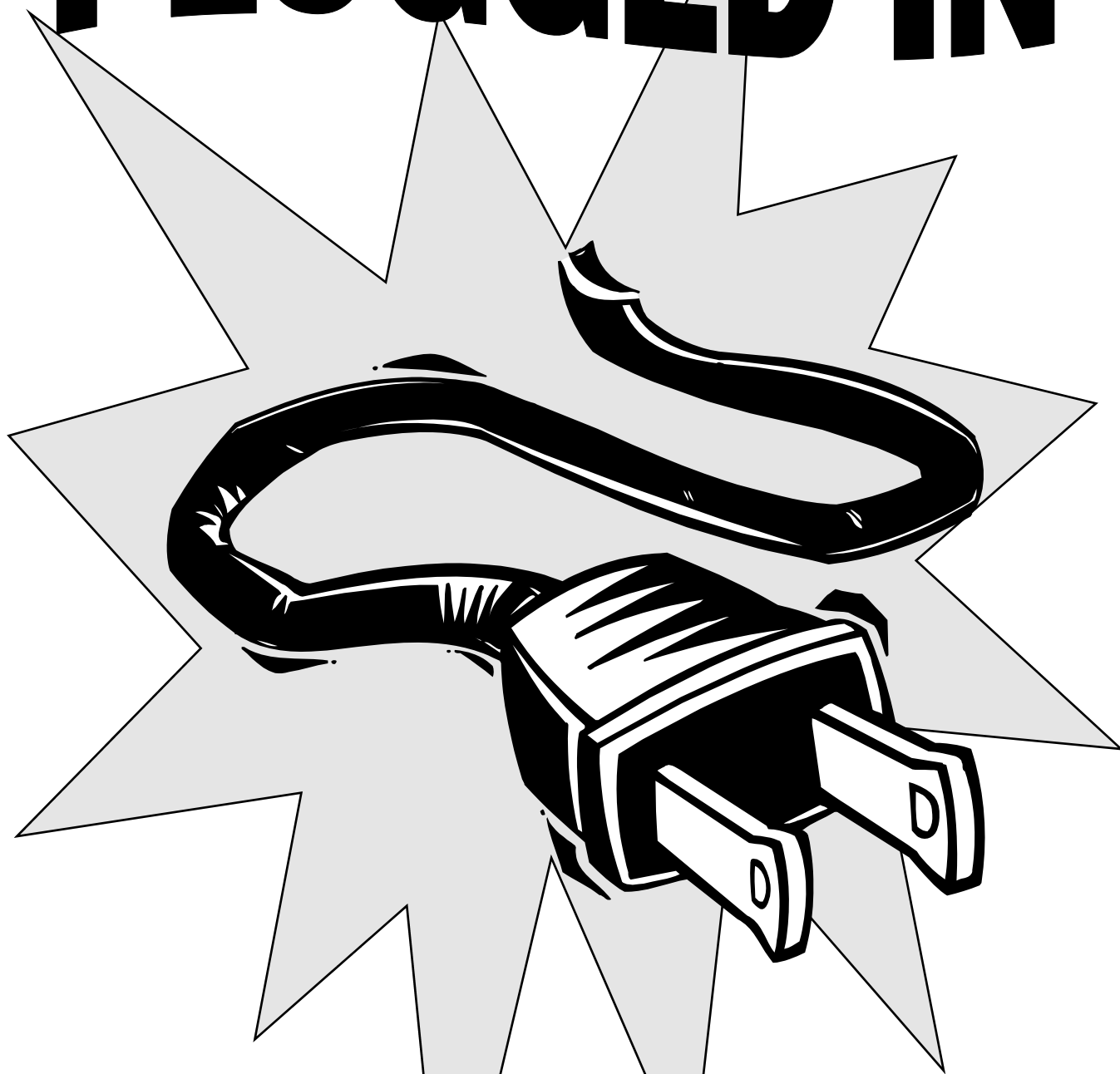


# **PLUGGED IN**



**A NH Transition Resource Guide for  
Young People With Special Health Care  
Needs and/or Disabilities  
2009**

Every effort has been made to provide complete and accurate information.

NH Family Voices apologizes for any omissions.

This information does not serve as an endorsement of any individual organization, agency or the quality of services.

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NH Family Voices  
Update Spring 2009

# PLUGGED IN

## A TRANSITION RESOURCE GUIDE FOR YOUNG PEOPLE WITH DISABILITIES

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**G**rowing up and facing life as an adult can be both exciting and scary. Thinking about leaving high school, getting a job, brings up questions like; should I go to college, where will I live, who will help me with the decisions I have to make.

Preparing for adulthood may require some extra effort and energy from both you and your parents as well as others in your life that support you.

This resource guide was written to give you a starting point in finding assistance. There are many organizations and agencies that can help you find what will work for you.

As helpful as these resources can be, you will learn more if you ask lots of questions.

### ACRONYMS

An *acronym* is a word formed from the first letter of other words. This quick guide will help define acronyms and words that you may find in reading "Plugged In" as well as other documents related to disabilities and government programs.



The plug and socket highlights important information.

**You** will always be your best advocate so arm yourself with as much information as possible. There are many people out there that want to see you succeed in finding and fulfilling your dreams.

**APTD** - Aid to the Permanently and Totally Disabled  
**DDC** - Developmental Disability Council  
**DEAS** - Division of Adult and Elderly Services  
**DO** - District Office  
**DVR** - Division of Vocational Rehabilitation  
**GSIL** - Granite State Independent Living Ctr.  
**NAMI NH** - National Alliance for the Mentally Ill  
**SSA** - Social Security Administration

**ATP** - Adult Tutorial Program  
**DDS** - Division of Developmental Services  
**DHHS** - Department of Health and Human Services  
**DRC** - Disabilities Rights Center  
**GED** - General Educational Development  
**MEAD** - Medicaid for Employed Adults with Disabilities  
**SSDI** - Social Security Disability Income  
**SSI** - Supplemental Security Income

## INFORMATION TO KEEP HANDY

Many agencies and service providers need basic information when looking at what you may qualify for. Many volunteer or paid positions will also need some information about you. Having this information written ahead of time can save you time and energy.



Your legal name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
(as found on your birth certificate)

Address: \_\_\_\_\_ Town: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Numbers: Home: \_\_\_\_\_ Cell: \_\_\_\_\_ E-mail: \_\_\_\_\_

Your Social Security #: \_\_\_\_\_

Primary Doctor: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Health Care Insurance: \_\_\_\_\_ Member number: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Subscriber (Who's name the health insurance is in): \_\_\_\_\_

Many programs that may support your living in the community will request some or all of the following items. Looking over this list and having copies of this information in a folder will help you when you have an appointment.

- |   |  |
|---|--|
| <input type="checkbox"/> Birth certificate  | <input type="checkbox"/> School record/transcript              |
| <input type="checkbox"/> Immunization record  | <input type="checkbox"/> Lease, rental receipt                 |
| <input type="checkbox"/> Current bill that shows address                                      | <input type="checkbox"/> Copy of current health insurance card |
| <input type="checkbox"/> Your last four pay stubs   | <input type="checkbox"/> Other income sources (i.e. SSI, SSDI) |
| <input type="checkbox"/> Information about personal resources (i.e. savings accounts, trusts) |  |

## PLANNING DURING HIGH SCHOOL

Here are some things to think and learn about while still in high school.

- ♦ Think about the kind of job you would like to have as an adult. What kind of classes should you take in high school? Will you need more schooling after high school?
- ♦ Find out about different educational programs after high school; vocational programs, colleges, technical training programs, and adult and continuing education programs. Learn what it takes to get into these programs or schools.
- ♦ Talk with your family, guidance counselor, and other adults you trust about your dreams and the kind of preparation that you need.
- ♦ Save examples of your school work and other items that show the kind of work you have been doing. Include examples of your life in your community, clubs /organizations.
- ♦ Learn about your rights. You are your best advocate. You can get help understanding these rights from your parents, school counselor, or organizations that help with education questions.
- ♦ At age 14 the law says that you have the right to participate in school team meetings if you have an Individual Education Plan (IEP) or a 504 Plan.
- ♦ Know that when you reach age 18, you have the right to approve your own Individual Education Plan (IEP) or a 504 Plan. You and your family may decide to share decision-making or continue to have your family approve the plan until you reach age 21.
- ♦ Be aware that if you leave high school or graduate before you are 21, you will stop receiving special education services. Special education services stop for everyone at age 21.
- ♦ Keep your own notes and records from school team meetings that you attend.

- ♦ Make a list of list of organizations and other places that can help you in planning and paying for any future education.

## LIFE PREP

These are some skills that you can learn while still in high school that will help you with employment in the future. You may want to make these part of your educational plan.

- ✓ Learn to write a resume
- ✓ reading classified ads
- ✓ learning to search the internet job sites
- ✓ how to provide references

### Work Experience

- ♦ You may already have work experience, consider responsibilities such as babysitting, tutoring younger kids or chores around the house.
- ♦ Job shadow someone in a job you find interesting. Job shadowing means finding out about different jobs by following and watching people actually do their jobs. If your interest is peaked, speak to someone about a volunteer opportunity.

### Volunteer

- Volunteer work will provide job skills and help you decide if you want to do this kind of work in the future. Keep records about the tasks that you completed while doing volunteer activities. These will show the skills you have acquired.
- Start a file with the names, addresses and phone numbers of teachers, employers and personal references to include in a resume.
- Research job requirements, skills and training needed for those jobs. Learn what jobs will meet your special needs and allow for accommodations.

## SERVICES FOR HIGHER EDUCATION UNDER THE LAW

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If you are interested in going on to college or a post secondary vocational school you should be aware of your rights under the law for accommodations available to help you participate in higher education.

### SECTION 504 of the Rehabilitation Act Of 1973

In 1973, Congress passed Section 504 of the Rehabilitation Act of 1973 (Section 504), a law that prohibits discrimination on the basis of physical or mental disability (29 U.S.C. Section 794). It states:

*No otherwise qualified individual with a disability in the United States . . . shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance . . . .*

The Office for Civil Rights in the U.S. Department of Education enforces regulations implementing Section 504 with respect to programs and activities that receive funding from the Department. This applies to all recipients of this funding, including colleges, universities, and postsecondary vocational education and adult education programs.

### POSTSECONDARY SCHOOL PROVISION OF AUXILIARY AIDS

Under Section 504 regulations the school must provide to qualified students with disabilities educational auxiliary aids for students with impaired sensory, manual or speaking skills.

Under Title II regulations the school must furnish appropriate auxiliary aids and services that allow an individual with a disability to participate in, and enjoy the benefits of a service, program, or activity conducted by the school.

It is, therefore, the school's responsibility to provide these auxiliary aids and services in a timely manner to ensure effective participation by students with disabilities. If students are being evaluated to determine their eligibility under Section 504 or the ADA, the recipient must provide auxiliary aids in the interim.

### POSTSECONDARY STUDENT RESPONSIBILITIES

A postsecondary student with a disability who is in need of auxiliary aids is obligated to provide notice of the nature of the disabling condition to the college and to assist it in identifying appropriate and effective auxiliary aids.

In elementary and secondary schools, teachers and school specialists may have arranged support services for students with disabilities. However, in postsecondary schools, the **students themselves** must identify the need for an auxiliary aid and give adequate notice of the need.

The student's notification should be provided to the appropriate representative of the college who, depending upon the nature and scope of the request, could be the school's Section 504 or ADA coordinator, an appropriate dean, a faculty advisor, or a professor.

Unlike elementary or secondary schools, colleges may ask the student, in response to a request for auxiliary aids, to provide supporting diagnostic test results and professional prescriptions for auxiliary aids. A college also may obtain its own professional determination of whether specific requested auxiliary aids are necessary.

## THE COLLEGE SEARCH: ASKING THE RIGHT QUESTIONS TO MAKE THE RIGHT FIT!

Not all postsecondary institutions provide exactly the same programs and services for students with disabilities. It is important to know if the college you choose can offer the kinds of programs and support services that you need.

The following is a list of questions to help you identify colleges that can meet your specific needs. Not all of them will apply to you, but those that do will help you begin a dialogue with the college's **Disability Support staff** and will help you generate other questions that you do need to ask.

### Admissions:

- What are the college's admissions requirements.
- Are ACT and/or SAT scores required? If so, what minimum score is required for admission?
- Are letters of recommendation required?
- Is an entrance exam offered with testing accommodations?

### Orientation and Summer Programs:

- Is there an orientation program for new students?
- Is there also an orientation for new students with disabilities?
- Is there a summer preparation program?

