, Ext. 1
Website: www.veteranscrisisline.net

VA Medical Center – Conway, NH

71 Hobbs Street, 3rd Floor
Conway, NH 03818-8109
(800) 892-8384, Ext 3199
Mental Health – (603) 624-4366, Ext. 3199

VA Medical Center - Manchester

718 Smyth Road
Manchester, NH 03104
(603) 624-4366 or (800) 892-8384

Caregiver Support Program

Contact: Caregiver Program Coordinator
(603) 624-4366, Ext. 6895
Website: www.caregiver.va.gov

OEF/OIF/OND Transitional Case Management Program

(603) 624-4366, Ext. 6932, 6483 or 6074

Mental Health Clinic
(603) 624-4366

Polytrauma/Traumatic Brain Injury Clinic
(603) 624-4366 Ext. 1904

VA Medical Center – Portsmouth, NH
302 Newmarket Street, Pease Air National Guard Base
Portsmouth, NH 03803-0157
(603) 624-4366, Ext. 3199

VA Medical Center – Somersworth, NH
5 Terrascape Parkway
Somersworth, NH 03878-1115
(603) 624-4366, Ext. 3199

VA Medical Center – Tilton, NH
630 West Main Street, Suite 400
Tilton, NH 03276-5047
(603) 624-4366, ext 3199

VA Medical Center - Vermont
215 North Main Street
White River Junction, VT 05009
(802) 295-9363 or (866) 687-8387

Caregiver Support Program
(802) 295-9363, Ext. 5364
Website: www.caregiver.va.gov

Mental Health Clinic
163 Veterans Drive
White River Junction, VT 05001
(802) 295-9363, Ext 6180

OEF/OIF/OND
(802) 295-9363, Ext. 4709

Polytrauma Unit/Traumatic Brain Injury
(802) 295-9363, Ext. 6132

American Red Cross
Website: www.redcross.org/about-us/our-work/military-families

Blinded Veterans Association
PO Box 90770
Washington, DC 20090
(800) 669-7079
Website: www.bva.org

Brain Injury Association of New Hampshire
52 Pleasant Street
Concord, NH 03301
(603) 225-8400
Website: www.nh-veteran.com

Department of Veterans Affairs
Website: www.va.gov

Home Base (Red Sox Foundation & Massachusetts General Hospital)
(617) 724-5202
Website: www.homebase.org

Hero Pups
20 Portsmouth Avenue, #127
Stratham, NH 03885
(603) 397-7444
Website: www.heropups.com

Military OneSource
Website: www.militaryonesource.mil

New Hampshire Air National Guard
www.nh.ng.mil

NH State Office of Veterans Services
275 Chestnut Street, Room 517
Manchester, NH 03101-2411
(603) 624-9230
Website: www.nh.gov/nhveterans

Pease Air National Guard Base
Airman and Family Readiness Program
302 Newmarket Street
Pease ANGB, Portsmouth, NH
(603) 430-2435

Real Warriors/Defense Centers of Excellence Outreach Hotline
Website: www.realwarriors.net

Ruck-Up
42 Upper Knight Street
Keene, NH
(603) 903-1255

VA National Center for PTSD
Website: www.ptsd.va.gov

Wounded Warriors @ 45 North
P.O. Box 132
Pittsburg, NH 03592-0132
(603) 538-9994

Vet Centers – New Hampshire
Website: www.vetcenter.va.gov
NH Vet Center – Berlin
515 Main Street
Gorham, NH 03581
(603) 752-2571

RESOURCES

NH Vet Center – Keene
640 Marlboro Rd., Route 101
Keene, NH 03431
(603) 358-4950

NH Vet Center – Manchester
1461 Hooksett Road, Suite B7
Hooksett, NH 03106
(603) 668-7060

Vet Centers - Maine

Website: www.vetcenter.va.gov

Vet Center - Bangor
615 Oldin Road, Suite 3
Bangor, ME 04401
(207) 947-3391

Vet Center - Lewiston
35 Westminster Street
Lewiston, ME 04240
(207) 783-0068

Vet Center - Northern Maine
45 York Street
Caribou, ME 04736
(207) 496-3900

Vet Center – Portland
707 Sable Oaks Drive
South Portland, ME 04106
(207) 780-3584

Vet Center – Sanford
628 Main Street
Springvale, ME 04083
(207) 490-1513

Vet Centers – Massachusetts

Website: www.vetcenter.va.gov

Vet Center – Lowell
10 George Street
Lowell, MA 01852
(978) 453-1151

Vet Centers – Vermont

Vet Center – White River Junction
118 Prospect Street, Suite 100
White River Junction, VT 05001
(802) 295-2908

Veterans Affairs Compensation & Pension Service

Website: www.benefits.va.gov/benefits

VOCATIONAL REHABILITATION & EMPLOYMENT SERVICES

Community Integrated Services

373 South Willow Street, Suite D2-3
Manchester, NH 03103
(603) 836-4400

Portsmouth

115 Heritage Avenue, Suite 1
Portsmouth, NH 03801
(603) 932-6443

Granite State Independent Living

21 Chenell Drive
Concord, NH 03301
(800) 826-3700 voice/TTY or (603) 228-9680

New England Job Corp

943 Dunbarton Road
Manchester, NH 03102
(800) 733-5627
Educational and Vocational training for youth 16-24yrs with no history of court involvement.