### Course Selection and Academic Advisement:

- How do I pick courses and register?
- Is priority registration available?
- What is the typical class size?

### Disability Services and Support:

- Where is the Student Disability Services office on campus? How is it staffed? Full-time? Part-time? Are there evening hours?
- What kinds of services are available through the Student Disability Services office?

### Documentation of Disability:

- What kind of information do I need to provide in order to receive services?
- When and to whom should documentation be given?

### Accommodations:

- How are accommodations and services obtained?
- What are the alternative testing arrangements?
- How are note takers and readers made available, selected and arranged?
- How are arrangements for sign language interpreters made?
- Is there a TDD (telephone device for the deaf) on campus? What is the number? Where is it located?
- How do I get textbooks on tape or Braille materials?
- What is the process for tape recording classes?
- How are faculty told about accommodations?

### Accessibility and Mobility Issues:

- What kinds of problems will I face trying to move around campus?
- Do I need a specific college permit to use designated disability parking?

★ It is very important that you ask questions about tutoring. Section 504 regulations say that studying and tutoring are personal services or responsibilities. Most colleges provide some tutoring, but how much, how it is provided, and who does the tutoring are all important questions.

It is also important to understand that if the college doesn't provide tutoring for all students, it does not have to provide tutoring for a student with a disability, even if the student needs or could benefit from that service.

## FINDING OUT ABOUT FINANCIAL AID

The **Federal Student Aid Programs** are the largest source of college financial assistance. They offer aid through a variety of methods: as gift aid in the form of grants (money that does not have to be repaid), and as self-help aid in the form of work study (job earnings) and loans (money that must be paid back with interest).

The FSA programs are comprised of:

- Pell grants
- Stafford loans, available either through the Federal Family Education Loan (FFEL) Program or the Direct Loan (DL) Program
- PLUS loans for parents (also available through the FFEL or DL programs)
- Consolidation loans (FFEL or DL)
- Federal Work Study (FWS)
- Perkins loans
- Federal Supplemental Educational Opportunity Grants (FSEOG)

The last three - FWS, Perkins Loans, and FSEOG - are known collectively as the Campus-Based Programs. Loans through the DL Program come directly from the U.S. government, while loans through the FFEL Program come from private lenders such as banks.

There are many sources of information on federal aid, and you should know that all of the information you need is available for free from the U.S. government and from your college financial aid office.

### Applying for Federal Aid

To apply for aid, you and your parents need to fill out the Free Application for Federal Student Aid or FAFSA. You can do that most easily and efficiently online at FAFSA on the Web. Of course, you can apply instead with the paper FAFSA, which is available at libraries and at your high school or college counselor's office. You can also call: (800) 4-FED-AID (800-433-3243) to have a paper application sent to you.

## OTHER SOURCES OF FINANCIAL AID

The **Social Security Administration** helps students pay school expenses and work while retaining social security benefits. For more information visit a local Social Security office or check out the SSA Web site, at [www.ssa.gov/disability](http://www.ssa.gov/disability) or call: (800) 772-1213.

The **State Vocational Rehabilitation** agency (see page 12) will often provide assistance with paying for fees, books, and other school and work-related expenses.

## ONLINE FINANCIAL AID RESOURCES

**Looking for Student Aid** is a webpage by the US Department of Education, that answers some common questions, such as those regarding scholarship search services, and gives links to other sites and publications.

**Website:** <http://studentaid.ed.gov/students/publications/lisa/index.html>

**Collegeboard.com** is an online tool to help you locate scholarships, internships, grants, and loans that match your education level, talents, and background. Complete the brief questionnaire and Scholarship Search will find potential opportunities from their database.

**Website:** [www.collegeboard.com](http://www.collegeboard.com)

**FinAid** has information about scholarships and fellowships for students with disabilities.

**Website:** [www.finaid.org/otheraid/disabled.phtml](http://www.finaid.org/otheraid/disabled.phtml)



## NH RESOURCES FOR HIGHER EDUCATION

### **Postsecondary Education Commission**

3 Barrell Court, Suite 300  
Concord, NH 03301-8543  
Tel: (603) 271-2555 (V)  
TDD Access Relay NH: (800) 735-2964  
Web: [www.nh.gov/postsecondary/](http://www.nh.gov/postsecondary/)

The Postsecondary Education Commission is the state agency responsible for regulating postsecondary educational institutions in the state, establishing criteria for granting degrees and awarding grants, scholarships and loans to students. The Commission administers various programs that affect higher education. In addition, there are programs dealing with access to higher education, including financial aid programs which the Commission staff administers.

### **Institute on Disability / UCED**

#### **University of New Hampshire**

10 West Edge Drive  
Durham, NH 03824  
Tel: (603) 862-4320 (V/TTY)  
Web: <http://iod.unh.edu>

Trains students, self-advocates, families and professionals through coursework, seminars, workshops and conferences. The Institute also has projects addressing students with disabilities and post-secondary education.

### **EdTech Associates - Assistive Technology Evaluation, Consultation and Training for the Learning Disabled**

4 Arrow Lane  
Amherst, NH 03031  
Tel: 424-4534  
Web: [www.edtech-associates.com](http://www.edtech-associates.com)

EdTeck Associates offers Assistive Technology, consultation, evaluation and training services for people with learning disabilities.

### **NH Higher Education Assistance Foundation Network**

4 Barrell Court  
PO Box 877  
Concord, NH 03302  
Tel: (800) 525-2577 or (603) 225-6612  
Web: [www.nhheaf.org](http://www.nhheaf.org)

The NHHEAF Network is comprised of three separate, private nonprofit organizations dedicated to helping families plan and fund education beyond high school.

### **NH Coalition for Citizens with Disabilities Parent Information Center**

P.O. Box 2405  
Concord, NH 03302  
Tel: (800) 947-7005 (in NH) or  
(603) 224-7005 (V/TTY)  
Web: [www.parentinformationcenter.org](http://www.parentinformationcenter.org)

Provides information, referrals, workshops and support on the educational process and the rights of students transitioning into post-secondary education and accommodations they may need.



## NATIONAL RESOURCES FOR HIGHER EDUCATION

The following resources have a wealth of information on their web sites pertaining to students with disabilities moving into a higher educational setting.

**Students.gov** a comprehensive information portal providing answers to questions on education, career, government and more.

Web: [www.students.gov](http://www.students.gov)

The George Washington University

### **HEATH Resource Center**

2134 G. Street, NW

Washington, DC 20052

Tel: (202) 994-3365

Web: [www.heath.gwu.edu](http://www.heath.gwu.edu)

A national clearinghouse on postsecondary education for individuals with disabilities. HEATH has resource papers, fact sheets, guides, and directories that focus on topics such as accessibility, career, development, classroom and laboratory adaptations, financial aid, independent living, transition resources, training and postsecondary education, vocational education, and rehabilitation.

### **CHADD - Children and Adults with Attention Deficit and Hyperactivity Disorders**

8181 Professional Place, Suite 150

Landover, MD 20785

Tel: (800) 233-4050

Web: [www.CHADD.org](http://www.CHADD.org)

CHADD's website has information about transitioning to higher education, modifications, scholarships and more.

### **National Center on Secondary Education and Transition (NCSET)**

Institute on Community Integration

University of Minnesota

6 Pattee Hall

150 Pillsbury Drive SE

Minneapolis MN 55455

Tel: (612) 624-2097

Web: [www.ncset.org](http://www.ncset.org)

The National Center on Secondary Education and Transition, offers technical assistance and disseminates information about transition options for youth with disabilities.

### **Learning Disabilities Association of America**

4156 Library Road

Pittsburg, PA 15234

Tel: (412) 341-1515

Web: [www.ldanatl.org](http://www.ldanatl.org)

Many useful resources are available on their website. Click on Adults and you will find information about post-education and learning disabilities.

### **Office for Civil Rights**

Office for Civil Rights

U.S. Department of Health & Human Services

JFK Federal Building - Room 2100

Boston, MA 02203

Tel: (617) 565-1500

Web: [www.hhs.gov/ocr](http://www.hhs.gov/ocr)

OCR enforces Federal statutes that prohibit discrimination based on race, color, national origin, sex, age, or disability in education programs receiving Federal financial assistance.

## ADULT EDUCATION

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Perhaps you have not finished high school and have not received a high school diploma. You may not be able to read, write or speak English. Local communities provide services to adults whose skills range from very basic to high school level. Adults are eligible for enrollment in any program supported by the Bureau of Adult Education if they are at least 16 years of age; have not received a high school diploma or GED certificate; do not speak, read or write English; or are not currently enrolled in school. Local Programs include:

- **Adult Basic Education:** FREE classes to improve basic skills in reading, writing, and math.
- **ESOL, English for Speakers of Other Languages:** FREE classes to improve speaking, listening, reading and writing in English
- **GED Preparation:** Classes to prepare for success on GED Tests
- **Adult Tutorial Program:** FREE tutoring by volunteer tutors--in basic skills, English for speakers of other Languages, or GED preparation
- **Adult Diploma Program:** Classes to earn credits to complete the adult high school diploma

## GENERAL EDUCATIONAL DEVELOPMENT (GED)

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Adults in New Hampshire who want to prepare for the GED (General Educational Development) exam can do so through either NH Adult Basic Education Programs (ABE) or one-to-one tutoring through the NH Adult Tutorial Programs (ATP).

Classes are available at ABE centers throughout NH. Tuition for GED prep classes varies, but scholarships are often available. Money should never be a reason not to attend classes.

There is an Adult Tutorial Program in each county in NH. ATP offers free, confidential, one-to-one instruction. Volunteer tutors meet with students 2 to 4 hours/week at a time and place that is mutually convenient.

★ To apply for GED Testing, contact the Adult Learning /GED Testing Center for your area. You must make a testing appointment in advance. Some local testing centers require that you pass the GED practice tests before you register for the official tests.

- ✓ If interested in the NH Basic Education Programs (ABE) contact: NH Department of Education at 271-6698
- ✓ To find the Adult Learning/GED Testing Center for your area of the state call: 271-6698
- ✓ NH Department of Education, Adult Education: 271-6698  
Web: [www.ed.state.nh.us/education/doe/organization/adultlearning](http://www.ed.state.nh.us/education/doe/organization/adultlearning)



## BUREAU OF VOCATIONAL REHABILITATION

New Hampshire Vocational Rehabilitation (NHVR) is an agency within the Department of Education that helps persons with disabilities help themselves to get a job, keep the job, and develop a life time career. They are often referred to as Voc Rehab.

### **A person is eligible if:**

They have a disability, and their disability creates substantial problems in preparing for a job, getting a job, or keeping a job, and you require VR services to become employed or to stay employed.

- Applying for VR services, is done through the local VR office.
- By bringing current medical information documenting the disability, a determination of eligibility for VR services may be made at the first meeting. For this reason, it would be helpful if any medical records that would assist in this process be brought to the first meeting.
- A counselor meets with the client to develop an employment plan designed to meet their specific needs. Each one of the services in the employment plan assists in reaching a chosen job. Not everyone will need every service.

Vocational Rehabilitation can help you with the planning and possibly all or some of the costs of reaching your job goals. If you're not sure what you want to do, talk to a Voc Rehab counselor, and he or she will help you identify your skills and interest.

Following are a list of the primary and special services that Voc Rehab offers. As well as contact information about the offices available throughout the state, the state office and the contacts for people with visual impairments, blindness, hard of hearing and deaf.

### **Primary Services offered:**

**Vocational Evaluation:** This involves aptitude, interest and other specific tests to assist in planning for the right job.

**Vocational Counseling:** The counselor will help the client decide which work opportunities are best. This may lead to training, including On-the-Job Training, Technical Training, and Academic Training.

**Job Placement:** These services help with the skills to find and keep the right job, and may include training in writing a resume, practice in doing interviews, and following job leads.

### **Special Services:**

**Transition From School to Work:** Transition services refer to the services adolescents with disabilities require in order to make a successful adjustment to work and community living.

**Assistive Technology:** VR will supply appropriate application of technological devices to support a person in performing in a job situation.

**Supported Employment:** These programs are designed for persons who need long-term support to hold a job in the community. Persons in supported employment are placed in competitive jobs with workers without disabilities and receive ongoing support services.

**Independent Living Services:** Information and Referral, Advocacy, Peer Counseling, Personal Care Attendant Coordination, and Assistive Technology may be available for individuals with severe disabilities.

★ There is no charge for services, however, customers may be required to financially participate in certain services in their Rehabilitation Program. Customers are also required to take advantage of any insurance or other programs for which they may be eligible.

## VOC REHAB REGIONAL OFFICES

### **BERLIN REGIONAL OFFICE**

3 12th Street, Unit A  
Berlin, NH 03570  
Tel: (888) 300-9550 or 752-2271 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **KEENE REGIONAL OFFICE**

103 Roxbury Street  
Keene, NH 03431  
Tel: (800) 620-7688 or 357-0266 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **MANCHESTER REGIONAL OFFICE**

Millwest Corporate Center  
195 McGregor St., Suite 120  
Manchester, NH 03103  
Tel: (800) 627-9304 or 669-8733 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **PORTSMOUTH REGIONAL OFFICE**

30 Maplewood Avenue  
Portsmouth, NH 03801  
Tel: (800) 882-2744 or 436-8884 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **STATE COORDINATOR DEAF AND HARD OF HEARING PROGRAM**

21 S Fruit St., Suite 20  
Concord, NH 03301  
Tel: (800) 299-1647 or 271-3471 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **CONCORD REGIONAL OFFICE**

2 Industrial Park Drive  
Concord, NH 03301  
Tel: (800) 299-1647 or 271-2327 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **LEBANON/HANOVER AREA**

Rivermill Complex, 85 Mechanic St., #260A  
Lebanon, NH 03766  
Tel: (800) 621-7876 or 448-5793 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **NASHUA REGIONAL OFFICE**

25 Riverside Drive, Suite 102  
Nashua, NH 03063  
Tel: (800) 635-9614 or 889-6844 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **SERVICES FOR BLIND & VISUALLY IMPAIRED**

21 S. Fruit Street, Suite 20  
Concord, NH 03301  
Tel: (800) 581-6881 or 271-3537 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

### **STATE OFFICE:**

Bureau of Vocational Rehabilitation  
21 S. Fruit Street, Suite 20  
Concord, NH 03301  
Tel: (800) 299-1647 or 271-3471 (V/TTY)  
Business Hours: 8:00 a.m. - 4:30 p.m.  
Monday thru Friday

# VR PROGRAM FOR DEAF AND HARD OF HEARING

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## TTY Distribution Program

The TTY program distributes various kinds of equipment to NH citizens who are deaf, hard of hearing, deaf-blind, or speech impaired. There is no charge and individuals may keep the equipment as long as they live in NH - if a person leaves the state, the equipment is to be returned to the Program for the Deaf and Hard of Hearing. Equipment for loan through the TTY Distribution Program at the PROGRAM FOR THE DEAF AND HARD OF HEARING includes:

- TTY's
- Ring Signaler Bells
- Ring Signaler-Vibro/Tactiles
- Ring Signaler Lights
- TTY's with Large Visual Display
- Voice Carry Over (amplified) Telephones

The program also covers the cost of repairs. To be eligible, one must:

- Live in New Hampshire.
- Be 9 years of age or older.
- Buy telephone service for your house.
- Fill out an application form provided by the Program for the Deaf and Hard of Hearing at a Voc Rehab Office.
- Meet the financial eligibility requirements.
- Meet the disability requirements.

## RESOURCES

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### Northeast Deaf and Hard of Hearing Services

57 Regional Drive, Concord, NH 03301

Tel: (800) 492-0407 or 224-1850

TTY: (866) 634-4764 or 224-0691

Web: [www.ndhhs.org](http://www.ndhhs.org)

Northeast Deaf and Hard of Hearing Services (NDHHS) is New Hampshire's "one-stop" resource for services specific to the Deaf and Hard of Hearing community and for information about hearing loss. Services include: Communication Access Service; Interpreter Referral, Health Advocate/Community Services; Loan Program (Assistive Listening Devices, Media); and Translation Services.

Northeast Deaf and Hard of Hearing Services

also has the **Telecommunication Equipment Distribution Program (NH-TEDP)**

(formally known as the Phone Link Program)

NH TEDP assists individuals who experience difficulties using regular phones be able to obtain phones that can accommodate their needs.

### Granite State Independent Living

21 Chenell Drive

Concord, NH 03301

Tel: (800) 826-3700 (V/TYY) or 228-9680

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

Assistance with interpreter services.

# VR PROGRAM FOR BLIND AND VISUALLY IMPAIRED

## For people age 14 and Older

Statewide services to youth and adults. The primary emphasis on employment and the services and training that a person would need to become employed.

A student may be referred at age 14, and by age 16 the Individual Education Plan should have plans, goals and objectives for transition beyond school. The individual, with the support of a Voc Rehab counselor, develops an Individual Plan for Employment (IPE). This program plans and directs the services needed to be successful.

## Services provided by SBVI

- ♦ **Vocational Rehabilitation:** Services are provided to eligible individuals based on the individual's particular needs and vocational goal(s). In addition to the services provided to all Voc Rehab customers, specialized services provided by SBVI counselors include: Low Vision, Technology and Rehabilitation Engineering, Orientation and Mobility, Counseling and Guidance relative to adjustment to vision loss and specialized skills training.
- ♦ **Business Enterprise Program:** Provides people who are legally blind with employment, and opportunities toward self support. Individuals licensed under this program operate businesses such as vending facilities and cafeterias on state and federal property.

## RESOURCES

**NHBVI.com** - a website that contains general information, website links, and agency information. This is a comprehensive NH resource list for services and information relative to blindness and visual impairments. Web: [www.nhbvi.com](http://www.nhbvi.com)

### National Federation of the Blind (NFB) of NH

11 Springfield Street,  
Concord, NH 03301  
Home Tel: 225-7917  
Web: [www.nfb.org](http://www.nfb.org)

Provides information, support, and advocacy, scholarships, literature and publications, aids and appliances and other adaptive equipment, advocacy services and protection of civil rights.

### New Hampshire Association for the Blind

25 Walker Street  
Concord, NH 03301  
Tel: (800) 464-3075 or 224-4039  
Web: [www.sightcenter.com/](http://www.sightcenter.com/)

Services provided include: orientation and mobility training, low vision services, technology and Braille, technical aids and devices. Services are provided at the McGreal Sight Center in Concord and also in homes and communities throughout the state.

### Library Services for Persons with Disabilities

Dolloff Building, 117 Pleasant Street  
Concord, NH 03301  
Tel: (800) 491-4200 or 271-3429

Services include non-text book materials available on disk or cassette and machines to play the books. No cost to the individual.

## JOB TRAINING RESOURCES

### NH Employment Security

32 South Main Street  
Concord, NH 03301  
Tel: (800) 852-3400 or 224-3311  
Web: [www.nh.gov/nhes](http://www.nh.gov/nhes)

Operates a free public Employment Service through a statewide network of Resource Centers, providing a broad range of assisted and self directed employment and career related services, and labor market information to all customers.

### Workforce Opportunity Council, Inc.

64 Old Suncook Road  
Concord, NH 03301  
Tel: 228-9500 TDD: (800) 622-9180  
Web: [www.nhworks.org](http://www.nhworks.org)

The Workforce Opportunity Council sponsors the NH Works system.

Youth can access workforce services in three ways:

- group youth programs (ages 14-21),
- adult services administered by the Community Action Programs (ages 18 and up),
- self-service informational services at the NH Works centers (all ages)

**Group Youth Programs:** Youth programs are designed to help young people ages 14-21 to get a high school diploma or equivalent and to become job ready and career oriented. Programs provide a comprehensive range of services which can include education (tutoring and GED preparation), employment preparation (summer jobs, job shadows, career exploration), leadership development (community service and decision making), and support services (for transportation and other work-related costs). Programs are available for young people still in school as well as for young people who have dropped out of school and need a GED and work skills. Programs are

delivered at schools and community-based organizations throughout the state though eligibility requirements must be met to qualify for these programs and **programs are not available in every NH community.**



**Adult Services:** Young people ages 18 and up are also eligible for all of the Services available at the NH Works Centers for adults. There are also eligibility requirements to qualify for these programs.

**Information Services:** Anyone of any age who is looking for a job and is interested in reviewing career information can use the self-service materials at each NH Works center.

These include: job listings, career inventories, etc. A resource person is available to help orient you to these materials and answer questions as they arise.

### Bureau of Vocational Rehabilitation

#### NH Department of Education

#### Division of Adult Learning and Rehabilitation

21 S. Fruit St., Suite 20  
Concord, NH 03301  
Tel: (603) 271-3471 (V/TTY)  
Web: [www.ed.state.nh.us/education/VR](http://www.ed.state.nh.us/education/VR)

New Hampshire Vocational Rehabilitation (NHVR) is an agency that helps persons with disabilities help themselves to get a job, keep the job, and develop a life time career. NHVR has seven regional offices throughout the state designed to assist persons who have physical, mental, emotional and learning disabilities. See list of regional offices on page 13.





## **SERVICES FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES AND ACQUIRED BRAIN INJURY**

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If you have a developmental delay or an acquired brain injury you may be eligible for services through the Bureau of Developmental Services and the Area Agency system.

The NH developmental services system offers a wide range of supports and services within your own community. Supports include service coordination, day and vocational services, personal care services, community support services, assistive technology services, specialty services and flexible family supports including respite services and environmental modifications.

The range of services available include:

- ⇒ *Crisis Services, Assistive Technology Services and Specialty Services;*
- ⇒ *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, community integration and 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.*
- ⇒ *Personal Care Services offering assistance and training to individuals to maintain and improve their skills in basic daily living, community integration and to 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.*

The Developmental Disability and Acquired Brain Disorder system is comprised of a state office in Concord and 12 designated non-profit and specialized service agencies. All direct services are provided in accordance with contractual agreements between the Bureau of Developmental Services and the Area Agency.

### **Bureau of Developmental Disabilities and Acquired Brain Disorders Services**

105 Pleasant St.

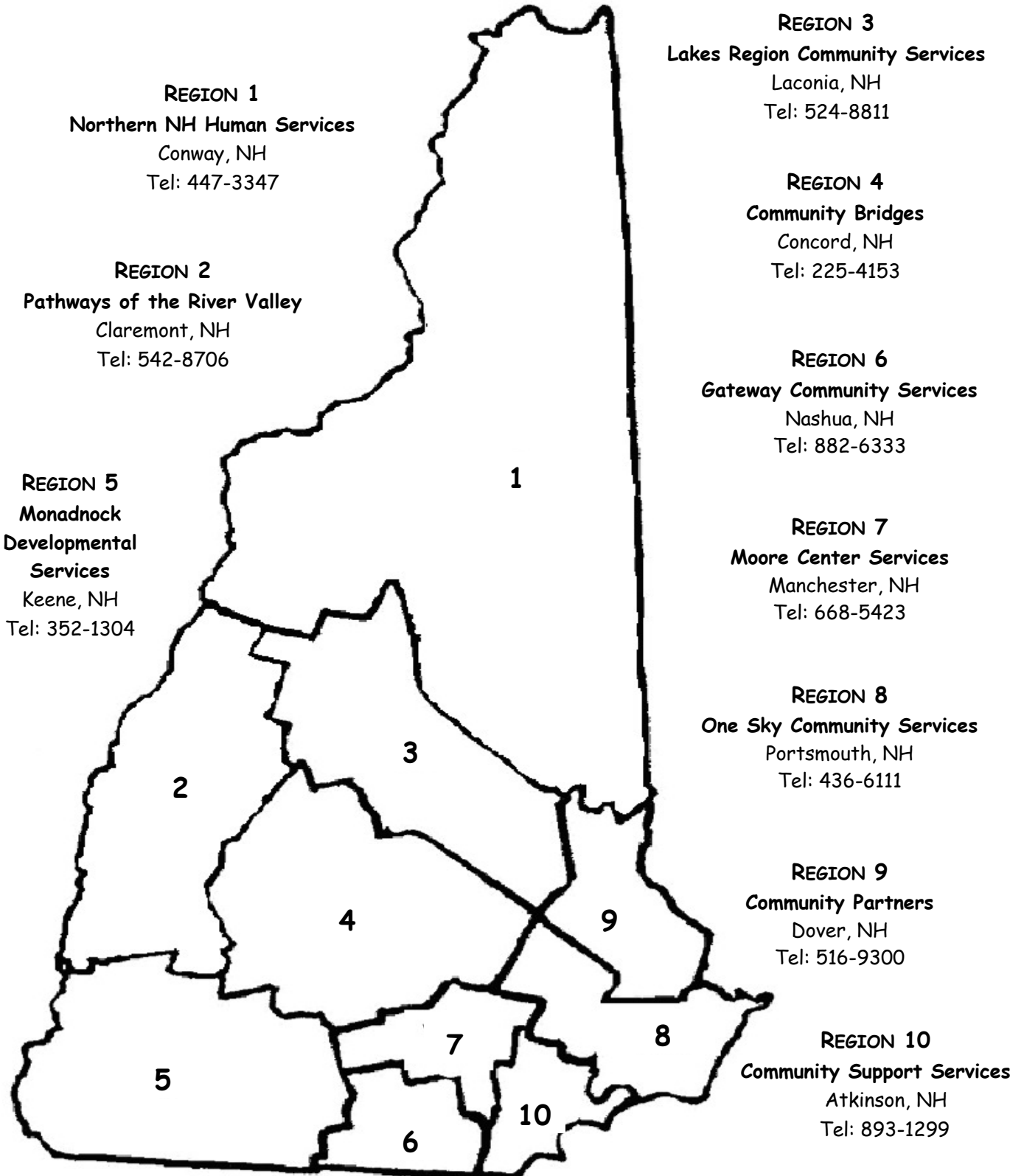
Concord, NH 03301

Tel: (800) 852-3345 Ext. 5034 or 271-5034

TDD: (800) 735-2964

[www.dhhs.state.nh.us/DHHS/BDS/default.htm](http://www.dhhs.state.nh.us/DHHS/BDS/default.htm)

# THE AREA AGENCY SYSTEM



## FINANCIAL ASSISTANCE THROUGH SOCIAL SECURITY

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The Social Security and Supplemental Security Income disability programs are the largest of several Federal programs that provide financial assistance to people with disabilities.