Services for the Blind & Visually Impaired

21 South Fruit Street, Suite 20
Concord, NH 03301
(603) 271-3537

The PLUS Company, Inc.

19 Chestnut Street
Nashua, NH 03060
(603) 889-0652

NEW HAMPSHIRE BUREAU OF VOCATIONAL REHABILITATION (VR)

Berlin Regional Office

650 Main Street, Suite 110
Berlin, NH 03570
(603) 752-2271 or (888) 300-9550

Concord Regional Office

21 South Fruit Street
Concord, NH 03301
(603) 271-2327

Keene Regional Office

149 Emerald Street, Suite T
Keene, NH 03431
(603) 357-0266 or (800) 620-7688

Manchester/Nashua Regional Office

One Sundial Avenue, Suite 201N
Manchester, NH 03103
(603) 669-8733 or (800) 627-9304

Portsmouth Regional Office

215 Commerce Way, Suite 3

Portsmouth, NH 03801

(800) 882-2744 or (603) 436-8884

WEBSITES FOR OTHER HELPFUL INFORMATION

Brain Injury Association of America: www.biausa.org

Brain Injury Association of New Hampshire: www.bianh.org

Center for Disease Control and Prevention:

www.cdc.gov/ncipc/tbi

Disabled Dealer Magazine: www.disableddealer.com

Education By Design: www.edbydesign.com

National Institute of Neurological Disorders and Stroke:

www.ninds.nih.gov

Neuropsychology Central: www.neuropsychologycentral.com

Social Security: www.socialsecurity.gov

Stroke Information: www.stroke.org

The Neurotrauma Law Nexus: www.neurolaw.com

Traumatic Brain Injury Survival Guide: www.tbiguide.com

Waiting While Someone is in Coma: www.waiting.com

RESOURCES

GLOSSARY

RESOURCES

A

ABSTRACT CONCEPT – A concept or idea not related to any specific instance or object and which potentially can be applied to many different situations or objects. Persons with cognitive deficits often have difficulty understanding abstract concepts.

ABSTRACT THINKING – Ability to reason and to solve problems.

ACQUIRED BRAIN INJURY – The implication of this term is that the individual experienced normal growth and development from conception through birth, until sustaining an insult to the brain at some later time which resulted in impairment of brain function.

ACUTE CARE – The phase of managing health problems which is conducted in a hospital on patients needing medical attention.

ACUTE REHABILITATION – Based in a medical facility, accepts patient as soon as medically stable, focuses on intensive physical and cognitive restorative services in early months after injury; typical length of stay one week to several months (short term); identifiable team and program with specialized unit.

ADL – Activities of daily living such as eating, grooming, toileting, and dressing.

AGITATION – Behavior pattern of restlessness and increased activity intermingled with anxiety, fear and/or tension.

AMBULATION – Walking

AMNESIA – Memory loss

Retrograde – inability to remember information prior to the injury

Anterograde – inability to consistently remember events since the injury; associated with inability to remember and learn new material.

ANEURYSM – A bubble-like deformity in a blood vessel wall which is prone to bleeding.

ANOXIA – State of almost no oxygen supply, resulting in low energy production and possible death of the cell, may be due to poor blood flow to the brain or low oxygen in the blood.

ANTICOAGULANT AGENTS – Drugs used in stroke prevention therapy to prevent blood clots from forming or growing. They interfere with the production of certain blood components necessary for clot formation.

ANTICONVULSANT – Medication used to control or decrease the possibility of seizure.

ANTIDEPRESSANTS – Drugs which help treat depression.

ANTITHROMBOTICS – Type of anticoagulation therapy that prevents the formations of blood clots by inhibiting the coagulating actions of the blood protean thrombin.

APHASIA – Loss of the ability to express oneself and/or to understand language, caused by damage to the brain cells rather than deficits in speech or hearing organs.

APRAXIA – Inability to carry out a complex or skilled movement; not due to paralysis, sensory changes or deficiencies in understanding.

ARTERIOVENOUS MALFORMATION (AVM) – A “tangle” of blood vessels present from birth which may be prone to bleeding.

ASPIRATION – When food or liquid goes into the windpipe (trachea) and lungs instead of the esophagus and then the stomach. This can cause lung infection or pneumonia.