While these two programs are different in many ways, both are administered by the Social Security Administration and only individuals who have a disability and meet medical criteria may qualify for benefits under either program.

**Social Security Disability Insurance (SSDI)** pays benefits to you and certain members of your family if you are "insured" meaning that you worked long enough and paid Social Security taxes.

**Supplemental Security Income (SSI)** pays benefits based on financial need.

### SOCIAL SECURITY DISABILITY INSURANCE (SSDI)

If you have a parent who can no longer work and earn a living because of a retirement, disability, or has died, your family may be receiving SSDI. Normally the benefits you receive would stop at age 18 unless you are a full time student in a high school, and then benefits can continue until age 19. If you have a disability that started before age 22 and you meet the definition of disability for adults you can continue to collect on your parents benefits as long as you remain disabled, unmarried, or as long as your parent remains on benefits.

You can work and make a certain amount of money per year without losing SSDI. You will need to call the Social Security Administration office to determine this amount.

### SOCIAL SECURITY INCOME (SSI)

SSI is a program for children with disabilities in low-income households, adults with disabilities who have low incomes and for low-income elders.

If your parents have been receiving SSI for you as a child then when you turn 18 your parents income and their assets are no longer counted and you must apply as an adult.

Whether you can get SSI depends on your disability, income and resources (the things you own).

#### Applying for SSI

If you are turning 18 and you are applying for Social Security Income, you will find that there are a few terms you should be familiar with.

**Income:** Income is money you receive for working or from some other source. Ask or read the information about income from the Social Security Administration. There are things they count and some they don't.

**Resources:** This pertains to things you own. This could be bank accounts, stocks or bonds or other. Again ask questions because some things are counted and some are not.



**APPLYING FOR SII... Continued from page 20**

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The Social Security Administration has a number of programs you may ask about. Here is a short list to get you started:

**Plan To Achieve Self-Support (PASS)** - A PASS Plan is a tool that a person uses to set aside money to reach a work goal.

**Ticket To Work Program** - This program offers you a greater choice in services you need to work.

**Impaired Related Work Expenses (IRWE)** - This program allows you to deduct out-of-pocket expenses that are needed to enable you to work.

**Student Earned Income Disregards** - Going to school and working? Ask about this.

★ You can get more information 24 hours a day by calling Social Security's toll-free number, (800) 772-1213. Social Security also has an online benefits Eligibility Screening Tool to help you find out what you are eligible for: <http://best.ssa.gov/>

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**SOCIAL SECURITY ADMINISTRATION OFFICES**

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**Concord SSA Office**

70 Commercial St. Suite 100  
Concord, NH 03301  
Toll Free: (800) 772-1213  
Local Number: 224-1939  
TTY: 225-8475

**Nashua SSA Office**

175 Amherst St.  
Nashua, NH 03064  
Toll Free: (800) 772-1213  
Local Number: 880-0295  
TTY: 889-5270

**Littleton SSA Office**

177 Main St.  
Littleton, NH 03561  
Toll Free: (800) 772-1213  
Local Number: 444-2945  
TTY: 444-4028

**Manchester SSA Office**

2 Wall St. Suite 301  
Manchester, NH 03201  
Toll Free: (800) 772-1213  
Local Number: 641-2180  
TTY: 645-5230

**Keene SSA Office**

34 Mechanic St.  
Keene, NH 03431  
Toll Free: (800) 772-1213  
Local Number: 352-3487  
TTY: 357-2034

**Portsmouth SSA Office**

80 Daniel St.  
Room 200  
Portsmouth, NH 03801  
Toll Free: (800) 772-1213  
Local Number: 433-0716  
TTY: 436-3086

## STAYING HEALTHY AND LEARNING SELF CARE

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Assuming responsibility for your own healthcare is part of growing up and becoming independent from one's own family as you find your place in the adult community. As teenagers and young adults you can begin by making appointments for yourself and getting the information you will need to make good decisions. It can be overwhelming at first, but achieving these skills will better prepare you for the adult healthcare system.

- ♦ Learn to understand your body, your special health care needs or disability.
  - Can you describe your condition or disability?
  - Do your own care and treatments?
  - Can you identify symptoms that your special health care need or disability may present?
  - Can you determine if your condition is worsening?
  - Do you know how smoking, drinking, chewing tobacco, and street drugs affect your body and your health.
  - Do you know how your special health care needs affect physical, mental and sexual development?
  - Do you know when you need to see a doctor?
- ♦ Medications.
  - Do you know the medications you may be taking, what they are for, and the side effects they may cause?
  - Do you know how those medications interact with food, alcohol, etc.
  - Do you know how to get a prescription filled?
  - Do you carry a list of your meds with you or have it marked on an emergency form?
- ♦ Learn to manage your healthcare needs.
  - Do you know all of your doctor's names and contact information?
  - Do you carry a copy of your insurance/medical card?
  - Do you make your own appointments.
  - Do you have a summary of your medical information?
  - Do you know who to call and how to call them in case of an emergency?
  - Do you know transportation resources to get to appointments?
  - If you use equipment do you know what that equipment does, how to maintain it, fix minor problems or how to contact someone to fix it for you?
- ♦ Stay healthy.
  - Do you have someone to talk to about your special health care needs or disability?
  - Do you have someone to talk with about mental health issues - like when you feel sad, angry or frustrated?
  - Do you know how to prevent the development of secondary disabilities such as skin problems, muscle tightness, or bone thinning?
  - Do you know how to maintain physical fitness, eat a proper diet, maintain good weight, and obtain a proper amount of sleep?

**STAYING HEALTHY... Continued from page 22**

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- ♦ Communicate Effectively
  - Do you know how to prepare and ask questions of your medical providers?
  - Do you know how to respond to health providers questions?
  - Do you know how to call back your doctor if you have questions after your appointment?
  
- ♦ Knowledge of Health Insurance
  - Do you know what kind of health insurance you have and what services it covers?
  - Do you know what you need to do to keep your eligibility for that health insurance?
  
- ♦ Health Records
  - Do you know how to get your health records if you need them?
  - Do you have a method of keeping track of your healthcare appointments?

## **RESOURCES**

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**NH Family Voices**

Family to Family Health Information and Education Center

129 Pleasant St.

Concord, NH 03301

Tel: (800) 852-3345 Ext 4525 or 271-4525

Web: [www.nhfv.org](http://www.nhfv.org)

Assistance with healthcare financing, materials on healthcare transition, lending library of books and resources on special healthcare needs and disabilities.

**STAR (Steps Toward Adult Responsibility)**

Special Needs Support Center of the Upper Valley

12 Flynn St.

Lebanon, NH 03766

Tel: 448-6310

Web: [www.starprogram.net](http://www.starprogram.net)

The STAR Program assists teens in meeting the challenges that both adolescence and chronic health conditions pose. The program welcomes adolescents thirteen years of age and older who have chronic medical conditions including, but not limited to, cancer, diabetes, Crohn's disease/colitis, asthma, juvenile rheumatoid arthritis, seizure disorders, spina bifida, cystic fibrosis, cardiology conditions and CP.

## HOW TO FIND AND USE ADULT HEALTH CARE PROVIDERS

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As you move into adulthood and if you have had a pediatrician, you will need to look for an adult doctor. Moving to a different town due to school or a change of employment will also create a need to find a new doctor, especially if you happened to grow up with chronic health issues. So, how do you find a doctor who will meet your medical needs, that will be covered by your health plan, and who will give you the care you are looking for?

Before you start looking for a new doctor, think about what you want:

- Is where the office located important? Will you need help with transportation?
- Do you need an office that is wheelchair accessible or do you need other special assistance in the doctor's office?
- Are office hours convenient? How do you contact the doctor at other times?
- What hospital do you want to use, and is this doctor on the staff there?
- Do you want someone who will take time with you during an office visit or are you comfortable being seen by someone who is "good" in his or her field but perhaps does not have the best bedside manner?
- Is it important that this new doctor is knowledgeable about your special health care needs or do you think you can provide that information or connect the new doctor with those who could provide medical insight?

Ways to look for a new doctor include:

- ♦ Ask your current doctor.
- ♦ Check out the doctor your parents or other family members see.
- ♦ Call a family support group or adult disability agency and check around.
- ♦ Ask adults who have health needs similar to yours for recommendations.
- ♦ Refer to your health insurance company booklet of approved providers.
- ♦ Ask a Vocational Rehabilitation or Independent Living Center counselor.
- ♦ Contact the Medical Society, American Academy of Family Practitioners, or Internal Medicine Society.

Since your wellness depends on the medical services you receive, it is important that you are comfortable talking with your new doctor and feel that he or she understands your concerns.

Consider scheduling a "get-acquainted" interview before you make a final choice of a new doctor. You will have to pay for this visit, as it is NOT covered by insurance benefits. An ideal interview time is about 15 minutes and should not waste your time or the doctor's.

The best time to see a new physician is when your health condition is stable so you aren't asking for crisis care while seeing if you can develop a working relationship.



**ADULT HEALTH PROVIDER... Continued from page 24**

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Think about (and write down) questions that are important to you:

- Is the doctor knowledgeable about your health issues and/or willing to learn from you and from previous doctors?
- Do you like the communication style with the doctor and in the office?
- Are you satisfied with office practices and access during an emergency or in urgent situations?
- Do you have access to hospitals and specialists if you need them?

Doctors who like to care for children are different from doctors who like to care for adults. For this reason, young adults seeking health care need certain skills:

- Ability and willingness to tell the doctor about your history, current symptoms, lifestyle, and self-care in just a few minutes (including carrying your own records and a summary of your medical history).
- Ability to ask questions about your condition and how it will affect your school, work, recreation, and social life.
- Ability to tell the doctor about your needs for education, technology, and accommodations and how your condition affects or might be affected by these.
- Willingness to follow medical recommendations that have been mutually developed by you and your doctor.
- More independence in following up with referrals and keeping all agencies informed.
- More involvement in keeping yourself well with diet and weight control, exercise and recreation, following medication, treatment and hygiene regimens, limiting risk-taking behaviors (such as drinking alcohol, smoking, taking non-prescription drugs, or unsafe sexual practices), and getting help when you feel angry, lonely, or sad for long periods.
- Being more aware of your physical and mental symptoms and health needs before you have a serious medical crisis and knowing when to inform your doctor.
- Developing a plan of action for when you need emergency care: when to consult with the doctor, what hospital to report to, what care you want and do not want, and naming someone who can let your wishes be known if you cannot (Health Care Durable Power of Attorney, see page 40-41).
- Understanding how the health care benefits / insurance plan you have works for you: when to call for pre-approval, how to get reimbursements, what services are not covered, and how to file an appeal if you do not agree with decisions from the plan.
- Recognizing that as you become more capable in directing your care that you, not your parents, should make medical appointments, be the most knowledgeable about your health needs, know when to seek guidance in solving problems, and demonstrate that you are capable and competent and ready for adulthood!

# PAYING FOR HEALTH CARE SERVICES

## HEALTH INSURANCE



Health Insurance coverage can be very complicated and you will most likely need help in understanding how to get your health needs paid for and what will work best for you. Here is some basic information to get you started.

### Private Insurance - Family Plan

This is usually something your parents pay for through a policy they get at work. Your medical needs are paid for because they most likely have a Family Plan, that paid for care for all family members. Once you turn 18 you are legally an adult so what does this mean for your health care insurance?

Check your plan to see if there is an age cap. When does it start and under what circumstances, such as changing jobs? Some plans will cover young adults if they are students. What happens if the youth can only attend part-time due to the disability or chronic illness?

### Maintaining Coverage after age 18

#### NH HB 790 - Dependent Care Expansion

In July, 2007 the NH Legislature passed the "Dependent Care Expansion" that required certain insurance plans to expand the definition of dependent to include a subscriber's child who:

- ♦ is less than 26 years of age,
- ♦ is unmarried,
- ♦ is a resident of NH, **or** is enrolled at a public **or** private institution of higher education, and
- ♦ is not provided coverage as a named subscriber under any other group or individual health plan or entitled to benefits under certain governmental programs.

This gives families the opportunity to keep their child on their health insurance until their

26th birthday. For more information call the NH Insurance Department (see resources).

Some other health care insurance plans allow you to remain on the policy without change in premiums as long as:

**Student Status** You go on to college or technical school and are still depending on your family for financial support. Family plan coverage may be continued for unmarried children from age 19 through the end of the month dependents turn age 25 (some policies, age 23), if they are full-time students and dependent upon their parents for support and maintenance. Each state has laws that include health care coverage for young adults on family plans.

**NOTE:** If your health issues are sometimes unstable and may prevent you from carrying a full-time load, then you might want to consider requesting adult disabled dependent child status. This way you can attend classes part-time and when possible full-time without being in jeopardy of losing your insurance coverage. Your coverage can continue as long as you are not gainfully employed, usually living at home and require majority of support (physical and economic) from your parents/family. Some plans require that you live in your parent's home to be eligible. Some plans have an age cap.

**Dependent** - You are permanently disabled and depend on your family to support you. Your parents insurance policy calls this "Continuation of Coverage for Severely Handicapped Children". Eligibility continues to any age for covered dependent children who are incapable of self-sustaining employment because of mental retardation or physical handicap, and become so prior to age 19. The policyholder (your parent) must notify his/her

**HEALTH INSURANCE..... continued from page 26**

employers benefits office when the handicapped dependent turns 19 or 25 and is in need of this special coverage. Many states have laws that mandate continued family coverage if an adult child is dependent and disabled. You may have to verify annually the disability.

**Cobra Health Insurance**

If you have recently reached the upper age limit of your parent's health insurance plan, your parents' employer may offer you alternative coverage. This is called COBRA. It allows you to continue your benefits for a period of 18 months after you lose coverage under your parent's plan. You/your parents would pay the premium plus a small administration fee.

**Individual Health Insurance Coverage**

Your parents probably have a "group" health insurance plan, meaning they receive coverage through their job regardless of their health status. "Individual" health insurance means the plan is not offered through an employer, but is purchased directly by an individual.

If you decide to purchase individual health insurance, the health insurance company will consider your past and present health (pre-existing conditions) to determine your premium. An individual plan can, with all of its stipulations, be less expensive than COBRA health insurance coverage. If you do have a pre-existing condition, continuing your present plan through COBRA may be a good option. If you are relatively healthy, obtaining a less expensive individual policy may be the ticket.

**Student Health Insurance**

If your campus offers a Student Health Insurance Plan, this may be another option. Although they may be less expensive than COBRA health insurance or individual coverage, make sure that the scope of coverage is adequate for your needs. Also check what the plan covers during vacations and when you

are away from school..... again pre-existing condition clauses may apply.

**Private Insurance - EMPLOYER**

If you are working a certain number of hours a week, many companies have an insurance plan (or selection of plans) that you can buy into. Some employers pay the premiums or a portion of the premiums for health insurance plans as a work benefit.

This is a BIG decision. It is a good idea to ask someone to help you look over the choices and find the one that best meets your needs. Some plans offer cheaper prescriptions but high co-pays for doctor visits. Some plans restrict you to using only the doctors that are in their plan and may not include your doctor.

There may be plans that offer almost everything you want, but are expensive. No plan will offer all you want at a price that is affordable. Keep in mind that you can always change to another plan the next year when you renew your health insurance with your employer during the "open enrollment" period.

**HOW TO GET COVERED AND NOT EXCLUDED**

If you have a health condition already, many insurance plans make you wait 12 months before they will pay for services and supplies or for that condition. This means you will have to pay for those items along with paying for your health care insurance premiums while you wait to become eligible.

There is a way to avoid the pre-existing waiting period. If you have been on another group health insurance plan (such as your parents policy) for at least 18 months you can obtain a certificate or other method of proof that you had coverage (pay stub from your parents, health insurance card that lists your name on it).

**HEALTH INSURANCE..... continued from page 26**

The law that covers this transfer of eligibility from your old group plan to your new one is called HIPAA - Health Insurance Portability and Accountability Act. It does **not** apply if you were covered under an individual plan or switch to another individual plan. This is an important consideration when you choose the company to work for. Make sure one of their benefits is a health plan that will accept the HIPAA certificate from your previous group plan (or your parents plan).

Federal website for HIPAA  
[www.dol.gov/dol/topic/health-plans](http://www.dol.gov/dol/topic/health-plans)

## **PUBLIC HEALTH INSURANCE PROGRAMS**

If you are under the age of 18 you may have health insurance under NH's public insurance program (Medicaid) this is called *Healthy Kids Gold* or *Healthy Kids Silver*.

### **Healthy Kids Gold**

This medical coverage is for children aged birth to age 18 and is based on your parents income and family size.

### **Healthy Kids Silver**

This medical coverage is for children ages 1 to 18 whose family income is too high for *Healthy Kids Gold* and do not have any other health insurance.

When you turn 18, if you are still in high school, these programs will continue until you graduate or turn 19.

## **Medicaid for Adults**

When you turn 18 yrs. old Medicaid considers you an adult and your eligibility for a Medicaid program will be based on your income and assets as well as your medical condition. An adult applying for

Medicaid must have a severe, impairing health condition that has lasted and is expected to last for a minimum of 48 months (4yrs) and have income levels at or below poverty level and have assets (savings account, trust, etc.) below \$1,500 (2006). This Medicaid Program is called **Aid To The Totally and Permanently Disabled (APTD)**. If you are working and your income is too high for the APTD Program, but you still qualify for APTD medically, you may qualify for a program called **MEAD**.

## **Medicaid for Employed Adults with Disabilities (MEAD)**

You must be employed by others for pay, or self-employed for pay and have documentation of your earnings (pay-stub, tax forms). You are only allowed a certain amount of net (after taxes) income per month to qualify.

★ Depending on your income, you may be required to pay a premium (a monthly amount of money) for your Medicaid health insurance coverage.

If you should lose your employment and are receiving MEAD you will continue to be eligible for a period of up to one year if you plan to return to work and you lost your job because the employer laid you off, or you quit the job with good cause.

★ To apply for Medicaid programs you will need to go to a Health and Human Services District Office (See page 31 ). You will also need to have some important documents with you. These would be:

- Current bill or statement from your residence that shows address
- Copy of current health insurance card if you have private insurance
- Your last four pay stubs
- Information about personal resources (i.e. savings accounts, trusts)
- Other income sources (i.e. SSI, SSDI)

**HEALTH INSURANCE..... continued from page 27**

## MEDICATION PRESCRIPTIONS(RX)

You do not want to skip your medication, change the dosage, the amount you take at one time or the number of times per day/week you take it to save money. Your health condition might get worse if you do. Tell your doctor right away if you are having troubling paying for your medications.

**CO-PAYS** - If you have health insurance, most will have a "co-pay", for example, \$10-\$50 for each prescription. Even people on public insurance programs may have co-pays.

**NOT COVERED-EXCLUDED** - In addition, your insurance company may not cover all of the medications that your doctor prescribes. Insurance companies (and state Medicaid programs) keep lists of "approved" drugs that subscribers may receive. Some drugs may be "excluded"- or not covered- even though your doctor prescribes them.

**KEEP INFORMED** - One of the most knowledgeable people who know what is and is not covered is your pharmacist. Also call your insurance company or check their web site to get a copy of the approved drug list. Ask your doctor to prescribe medications that are on this approved list whenever possible and to document why a non-approved drug is prescribed.

**SAMPLES** - Remember to always let your doctor know if you do not have insurance coverage for the medications you need. Doctors can sometimes give you free samples of some medications and/or refer you to community programs for help.

## NO INSURANCE... LACK OF MONEY FOR MEDS?

If you have no insurance, here is a list of possible resources to help you pay for your medications.

### **NH Medication Bridge Program-**

Tel: 225-0900. Can help you in finding a provider or an organization that can assist you with getting the medication you need.

### **NeedyMeds**

P. O. Box 219

Gloucester, MA 01931

Tel: 978-865-4115

Web: [www.needymeds.org](http://www.needymeds.org)

NeedyMeds is the place to learn about patient assistance programs and other programs designed to help those who can't afford their medicines. NeedyMeds is not a program, it's an information source. This site has lists of prescription assistance programs, lists of medications that may be covered, and also explains how to apply for government programs. It does not help individual people get prescriptions.



## HEALTH INSURANCE RESOURCES

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### **The New Hampshire Insurance Department**

Consumer Division

Concord, NH 03301

Tel: (800) 852-3416 or (603) 271-2261

Web: [www.nh.gov/insurance](http://www.nh.gov/insurance)

Information about companies offering Health Insurance in NH; Individual Health Plans; Medical Savings Accounts (MSA); Short Term Medical Plans; Long-Term Care Insurance; and legal information can be accessed through the NH Insurance Department.

### **Disabilities Rights Center**

18 Low Avenue

Concord, NH 03301

Tel: (800) 834-1721 V/TTY or 228-0432

Web: [www.drcnh.org](http://www.drcnh.org)

The Disabilities Rights Center (DRC) provides information, referral, advice, and legal representation and advocacy to individuals with disabilities on a wide range of disability-related issues including health insurance needs.

## COMMUNITY RESOURCES

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These organizations or agencies assist young people with medical financial assistance and support.

### **Special Medical Services Bureau**

Tel: (800) 852-3345 Ext. 4488 or (603) 271-4488

Financial Assistance for health care and related services are available if you are under the age of 21 years, have an eligible medical condition and you are financially eligible. Payment is provided for a variety of disability related expenses that are identified within your personal health care plan.

### **Partners In Health**

Tel: (603) 271-4488

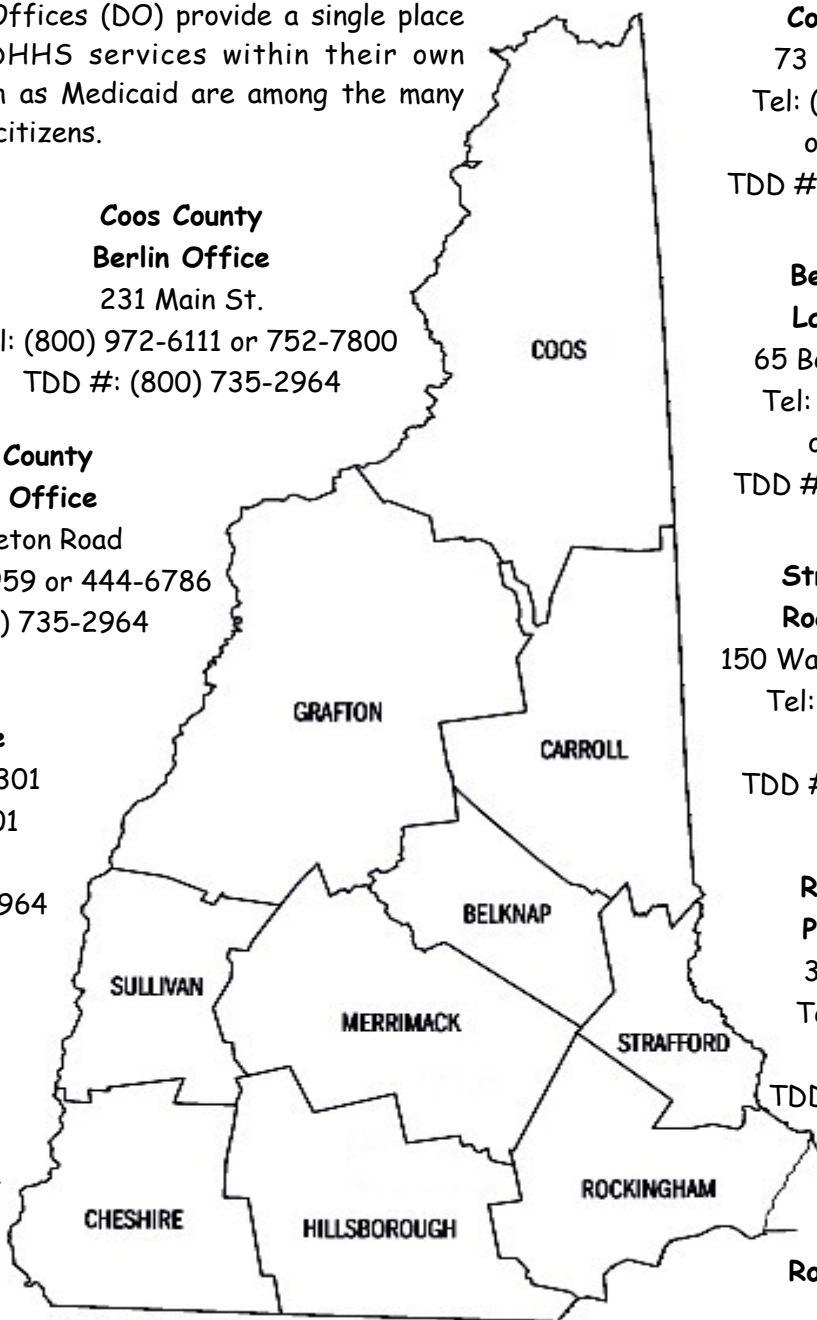
PIH is a community-based program designed to address the needs of young people up to the age 21 with a chronic health condition: certified by a physician, expected to last six months or more, and having a significant impact on daily life. Call for the coordinator in your area of the state.