ASSISTANCE –

Dependent/Maximum – Person is unable to perform the task

Moderate – Person can participate somewhat, but still requires a good deal of help.

Minimum – Person does most of tasks himself/herself, but requires some help

Contact/Guard (FBI – finger in belt) – Person requires no real help. A hand is placed on him/her for safety precautions (balance or lack of attention).

GLOSSARY

ATAXIA – A problem of muscle coordination not due to apraxia, weakness, rigidity, spasticity or sensory loss, caused by a lesion of the cerebellum or basal ganglia. Can interfere with a person's ability to walk, talk, eat, and to perform other self care tasks.

ATROPHY – Deterioration or loss of tissue caused by lack of nourishment, inactivity or loss of nerve supply.

AUDIOLOGIST – One who evaluates hearing defects and who aids in the rehabilitation of those who have such defects.

B

BILATERAL – Pertaining to both left and right sides.

BLOOD LEVELS – Amount of medications or other substances in the blood. Blood tests must be done regularly when a person is on certain medicines to ensure that proper levels are maintained.

BRAIN PLASTICITY – The ability of intact brain cells to take over functions of damaged cells; plasticity diminishes with maturation.

BRAIN SCAN – An imaging technique in which a radioactive dye (radionuclide) is injected into the blood stream and then pictures of the brain are taken to detect tumors, hemorrhages, blood clots, abscesses or abnormal anatomy.

BRAIN STEM – The lower extension of the brain connected to the spinal cord. Neurological functions located in the brain stem include those necessary for survival – being awake or alert.

C

CAT SCAN – Series of cross-sectional x-rays of the head and brain that reveals the internal structure of the brain in precise detail.

CEREBELLUM – The portion of the brain (located at the back) which helps coordinate movement. Damage may result in ataxia.

CEREBRAL INFARCT – When the blood supply is reduced below a critical level and the brain tissue in that region dies.

CEREBRAL-SPINAL FLUID – Liquid which fills the ventricles in the brain and surrounds the brain and spinal cord.

CLOSED HEAD INJURY – Trauma to the head which does not penetrate the skull but which damages the brain. Occurs when the head accelerates and then rapidly decelerates or collides with another object and brain tissue is damaged by violent smashing, stretching or twisting of brain tissue (example: hitting the windshield of a car).

COGNITION – “Thinking” skills such as being able to organize, solve problems, follow directions, etc.

COGNITIVE DEFICIT – A reduction in one or more “thinking” skills which include: attention, concentration, memory, sequential thought organization, judgment, reasoning, and problem-solving.

COGNITIVE REHABILITATION – Therapy programs which aid people in the management of specific problems in thinking and perception. New strategies and skills are taught to help people improve function and/or compensate for remaining deficits.

COMA – A state of unconsciousness from which the patient cannot be awakened or aroused, even by powerful stimulation.

CONCRETE THINKING – Thinking limited to what is seen or to one specific example.

CONCUSSION – The common result of a blow to the head or sudden deceleration usually causing an altered mental state, either temporary or prolonged.

CONFABULATION – Making up facts or events. It differs from lying in that the individual is not attempting to deceive.

CONTINENT – The ability to control urination and bowel movements.

GLOSSARY

CONTRACTURE – Loss of full movement of a joint.

CONTRECOUP – Bruising/injuries of brain tissue on the side opposite the point of impact.

CSF – Liquid which fills the ventricles of the brain and surrounds the brain and spinal cord.

CVA – Cerebrovascular accident. A term traditionally used for stroke. Stroke is no longer viewed as an accident.

D

DEPRESSION – A feeling of sadness brought about by loss; usually a natural process in brain injury recovery. On occasion, professional treatment may be necessary.

DIFFUSE – Brain damage which involves many areas of the brain rather than one specific location.

DYSARTHRIA – “Slurred” speech due to paralysis or weakness of tongue, lips, and other facial muscles. A language disorder characterized by difficulty with speaking or forming words.

DYSPHAGIA – Problem with or absence of the ability to chew and/or swallow.

E

EDEMA – Swelling.

ELECTROENCEPHALOGRAM (EEG) – A medical test which studies “brain waves” or electrical activity of the brain. Useful for diagnosing seizure disorders (epilepsy), coma and brain death.

EMBOLIC STROKE – Stroke resulting from the blockage of an artery by a blood clot (embolus).

EPILEPSY – Seizure disorder.

EPISODIC MEMORY – Memory for ongoing events in a person’s life. More easily impaired than semantic memory or perhaps because rehearsal or repetition tends to be minimal.

EQUILIBRIUM – Normal balance reactions and postures.

F

FOCAL – Restricted to one region (as opposed to diffuse).