### **Community Health Centers** - see map on page 32

These health centers offer programs for teens and young adults and services are paid by using a sliding fee scale or other assistance.

## NHDHHS DISTRICT OFFICES

The twelve Department of Health and Human Services "field offices" called District Offices (DO) provide a single place for people to access DHHS services within their own community. Services such as Medicaid are among the many programs offered to NH citizens.



**Coos County  
Berlin Office**

231 Main St.  
Tel: (800) 972-6111 or 752-7800  
TDD #: (800) 735-2964

**Grafton County  
Littleton Office**

80 N. Littleton Road  
Tel: (800) 552-8959 or 444-6786  
TDD #: (800) 735-2964

**Sullivan County  
Claremont Office**

17 Water St. Suite 301  
Tel: (800) 982-1001  
or 542-9544  
TDD #: (800) 735-2964

**Merrimack County  
Concord Office**

40 Terrill Park Drive  
Tel: (800) 322-9191  
or 271-6201  
TDD #: (800) 735-2964

**Cheshire County  
Keene Office**

809 Court St.  
Tel: (800) 624-9700  
or 357-3510  
TDD #: (800) 735-2964

**Hillsborough County  
Nashua Office**

19 Chestnut St.  
Tel: (800) 852-0632  
or 883-7726  
TDD #: (800) 735-2964

**Hillsborough County  
Manchester Office**

195 McGregor St.  
Tel: (800) 852-7493  
or 668-2330  
TDD #: (800) 735-2964

**Carroll County  
Conway Office**

73 Hobbs Street  
Tel: (800) 552-4628  
or 447-3841  
TDD #: (800) 735-2964

**Belknap County  
Laconia Office**

65 Beacon Street W.  
Tel: (800) 322-2121  
or 524-4485  
TDD #: (800) 735-2964

**Strafford County  
Rochester Office**

150 Wakefield St. Suite 22  
Tel: (800) 862-5300  
or 332-9120  
TDD #: (800) 735-2964

**Rockingham County  
Portsmouth Office**

30 Maplewood Ave.  
Tel: (800) 821-0326  
or 433-8300  
TDD #: (800) 735-2964

**Rockingham County  
Salem Office**

154 Main St.  
Tel: (800) 852-7492  
or 893-9763  
TDD #: (800) 735-2964

# COMMUNITY HEALTH CENTERS

Provides a full range of health services and assistance for those uninsured and underinsured.

## GRAFTON COUNTY

### Ammonoosuc Community Health Services

Franconia: Tel: 823-7078  
Littleton: Tel: 444-2464  
Whitefield: Tel: 837-2333  
Woodsville: 747-3740  
Warren: 764-5704

### Health Care For The Homeless Project

Mobile Community Health Team  
Manchester: Tel: 663-8716

### Manchester Community Health Center

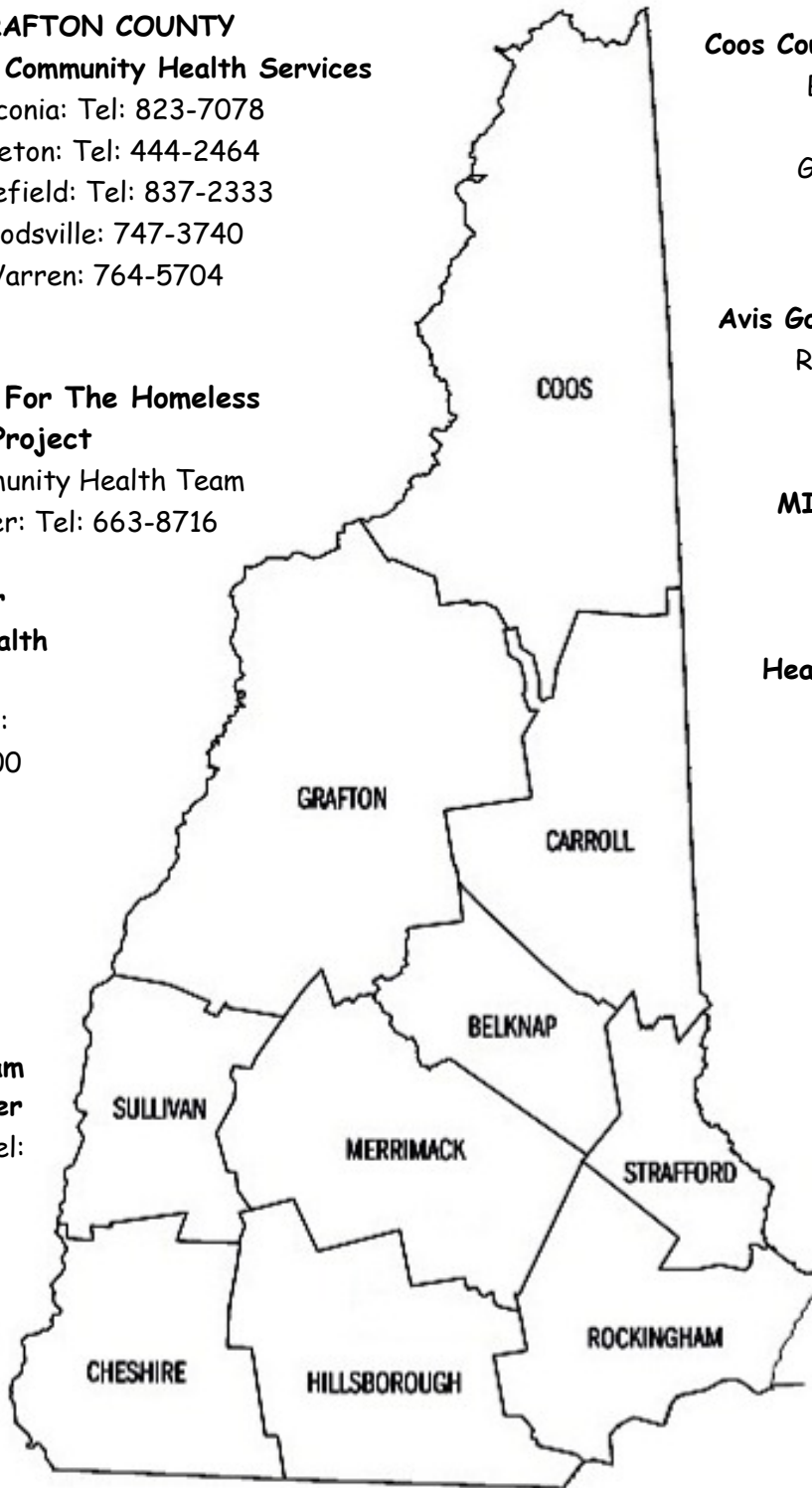
Manchester:  
Tel: 626-9500

### Nashua Area Health Center

Tel: 883-1626

### Indian Stream Health Center

Colebrook: Tel:  
237-8336



## COOS COUNTY

### Coos County Family Health Services

Berlin: Tel: 752-2040  
Berlin: 752-2900  
Gorham: Tel: 466-2741  
Berlin: 752-3669

## STRAFFORD COUNTY

### Avis Goodwin Community Health Ctr.

Rochester: Tel: 749-2346  
Dover: 749-2346

## MID-STATE HEALTH CENTER

Plymouth: Tel: 536-3890  
Bristol: Tel: 744-6200

## Healthy First Family Care Center

Franklin: Tel: 934-1464  
Laconia: Tel: 366-1070

## ROCKINGHAM COUNTY

### Lamprey Health Care

Newmarket: Tel: 659-2494  
Raymond: Tel: 895-3351

### Families First Health Center

Portsmouth: Tel: 422-8208

## CHESHIRE COUNTY

### Planned Parenthood Health Center

Keene: Tel: 352-6898



## MINORITY HEALTH RESOURCES

### NH DHHS Minority Health Office

Tel: (800) 852-3345 x3986 or 271-3986

TDD Number: (800) 735-2964

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

If you are having problems with getting services from the NH Department of Health and Human Services because of citizenship status, language barriers or other reasons this office may be of some help.

### NH Minority Health Coalition

25 Lowell Street, 3rd Floor

P.O. Box 3992

Manchester, NH 03105

Tel: (866) 460-9933 or 627-7703

Web: [www.nhhealthequity.org](http://www.nhhealthequity.org)

The Minority Health Coalition can help you find a doctor or get the help you need to get quality healthcare. They also have other services to offer.

### International Institute of New Hampshire (IINH)

315 Pine St.

Manchester, NH 03103

Tel: 647-1500

Web: [www.iiboston.org/iinh.htm](http://www.iiboston.org/iinh.htm)

All IINH services are offered free of charge, except certain legal and citizenship services, which are provided at nominal fees. Services currently offered include:

- Refugee Resettlement
- English-as-a-Second-Language
- Health Services
- Employment & Training
- Social Services
- Immigration Legal Aid
- Citizenship
- Community Orientation and Outreach

### Latin American Center

521 Maple Street

Manchester, NH 03104

Tel: 669-5661

ALPHA Youth Services provides middle and high school youth with academic tutoring, resiliency training, computer skills, counseling life skills training, and recreational activities.

## TRANSLATORS / INTERPRETERS

### New Hampshire Department of Education

English for Speakers of Other Languages (ESOL) Program

Tel: 271-3196 or 271-3887

Web site: [www.ed.state.nh.us](http://www.ed.state.nh.us)

On the Department of Education's web site is an alphabetical listing of translators /interpreters by name as well as an alphabetical listing of translators/interpreters by language.

### The New Hampshire Language Bank

Lutheran Social Services of Northern New England

Tel: 224-8111 or Cell phone: 491-4255

Web: [www.lcsnne.org](http://www.lcsnne.org)

If an interpreter is needed, call and an Interpreter Request Form will be faxed to you. Fax complete form back a minimum of 48 hours prior to appointment. If less than 48 hours, fax form and call for confirmation. The fee is \$45 per hour with a 2-hour minimum.

## MENTAL HEALTH SERVICES

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NH has community-based mental health services. Services are provided by ten regional, nonprofit community health centers and an inpatient psychiatric hospital.

Though psychiatric hospital services are available, they are used for short-term crisis intervention and stabilization.

### **Mental Health Emergency & Crisis Services**

Mental Health Emergency & Crisis Services is a required service for each of the ten regional mental health centers across NH. Emergency & Crisis Services provides acute psychiatric assessment and care to any resident of NH 24-hours per day, seven days per week. Access is through a phone call to the service or by referral from another provider such as a physician in a hospital Emergency Department.

Phone calls to Emergency & Crisis Services are free of charge. When an Emergency & Crisis Services clinician sees a client there is a bill for that service/meeting. The clinician will ask for information about how to bill an insurance provider if a client is insured. Medicaid, Medicare and most third party insurances are billed for Emergency & Crisis Services. No one is refused an Emergency & Crisis Services contact if they lack resources.

#### **NH DHHS Division of Behavioral Health**

105 Pleasant Street  
Concord, NH 03301-3857

Tel: (800) 852-3345 x5000 or 271-5000  
TDD Number: (800) 735-2964

#### **Emergency & Crisis Services**

Tel: (800) 852-3345 x5154 or 271-5154  
TDD Number: (800) 735-2964

## MENTAL HEALTH RESOURCES

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### **NAMI New Hampshire**

15 Green St.  
Concord, NH 03301  
Tel: (800) 242-6264 or 225-5359  
Web: [www.naminh.org](http://www.naminh.org)

Provides information, education and support to families and consumers of mental health services. NAMI offers multiple supports and support groups for individuals.

### **The Federation of Families for Children's Mental Health, NH Chapter**

340 Commercial St., Suite 4017  
Manchester, NH 03101  
Tel: 296-0692

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

Tel: (703) 524-7600  
Information Helpline: 1-800-950-NAMI (6264)  
TDD: (703) 516-7227  
Web: [www.nami.org](http://www.nami.org)

# COMMUNITY MENTAL HEALTH CENTERS

**Region 1**

**Northern NH Human Services**  
 Conway, NH 03818  
 Tel: 447-3347

**Region 2**

**West Central Behavioral Services**  
 Lebanon, NH  
 Tel: 448-0126

**Region 3**

**Genesis Behavioral Health**  
 Laconia, NH  
 Tel: 524-1100

**Region 4**

**Riverbend Community Mental Health**  
 Concord, NH  
 Tel: 228-1551

**Region 5**

**Monadnock Family Services**  
 Keene, NH  
 Tel: 357-6878

**Region 6**

**Community Council of Nashua**  
 Nashua, NH  
 Tel: 889-6147

**Region 7**

**The Mental Health Center of Greater Manchester**  
 Manchester, NH  
 Tel: 668-4111

**Region 8**

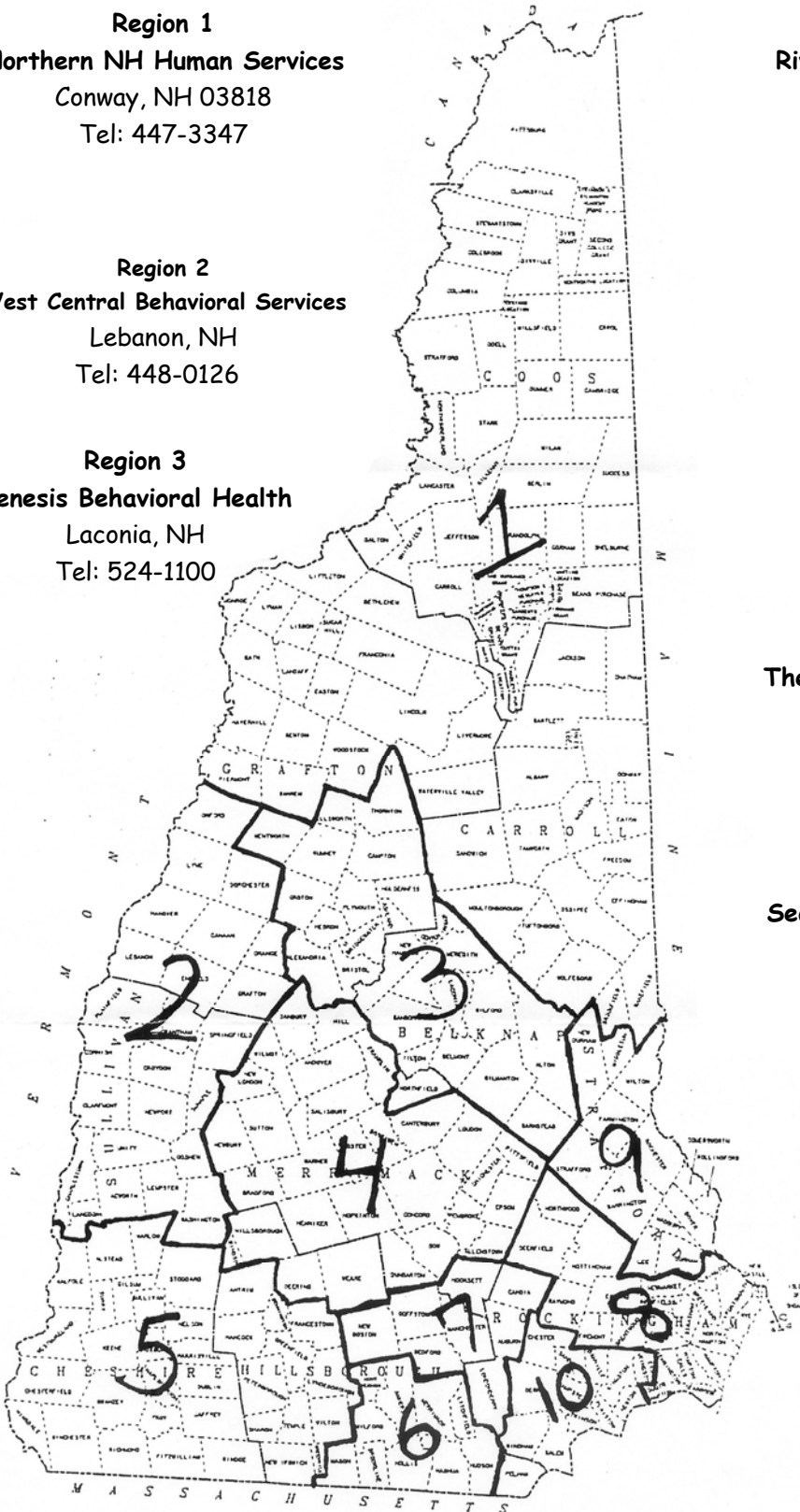
**Seacoast Mental Health Center, Inc.**  
 Portsmouth, NH  
 Tel: 431-6703

**Region 9**

**Community Partners**  
 Dover, NH  
 Tel: 749-4015

**Region 10**

**Center for Life Management Behavioral Health Systems**  
 Derry, NH  
 Tel: 434-1577



## STEPS TO HIRING A PERSONAL CARE ATTENDANT

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- Step 1 **Task:** Identify the kind of support/assistance that you need from a PCA. Describe how much time it takes to do each task. Ask for input from your family and others who support/assist you.
- Step 2 **Payment:** Determine how you will pay the PCA. If another party is paying, be sure to know the policies and guidelines. If you are paying, determine how much you will pay.
- Step 3 **Job Description:** Write a description of what you expect the PCA to do. Be specific when you describe the tasks. Develop a sample daily schedule that lists what the task are and when they will be done and why.

**Qualifications:** Make a list of what kinds of training and work experience you expect the PCA to have. This may include special training/certification such as First Aid, CPR, etc. Keeping in mind that the more qualified a PCA is, the more the services will cost. Sometimes training a PCA yourself to do things the way you want them done is more satisfactory than retaining a PCA with experience.

- Step 4 **Finding a PCA:** You may decide to consult Granite State Independent Living or use an employment agency or another source to help you find a PCA. If you decide to place an ad in a local paper, newsletter, or on a bulletin board, list the minimum qualifications that you expect the PCA to have. You may also want the applicant to tell you what kind of transportation he/she has. Provide a phone number or post office address for responses. (For safety, don't include your home address.)
- Step 5 **Interview:** Prepare a list of questions before the interview. Tell him/her specifically the assistance /supports that you expect. Show him/her the sample daily schedule. You must be comfortable with the PCA, because some of the tasks may be very personal. Mention these tasks in the interview.

(If safety is a concern, you might consider holding the interview at some place other than your home. If you do the interview by yourself, have someone nearby, such as a family member or friend.)

**Before the interview,** ask the applicant for the following information:

- ♦ Legal name, address, phone number
- ♦ Social security number, drivers license number
- ♦ Previous work experience, including name, address, and phone number of employers
- ♦ Education and training
- ♦ Disclosure of previous felony convictions
- ♦ Names and phone numbers of references
- ♦ Date they could begin working for you

(There is some information you should *not* request. It is information that could be used by a potential employer to discriminate: age, date of birth, marital status, race, sex/gender. Because a PCA is usually a part-time job, find out how far the candidates live from you - it may not be worth a long trip for a part-time job.)

**PERSONAL CARE ATTENDANT... CONTINUED FROM PAGE 36**

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**Step 6 Training:** After you have hired a PCA, it is important that you train him/her. Clearly tell him/her what you expect. Let the PCA know if there is personal information that is confidential. Be assertive in communicating your needs, feelings, and decisions.

**Step 7 As An Employer:** Show the PCA mutual respect. You and the PCA have the right to different feelings, opinions, or points of view. If there is a problem, handle it promptly and in a professional manner. Clearly identify the problem and tell the PCA what you expect to happen. Then thank the PCA for listening. The PCA should leave the meeting knowing exactly what you expect.

Give the PCA feedback. If the PCA has improved, tell him/her. If you have made a reasonable request and clearly communicated it to the PCA and the problem continues, you may need to let him/her go.

**Step 8 Backup Support:** Maintain a backup support in case the PCA suddenly quits or it becomes necessary to fire him/her. You will also need backup support if your PCA is ill.

Reprinted from KY Commission for Children with Special Health Care Needs, KY TEACH Project

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**Where to Find a Potential PCA**

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Although there are agency's that are willing to help you find a PCA, depending on your circumstances and funding you may have to advertise to find one. Once you know what attributes you are looking for, then you are ready to write your ad. In the ad, you should give just enough information to attract qualified prospects without being too wordy or turning people off because of unrealistic expectations.

In addition to placing ads in various locations, people also rely on word-of-mouth to make their need for a PCA known. They might talk to friends, neighbors, co-workers, relatives, medical personnel, social workers, other attendants, and other people with disabilities. Even if these people aren't able to help directly, they might be able to give you some good leads.

**Granite State Independent Living**

Tel: (603) 228-9680

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

Provides evaluation, skills training and on-going support to enable eligible consumers to set up and manage their own PCA and PCSP systems.

**National Alliance for Direct Support Professionals**

New Hampshire affiliate: Lifeshare Inc.

Tel: (603) 625-8825

Web: [www.lifeshareinc.org](http://www.lifeshareinc.org)

A coalition of organizations and individuals committed to strengthening the quality of human service support by strengthening the direct support workforce.

# COMMUNITY RESOURCES

The following are available resources in New Hampshire that can help you with moving towards independence in your living, working and recreation.

## GRANITE STATE INDEPENDENT LIVING FOUNDATION

Granite State Independent Living is a consumer-run organization. GSIL is dedicated to the removal of physical, attitudinal, and social barriers to independence for people with disabilities by ensuring the availability of the broadest range of services, advocacy efforts and social supports.

### CORE SERVICES:

- ♦ **Information & Referral Provider** - information and referral service via phone.
- ♦ **Peer Support & Counseling** - individual and groups meetings to help identify and resolve problems in achieving and maintaining an independent lifestyle.
- ♦ **Advocacy** - helps to protect civil, legal and human rights.
- ♦ **Skills Training** - helps consumers increase skills in areas such as: household management, community supports and services and self-advocacy.

### SPECIALIZED SERVICES AND PROGRAMS:

**Personal Care Attendant & Personal Care Service Programs** - GSIL staff provides evaluation, skills training and on-going support to enable eligible consumers to set up and manage their own PCA and PCSP systems.

**Transportation** - GSIL maintains five wheelchair accessible vans which provide transportation to meetings and social activities.

**Social and Recreational Programs** - GSIL's social and recreation programs offer opportunities for consumers to get together and enjoy bowling, parties, fall foliage tours or trips to Boston.

**Deaf and Hard-of-Hearing Services** - GSIL provides services tailored to meet the needs of Deaf or Hard-of-Hearing consumers. GSIL employs both Deaf and Hard-of-Hearing staff.

**Youth Mentor Program** - GSIL staff matches youth who have physical disabilities and/or chronic health issues with adults who have similar challenges. Educational workshops and social activities are held regularly for youth and mentors.

GSIL - Concord - Statewide Office  
21 Chenell Drive  
Concord NH 03301  
Tel: (800) 826-3700 V/TTY or 228-9680

GSIL - Littleton Office  
267 Main Street, Suite 400  
Littleton, NH 03561  
Tel: (800) 588-5772 or 444-0904

GSIL - Keene Office  
Emerald Court, 100 Emerald St Suite B  
Keene, NH 03431  
Tel: (877) 680-4826 or 355-1208

GSIL - Manchester Office  
1850 Elm St. Suite 1  
Manchester, NH 03101  
Tel: 800-773-4033 or 518-4600

GSIL - Nashua Office  
23 Factory St.  
Nashua, NH 03060  
Tel: 881-7144

# DRIVERS EDUCATION AND TRANSPORTATION RESOURCES

## DRIVERS EDUCATION

These are resources to help you get the drivers education you will need to get your driving license, and/or assistance with modifications that may need to be in place for you to drive.