FRONTAL LOBE – Front part of the brain; involved in planning organizing, problem-solving, selective attention, personality and a variety of higher cognitive functions.

H

HEMOTOMA – blood clot

Regarding the brain:

Epidural – outside the brain and its fibrous covering but under the skull.

Subdural – between the brain and its fibrous covering.

Intracerebral – in the brain tissue.

HEMIANOPSIA – Visual field cut. Blindness for one half of the field of vision; this is not the right or the left half.

HEMISPHERE – One of the two halves of the brain.

Right – Controls left side of the body and is involved with visuospatial abilities.

Left – Controls the right side of the body and is involved with language.

HEMORRHAGE – Bleeding that occurs following trauma.

HYDROCEPHALUS – Enlargement of fluid filled cavities in the brain.

HYPOXIA – Lack of oxygen reaching the tissues of the body.

I

ICP – Intracranial Pressure: Cerebrospinal fluid (CSF) pressure measured from a needle or bolt introduced into the CSF space surrounding the brain; reflects the pressure inside the skull.

GLOSSARY

INCONTINENT – Inability to control bowel or bladder functions.

INFARCT – The immediate area of a brain-cell death caused by the stroke. When the brain cells in the infarct die, they release chemicals that set off a chain reaction that endangers brain cells in a larger surrounding area.

ISCHEMIA – An interruption or blockage of blood flow.

L

LABILITY – State of having notable shifts in emotional state (e.g., uncontrolled laughing or crying).

LATENCY OF RESPONSE/RESPONSE DELAY – The amount of time it takes a person to respond after the stimulus has been presented.

LEFT HEMISPHERE – The half of the brain that controls the actions of the right side of the body, as well as analytic abilities such as calculating, speaking, and writing.

LONG TERM MEMORY – In neuropsychological testing, this refers to recall 30 minutes or longer after presentation. Requires storage and retrieval of information which exceeds the limit of short term memory.

M

MILD BRAIN INJURY – A patient with a mild traumatic brain injury is a person who has had a traumatically-induced physiological disruption of brain function, as manifested by at least one of the following: 1) any period of loss of consciousness; 2) any loss of memory for events immediately before or after the accident; 3) any alteration in mental state at the time of the accident (e.g., feeling dazed, disoriented or confused) 4) focal neurological deficit(s) which may or may not be transient; but where the severity of the injury does not exceed the following: a) loss of consciousness of approximately 30 minutes or less; b) after 30 minutes, an initial Glasgow Coma Scale score of 1-15; c) Post Traumatic Amnesia not greater than 24 hours.

MRI – Magnetic Resonance Imaging: A type of diagnostic radiography using electromagnetic energy to create an image of soft tissue, central nervous system and musculoskeletal systems.

N

NEUROPSYCHOLOGIST – A psychologist who specializes in evaluating (by tests) brain/behavior relationships, planning training programs to help the survivor of brain injury return to normal functioning and recommending alternative cognitive and behavioral strategies to minimize the effects of brain injury. Often works closely with schools and employers as well as with family members of the injured person.

NON-AMBULATORY – Unable to walk.

O

OCCIPITAL LOBE – Region in the back of the brain which processes visual information. Damage to this lobe can cause visual deficits.

OCCUPATIONAL THERAPIST – Therapist who focuses on helping stroke survivors rebuild skills in daily living activities, such as bathing, toileting, and dressing.

P

PARIETAL LOBE – One of the two parietal lobes of the brain located behind the frontal lobe at the top of the brain.

Right – damage can cause visuospatial deficits (having difficulty moving around new or familiar places).

Left – damage to this area may disrupt ability to understand spoken or written language.

PHYSIATRIST – Medical doctor who specializes in rehabilitation.

PHYSICAL THERAPIST – Healthcare professional who specializes in maximizing a stroke survivor's mobility and independence in order to improve major motor and sensory impairments in walking, balance, and coordination.

GLOSSARY

POST TRAUMATIC AMNESIA (PTA) – A period of hours, weeks, days or months after the injury when the patient exhibits a loss of day-to-day memory. The patient is unable to store new information and therefore has a decreased ability to learn.

POSTACUTE REHABILITATION – Are programs designed to provide intensive, 24-hour rehabilitation to improve cognitive, physical, emotional, and psychosocial abilities, to facilitate better independent living skills. Facilities typically provide a full spectrum of clinical therapies, as well as life-skills training in a residential setting.

PROSODY – Rhythm and timing of speech.

PSYCHIATRIST/PSYCHOLOGIST – Specialist who helps stroke survivors adjust to the emotional challenges and new circumstances of their lives.

PVS – Persistent Vegetative State: A long-standing condition in which the patient utters no words and does not follow commands or make any response that is meaningful.

R

RECREATIONAL THERAPIST – Therapist who helps to modify activities that the stroke survivor enjoyed before the stroke or introduces new ones.

REHABILITATION – Comprehensive program to reduce/overcome deficits following injury or illness and to assist the individual to attain the optimal level of mental and physical ability.

RETROGRADE AMNESIA – Inability to recall events that occurred prior to the accident; may be a specific span of time or type of information.

S

SEIZURE – An uncontrolled discharge of nerve cells which may spread to other cells nearby or throughout the entire brain. It usually lasts only a few minutes. It may be associated with loss of consciousness, loss of bowel and bladder control and tremors; may also cause aggression or other behavioral change.

SHORT TERM MEMORY – Primary or “working” memory; its contents are in conscious awareness. A limited capacity system that holds up to seven chunks of information over periods of 30 seconds to several minutes, depending upon the person’s attention to the task.

SHUNT – A procedure to draw off excessive fluid in the brain. A surgically-placed tube running from the ventricles which deposits fluid into either the abdominal cavity, heart, or large veins of the neck.

SKULL FRACTURE – Term used to describe the breaking of the bones surrounding the brain. A depressed skull fracture is one in which the broken bone(s) exert pressure on the brain.

SLP – Speech – Language Pathologist: a professional educated in the development and disorders of human communication.

SOCIAL WORKER – Counselor of psychological needs.

SPASTICITY – An involuntary increase in muscle tone (tension) that occurs following injury to the brain or spinal cord, causing the muscles to resist being moved. Characteristics may include increase in deep tendon reflexes, resistance to passive stretch, clasp knife phenomenon, and clonus.

SPEECH-LANGUAGE PATHOLOGY SERVICES – A continuum of services including prevention, identification, diagnosis, consultation, and treatment of patients regarding speech, language, oral and pharyngeal sensorimotor function.

STATUS EPILEPTICUS – Continuous seizures; may produce permanent brain damage.

STROKE – Sudden interruption of blood flow to a part of the brain that kills cells within the area. Body functions controlled by the affected area may be impaired or lost.

T

TBI – Traumatic Brain Injury: Damage to living brain tissue caused by an external, mechanical force. It is usually characterized by a period of altered consciousness (am-

GLOSSARY

nesia or coma) that can be very brief (minutes) or very long (months, indefinitely). The specific disabling condition(s) may be orthopedic, visual, aural, neurologic, perceptive/cognitive, or mental/emotional in nature. The term does not include brain injuries that are caused by insufficient blood supply, toxic substances, malignancy, disease-producing organisms, congenital disorders, birth trauma, or degenerative processes.

TEMPORAL LOBES – Two lobes, one on each side of the brain located at about the level of the ears. They allow a person to tell one smell from the other and one sound from the another. They also help in sorting new information and are believed to be responsible for short-term memory.

Right Lobe – mainly involved in visual memory
(i.e., pictures/faces)

Left Lobe – mainly involved in verbal memory
(words/names)

THROMBOEMBOLISM – Embolus that breaks away from a clot in one vessel to become lodged in another vessel.

THROMBOSIS – Clotting of blood within a vessel.

V

VENTRICLES – Fluid filled cavities inside the brain.

VERBAL APRAXIA – Impaired control of proper sequencing of muscles used in speech (tongue, lips, jaw muscles, vocal cords). These muscles are not weak but their control is defective. Speech is labored and characterized by sound reversals, additions, and word approximations.

VOCATIONAL THERAPIST – A specialist who evaluates work-related abilities of people with disabilities.

INDEX

A

AAA Foundation for Traffic Safety – 55
Adapt Health - 25
Adaptive Driving Associates – 61
Advance Transit – 64
Affordable Mobility – 25
AIDS Response – 47
Al-Anon & Alateen – 60
Alcoholics Anonymous – 60
All-Ways Accessible – 25
Alzheimer's Disease – 56
AmeriHealth Caritas New Hampshire - 51
American Red Cross – 55, 65
Ammonoosuc Community Health Svcs – 51
Amoskeag Community Health Center - 36, 60
Aneurysm – 56
Anoxia – 57
Aphasia – 57
Ascentria Care Alliance – 44
Assistive Technology in NH – 25
Association for Driver Rehabilitation – 61

B

Belknap County Nursing Home – 49
Belknap County ServiceLink – 50
Belknap-Merrimack Counties Community Action – 41, 62
Bell, John-Erik - 35
Benefits Checkup Rx – 51
Blinded Veterans Association – 65
Brain Injury Association of America – 49
Brain Injury Association of New Hampshire – 25, 55, 60, 65
Brain Tumors – 57
Brewer Center for Health & Rehabilitation – 26
Brock Children's Home – 58
Bruno-Golden, Barbara – 54
Bureau of Adult Education – 39
Bureau of Drug and Alcohol Services – 60
Bussion, Charles – 36, 60
Butenhof & Bomster, PC – 43

C

Care-One Neurorehabilitation - 26, 58, 60
Caregivers – Greater Manchester & Greater Nashua – 63
Carroll County Homeless Intervention/Prevention - 47
Carroll County ServiceLink – 50
Catholic Medical Center – 26
Center for Disease Control & Prevention – 55
Center for Integrative Psychological Services – 56
Center for Life Management – 36
Center for Physical Therapy - 34
Center for Sports Medicine & Orthopaedic Rehab - 35
Century Wheelchair Division – 63
CHaD Family Center – 39
Cheshire County Home – 49

Cheshire County ServiceLink – 50
Child Care Aware of New Hampshire – 34
Child Health Services – 51
Children's Medicaid – 40
Children's Rehabilitation Center of Portsmouth Hospital - 34
City Express – 62
Clear Brook Counseling – 36, 60
COAST ADA Para transit – 64
Coastal Neurology Services – 52
Cohen & Winters – 48
Cohen Speech Pathology – 59
Colebrook Developmental Disabilities – 37
Comfort Keepers – 44, 58
Common Ground – 38
Community Action Programs – 41
Community Bridges – 24
Community Caregivers of Greater Derry – 54, 64
Community Crossroads – 25
Community Integrated Services – 26, 44, 45, 66
Community Partners – 25, 36
Community Resources for Crime & Justice Institute – 26
Community Services Center – 38
Community Strategies for New Hampshire – 26
Community Volunteer Transportation Co – 63
Concord Hospital Rehabilitation Services - 35
Concord Area Transit – 63
Coos County Family Health Services – 51
Coos County Nursing Home – 49
Coos County ServiceLink – 50
Core Pediatric Dentistry – 51
Cornerstone Family Resources – 36
Cornerstone VNA – 44
Crampton, John – 37, 53
Crossroads Chiropractic - 35
Crotched Mountain Accessible Rec & Sports – 56
Cynthia Day Family Center - 47

D

Dartmouth-Hitchcock Medical Center – 26, 35
DDS – Social Security Disability – 40
Department of Veterans Affairs – 65
DHHS – District Offices – 42
Dial-a-Ride – 63
Dmytruk, Dimitri - 54
Disability Rights Center – 22, 48
Dover Center for HealthCare & Rehab – 49
Driveability at Exeter Hospital – 62, 64

E

Eagle Eye Farm Rehabilitation Center – 26
Easter Seals – 22, 34, 56, 58
Easter Seals – Homemakers Health Services – 44

INDEX

Elliott Neurology Associates – 52
Elliot Rehabilitation Services - 35-36
Encompass Health Rehabilitation Hospital – 26
Enhanced Life Options Group – 43
Epilepsy – 57
Equal Employment Opportunity Commission – 22
Exeter Hospital Pediatric Rehabilitation – 34

F

Fairlawn Rehabilitation Hospital – 26
Families in Transition – 47
Family Centered Early Services & Support – 38
Family Support Program – 39
Farnum Center – 60
Farnum Rehabilitation Center – 26
Fieler, Mary - 54
Filiano, James – 52
Forestview Manor – 49, 58
Foundation Neurology – 52
Foundations for Healthy Communities – 51, 60
Franciscan Children's Hospital/Rehab – 29
Future In Sight - 26, 62

G

Garrison City Speech & Language - 59
Gateways Community Services – 22, 24
Gibson Center for Senior Services – 62
Gillock, Karen Lee – 56
Good News Garage – 63
Goodwill NeuroRehab Services – 29
Goodwin Community Health – 52
Governor's Commission on Disability – 22
Grafton County Nursing Home – 49
Grafton County Senior Citizen Council – 63
Grafton County ServiceLink – 50
Granite Recovery Centers - 37, 61
Granite State Independent Living – 22, 62, 63, 66
Granite United Way – 59
Great Bay Services – 64
Greater Nashua Mental Health Center – 37
Greater Salem Caregivers – 54
Greenpath Financial Wellness – 40
Griffin, Stefanie – 53
Guardian Home Care USA - 59

H

Hackett Hill HealthCare Center – 49
Harry Gregg Foundation – 41
HCS Friendly Bus – 62
Headaches – 57
Head Start – 34
Headrest Crisis – 48
Healthy at Home – 44
Hearing Enhancement Center – 51

Helmus, Ann – 54
Hero Pups – 65
Hillsborough County Community Action Ctr – 41, 45
Hillsborough County Nursing Home – 49
Hillsborough County ServiceLink – 50
Home Base – 65
Home Care Hospice & Palliative Care – 44
Home Health & Hospice Care - 44
Home Helpers Homecare – 44
Home Instead Senior Care – 62
Homeless County Intervention Offices – 47
Hospitality Homes – 54
Housing Authority Offices – 46-47
Human Rights Commission – 22
Huntington's Disease – 57

I

InFocus Eyecare – 36, 51
In-Step Mobility Products – 26
Independence Care - 29, 44, 62
Independent Services Network – 29
Injury Prevention Center – 55
Injury Prevention Program – 55
Institute on Disability – 22
Interim HealthCare – 44
Interlakes Community Caregivers - 62

J

Jaffrey-Monadnock Adult Care Center - 62
Jamieson, William – 53

K

Karlson, Kristine - 35
Kearsarge Council on Aging – 63
Krempels Brain Injury Center – 22, 29

L

Lakes Region Community Services – 24
Lakes Region Mental Health Center – 37
Lake Sunapee Region VNA & Hospice – 45
Lamprey Health Care – 52, 64
Lash & Associates Publishing – 39, 40, 49
Legal Advice & Referral Center – 48
Liberty Livery & Elderly Transportation – 64
Lichtenstein, Jonathan - 35, 53
LifeStages Family Neuro-Health - 53
LifeStance Health - 37, 61
Listen Center Community Services – 54
Live Free Home Health Care – 45
Living Innovations – 29, 45
Long-Term Care - Ombudsman - 22
Loud, Keith - 35
Lukovits, Timothy – 52

INDEX

M

Maintaining Independence Center Adult Day Health - 22
Manchester Transit Authority – 63
MAS Home Care of NH – 45
Mascoma Senior Center – 63
McAvoy, Keith – 52
Medicaid Transportation – 61
Medline Systems – 39
Merrimack County Navigator Program - 22, 40
Merrimack County Nursing Home – 49
Merrimack County ServiceLink – 50
Military OneSource – 65
Minahan, Lisa - 59
Mobility Works - 26
Monadnock Adult Day Care Center – 22
Monadnock Developmental Services – 24
Monadnock Family Services – 37
Moore Center Services, Inc. – 25
Mount Washington Valley Adult Day Center - 24
Mt. Ascutney Hospital & Health Center – 29
Multiple Sclerosis – 57

N

NAMI – 37
Nashua Adult Day Health - 24
Nashua Transit System – 63
National Institute of Neurological Disorders – 49
National Library of Medicine – 49
National SAFEKIDS Campaign – 55
Needy Meds – 52
NEERS – 39
NE Disabled Sports – 56
NE Healing Sportsman's Association – 56
NE Job Corp – 66
NE Neurological Associates – 56
Neurobehavioral Counseling – 56
NeuroDevelopmental Institute of NH - 34
Neuropsychology & Education Services – 53
NeuroRestorative New Hampshire – 29
Neurotoxicity – 57
New Futures – 61
New Horizons – 38, 47
Next Step Healthcare – Braintree Manor – 32, 49, 61
NH Air National Guard – 65
NH Association for Justice – 48
NH Bureau of Health Care Facilities – 49
NH Children's Trust, Inc. – 55
NH Concussion Care - 36
NH Council on Developmental Disabilities – 22
NH Dental Society – 52
NH Family Voices – 40, 49
NH Fire Standards & Emergency Medical Svcs – 55
NH Healthy Families Health Plan – 51
NH Higher Education Assistance Foundation – 39

NH Housing Finance Authority – 46
NH Legal Assistance Offices – 48
NH Neurospine Institute - 36
NH Pro Bono Program – 48
NH Public Records – 48
NH Special Olympics – 56
NH State Department of Education – 39
NH State Office of Veterans Services – 65
NH Technical Institute – 52
NH Transit – 62
NH Victim's Compensation Commission – 41
Nichols, James – 53
North Country Independent Living – 32
Northeast Counseling/Coaching – 37
Northeast Deaf & Hard of Hearing Svcs. – 26
Northeast Passage – 56
Northeast Rehabilitation Driving Evaluation & Training - 54
Northeast Rehabilitation Hospital – 32
Northeast Rehabilitation Hospital - ThinkFirst - 55
Northeast Rehab Outpatient Neuro Centers - 54
Northeast Rehabilitation Outpatient Post-Concussion Svcs. - 36
Northern New England Poison Center – 55
Northern Human Services – 24, 37, 59
Novus Vita Counseling - 56

O

Office of Highway Safety – 55
Office of Public Guardian – 43
Office of Special Medical Services - 34
One Sky Community Services – 25
Ossipee Concerned Citizens – 62

P

Parent Information Center – 40
Parkinson's Disease – 57
Pastoral Counseling Services – 38
PathWays of the River Valley – 24, 64
Pease Air National Guard Base – 65
Pleasant Valley Nursing Center – 49
Poire, Roger Eugene – 55
Pollak, Jerrold – 53
Portsmouth Regional Hospital Rehab & Wellness Ctr. – 32
Probate Courts – 43-44
Public Housing - Section 8 Programs - 46-47
Public Utilities Commission – 48

R

Randolph, John – 53
Real Warriors/Defense Centers – 65
Refurbished Equipment Marketplace - 26
Regency Home Health – 45, 59
Rehab Without Walls Neuro Rehabilitation - 32, 34, 36, 45, 54, 59

INDEX

Remig, Anita – 53
Residential Resources, Inc. – 32
Revere Healthcare Center - 32
Rhee, Jessica – 53
Riverbend Community Mental Health Center – 34, 38, 61
Riverbend Children's Program - 38
RiverRidge Center – 32
Robin Hill Farm – 32, 49
Rockingham County Community Action Ctr. – 41, 47, 54
Rockingham County Nursing & Rehab – 49
Rockingham County ServiceLink – 50
Rockingham Nutrition and Meals – 64
Rose Meadow Acres/Farm/Garden – 32, 50
Roth, Robert – 53
Rubin, Laura – 53
Ruck Up - 65

S

Safety and Health Council of NH – 55
Sawyer, Nicole – 56
Scanlon, Joan – 53
SE NH Alcohol & Drug Abuse Services – 61
Seacoast Area Physiatry – 52, 54
Seacoast Mental Health Center – 38
ServiceLink Network – 22
ServiceLink Resource Centers – 50
Services for Blind & Visually Impaired – 26, 66
Sevita Health - Senior Class Center - 24
Shaken Baby Alliance – 34, 55
Silverthorne Adult Day Center – 24
Social Security Offices – 42
Sparks, Michael - 35
Spaulding Rehabilitation Hospital – 32
Special Needs Support Center – 40
Spinal Cord Injury – 58
St. Joseph Hospital Rehab Unit – 32
Stop It Now! – 34
Stafford County Community Action Program - 41, 46
Strafford County ServiceLink – 50
Stroke – 58
Sullivan County Community Action – 41
Sullivan County Health Care – 50
Sullivan County ServiceLink – 50
Sunset Hill Educational Institute - 34, 39, 56

T

Talking Books – 49
Thadani, Vijay – 52
TLC Family Resource Center – 61
The Children's Place & Parent Education Ctr. – 40
The Doorways - 60-61
The Front Door Agency – 47
The Mental Health Center – 38
The Mental Health Center of Greater Manchester - 38, 61

The PLUS Company – 66
The Process Recovery Center - 61
The Salvation Army – 47
The Way Home – 47
ThinkFirst Foundation – 55
Touchstone Farm – 56
Trauma – 58
Tri-County Community Action Center – 41, 43, 47, 48, 63
Tri-County CAP Homeless Outreach - 48
Tri-County Transit – 63
Trudel, Tina – 53

U

UNH Franklin Pierce School of Law - 48
Upper Valley Senior Center – 63
Upreach Therapeutic Equestrian Center – 56
US Dept. of Justice/Civil Rights Division – 22

V

VA Medical Centers – 64-65
VA Veteran's Crisis Line – 64
Vachon Dental – 52
Vet Centers – 65-66
Veterans Affairs – 65
Victoria's Victory Foundation - 26
Visiting Angels – 45, 59
Visiting Nurse Home Care & Hospice – 50, 59
VNA at Home Health Care Hospice & Community Svcs – 24
Vocational Rehabilitation Offices – 66-67

W

Warren Street Family Counseling – 38, 61
Waypoint – 40, 47, 59
Welfare Offices – 42 - 43
Well Sense Health Plan – 51
West Central Behavioral Health - 39
White Horse Recovery - 61
White Mountain Mental Health – 38
White Stone Counseling – 39
Whittier Rehabilitation Hospital – 32
WildCat Transit – 64
Willow Eye Care – 52
WISE Program Centers – 55
Wolfeboro Caregivers of Southern Carroll Cty – 62
Women's Crisis Center – YWCA – 39
Wounded Warriors @ 45 North – 65

NOTES



Community-Based Programs

Independent Case Management/Service Coordination

BIANH offers this Conflict Free service for all disability populations

Choices For Independence Program

Under the Home and Community Based Waiver, this program provides options to eligible individuals who choose to remain in community settings

Neuro-Resource Facilitation Program

Assists families, veterans, and individuals in accessing available community resources

Brain Injury Support Groups

Located state-wide, these groups are designed to assist individuals and family members through the recovery process

Family Help-Line

Provides survivors, families, professionals and the general public with free information and resources

ThinkFirst

A free school-based prevention program

Transition Program

Assists individuals who have experienced a brain injury or stroke, and are able to transition from a facility back into the community

Veterans Program

Assists veterans and their families in accessing available community resources and veteran services

For more details on these programs, please call the Brain Injury Association of New Hampshire office at (603) 225-8400 or (800) 773-8400 (NH only)