### **NH Department of Safety**

Division of Motor Vehicles

James H. Hayes Building

33 Hazen Drive

Concord, NH 03301

Tel: 271-2371

(TDD Access: Relay NH) (800) 735-2964

Web: [www.nh.gov](http://www.nh.gov) (click on license plate for Motor Vehicles department).

### **Crotched Mountain**

1 Verney Drive

Greenfield, NH 03047

Tel: 547-3311

Offers assessment, driving instruction and adapted equipment consultation.

### **Adaptive Driving Associates**

220 Holiday Drive

White River Junction VT 05001

Tel: (802) 296-2004

Covers the greater Lebanon, Littleton and points north in New Hampshire.

### **Drivability**

Exeter Healthcare, Inc.

4 Alumni Drive

Exeter, NH 03833

Tel: 580-7927

Offers assessment, driving instruction and

## PUBLIC TRANSPORTATION

Using Public Transportation, when available to you, can be a money saver. If you have a physical disability, public transportation may or may not be accessible to you. Below are some of the services available in the cities and towns within the state with contact numbers so you can call and get more information.

### **Manchester**

Stepsaver Service: For people with disabilities who are unable to use the fixed scheduled buses.

Application process call: 623-8801.

### **Nashua**

Citybus offers fixed route transit service.

Paratransit Service provides pre-scheduled rides. Door to door services. Provides services to individuals from the City of Nashua, Merrimack and Hudson who meet either of the following criteria: an individual who qualifies under the Americans with Disability Act (ADA) as having a disability that prohibits him/her from using fixed routes, or an elder at least sixty (60) years of age or older.

Tel: (603) 880-0100

### **Keene**

The City Express buses are handicapped accessible.

Tel: 352-8494

### **Portsmouth / Seacoast Area**

Cooperative Alliance for Seacoast Transportation (COAST) provides para-transit services for individuals with disabilities.

Tel: 743-5777 Ext. 107

TDD: (800) 735-2964

Continued on page 38

**PUBLIC TRANSPORTATION..... continued from page 39****Upper Valley / Hanover and Lebanon**

All Advance Transit buses are equipped with wheelchair lifts. Telephone: (802) 295-1824

**Newport / Claremont**

Community Alliance Transportation Services  
Tel: 542-0048 or 863-0003

Dial-a-Ride - Demand response service is provided to seniors and disabled individuals in the greater Claremont area with a 24 hour advanced notice.

**Lakes Region** including Laconia, Meredith, Franklin, Tilton, Belmont, Ashland, and Plymouth

Winnepesaukee Transit  
Telephone: (800) 294-2496 or 528-2496

Provides both public and specialized transportation. All public route buses are handicap accessible.

**Concord**

Concord Area Transit (CAT)  
Tel: 225-1989

The special transit service is a public transportation system serving persons with disabilities who are unable to use the fixed route service. This service is curb to curb with reservations required.

Central New Hampshire Transportation is a coordinated, curb to curb service utilizing the shared resources of transportation providers in the Concord area. Reservations needed. Tel: 225-3003.

**Berlin, Gorham and Coos County**

North Country Transportation (NCT)  
Telephone: (888) 997-2020 or 752-1741

**Medicaid and Transportation**

If Medicaid is your primary insurance you may be able to access transportation to and from doctor's offices or other medical appointments.

For more information call NH Department of Health and Human Services and request information about the transportation options open to you.

Tel: (800) 852-3345 X 3770 or 271-3770

**HOUSING RESOURCES**

Moving from your parents home into an apartment or another living situation takes planning and guidance from those who have your best interest at heart.

You will need to consider the availability of out-of-home options, funding issues, the abilities and/or limitations of family caregivers and other supportive services that can be helpful to you. If you have a physical disability you will need to look at equipment needs and home access adaptations. Below are some resources to help you with housing and independent living.

**Granite State Independent Living**

21 Chanell Drive  
Concord, NH 03301  
Tel: (800) 826-3700 or 228-9680  
Web: [www.gsil.org](http://www.gsil.org)

Information on locating accessible housing and access modification and services that increase mobility within your home and within the community.



**HOUSING RESOURCES... continued from page 40**

**National Home of Your Own Alliance/Center for Housing and New Community Economics (CHANCE) Project**

Institute on Disability , UNH  
 10 West Edge Drive Suite 101  
 Durham, NH 03824  
 Tel: (800) 220-8770 or 862-4320  
 Web: [www.alliance.unh.edu](http://www.alliance.unh.edu)

CHANCE's mission is to improve and increase access to integrated, affordable, and accessible housing. Four different projects address housing for persons with disabilities.

**NH Housing Finance Authority**

32 Constitutional Dive  
 Bedford, NH 03110  
 Tel: (800) 640-7239 or 472-8623 TDD: 472-2089  
 Web: [www.nhhfa.org](http://www.nhhfa.org)

Home Ownership Programs, Multi-family Housing Programs and Rental Assistance Programs.

**Help Lines**

Teenline  
 (confidential, for any problem)  
 1-800-639-6095

Alanon & Alateen  
 1-877-425-2666

Alcoholics Anonymous (AA)  
 1-800-593-3330

Homeless Hotline  
 1-800-852-3388

Sexual Assault Support Services  
 1-888-747-7070

Suicide Prevention  
 1-800-273-TALK

**COMMUNITY ACTION PROGRAMS (CAP)**

Community Action programs can assist with, nutritional, fuel assistance, and electric assistance.

**Belknap and Merrimack Counties**

Community Action Program Belknap-Merrimack Counties Inc.

Tele: (800) 856-5525 / (603) 225-3295

Web: [www.bm-cap.org](http://www.bm-cap.org)

**Hillsborough County**

Southern New Hampshire Services, Inc.

Tele: (800) 322-1073 / (603) 668-8010

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

**Cheshire County**

Southwestern Community Services Cheshire County

Tele: (800) 529-0005 / (603) 352-7512

Web: [www.scshelps.org](http://www.scshelps.org)

**Rockingham County**

Rockingham Community Action Inc.

Tele: (800) 556-9300 / (603) 431-2911

Web: [www.rcaction.org](http://www.rcaction.org)

**Strafford County**

Strafford County Community Action

Tele: (603) 516-8130

Web: <http://straffcap.org>

**Sullivan County**

Southwestern Community Services Sullivan County

Tele: (800) 529-0005 / (603) 542-9528

Web: [www.scshelps.org](http://www.scshelps.org)

**Coos, Carroll and Grafton Counties**

Tri-County Community Action

Tele: (800) 552-4617 / (603) 752-7001

Web: [www.tccap.org](http://www.tccap.org)



## LEGAL RESOURCES

### GUARDIANSHIP

Parents are guardians for their children until they turn 18. Once they turn 18 the child is entitled to make his or her own decisions regarding where to live, how to manage money and decisions about health care. If someone believes a person is unable to make these decisions they can petition the Probate Court to request that a guardian be appointed. The Court can appoint a parent, another family member, a friend or a public guardian as a guardian.

A guardian is appointed by the Probate Court to "stand in the shoes" of the person. A Probate Court gives the guardian the power and duty of taking care of the ward and/or their property. There are two main types of guardianship: A "guardian of the person" (who manages the ward's personal affairs) or "a guardian of the estate" (who manages the ward's financial affairs).

A judge appoints a guardian after a hearing, because based on the evidence and testimony he or she decided beyond a reasonable doubt that the person:

- Is unable to manage their affairs;
- Needs a guardian to make sure they get continuing care, supervision, and rehabilitation, or to manage their money and property;
- There are no available alternative resources which are suitable with respect to their welfare, safety, and rehabilitation or the prudent management of their property and money;
- It is the least restrictive form of intervention consistent with the preservation of the ward's civil rights.

If you have questions about guardianship, you can contact either of the agencies below or you may also be able to obtain information from a mental health center, area agency, the probate court in your county, or an attorney.

#### **Temporary Guardianship**

It is possible for someone to request guardianship for a temporary period of time. This is usually done under the Emergency Temporary Guardianship guidelines and will cover a 60 day period. This may be helpful during a crisis situation when a person may not be able to make a safe decision. The goal would always be to return guardianship to the individual as soon as they are able to make those decisions themselves.

#### **Less Restrictive Alternatives**

The law says the court should only appoint a guardian if there are no available alternative resources to make sure the person stays safe, well, and get the services they need, and that their property and money is handled prudently. Some alternatives include:

- A mentor (see [www.mentorship.us](http://www.mentorship.us))
- A representative payee for Social Security
- Revocable Power of Attorney. A person may choose to give Power of Attorney to someone if they would like them to be able to make decisions on their behalf regarding medical and/or financial

**LEGAL RESOURCES....continued from page 42**

concerns. This is a contract between two people and does not involve the courts. This agreement can be cancelled at any time for any reason. Most Power of Attorney agreements are prepared by a lawyer. A "Health Care Power of Attorney" can usually be obtained from a hospital.

**GUARDIANSHIP RESOURCES**

**Granite State Guardianship Services**  
 34 Jefferson Rd.  
 Whitefield, NH 03598  
 Tel: 837-9561 or Concord Office: Tel: 224-0805  
 Web: [www.gsgs.org](http://www.gsgs.org)

Provides guardianship, conservatorship, consultation, and protective services.

**Office of Public Guardian**  
 2 Pillsbury St., Suite 400  
 Concord, NH 03301  
 Tel: 224-8041  
 Web: <http://www.opgnh.org>

The Office of Public Guardian is a private non-profit corporation organized to provide guardianship and advocacy services to citizens of New Hampshire.



**OTHER LEGAL RESOURCES**

**NH Legal Assistance**  
 Web: [www.nhla.org](http://www.nhla.org)

New Hampshire Legal Assistance provides free legal help to low-income and elderly persons who cannot afford a private attorney. NH Legal Assistance handles legal matters involving health care, public and private housing issues, food stamps, welfare, unemployment compensation, utility shut-off and nursing home problems. Contact the office in your area of the state.

**Manchester**  
 Tel: (800) 562-3174  
 or 668-2900

**Littleton**  
 Tel: (800) 548-1886  
 or 444-8000

**Claremont**  
 Tel: (800) 562-3994  
 or 542-8795

**Portsmouth**  
 Tel: (800) 334-3135  
 or 431-7411

**Concord**  
 Tel: (800) 921-1115  
 or 223-9750

**Nashua**  
 Tel: (800) 517-0577  
 or 598-3800

**Berlin**  
 Tel: (800) 698-8969 or 752-1102/1104

**NH Bar Association Lawyer Referral Service**  
 2 Pillsbury Street, Suite 300  
 Concord, NH 03301  
 Tel: 229-0002  
 Web: [www.nhbar.org](http://www.nhbar.org)

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**LEGAL RESOURCES.... continued  
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**Disabilities Rights Center, Inc.**

18 Low Avenue  
Concord, NH 03301  
Tel: 228-0432  
Web: [www.drcnh.org](http://www.drcnh.org)

**Legal Advice and Referral Center**

48 S. Main Street  
Concord, NH 03301  
Tel: (800) 639-5290 or 224-3333  
Web: [www.larcnh.org](http://www.larcnh.org)

**New Hampshire Civil Liberties Union**

18 Low Avenue  
Concord, NH 03301  
Tel: (603) 225-3080  
Web: [www.nhclu.org](http://www.nhclu.org)

**Human Rights Commission**

2 Chenell Drive  
Concord, NH 03301  
Tel: 271-2767  
Web: [www.nh.gov/hrc](http://www.nh.gov/hrc)

**New Hampshire Public Defender**

10 Ferry St. Suite 202  
Concord, NH 03301  
Tel: 224-1236  
Web: [www.nhpd.org](http://www.nhpd.org)

New Hampshire Public Defender provides criminal defense representation to people who cannot afford a lawyer.

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**ADVOCACY  
ORGANIZATIONS**


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**The Governor's Commission on Disability**

57 Regional Drive  
Concord, NH 03301  
Tel: (800) 852-3405 (Voice) or 271-2773 (Voice)  
or 271-2774 (TTY)  
Web: [www.nh.gov/disability](http://www.nh.gov/disability)

**New Hampshire Developmental Disabilities Council**

21 Fruit St., Walker Bldg. Suite 22  
Concord, NH 03301  
Tel: (800) 852-3345 Ext. 3236 or 271-3236  
Web: [www.nhddc.org](http://www.nhddc.org)

**Disabilities Rights Center**

18 Low Avenue  
Concord, NH 03301  
Tel: (800) 834-1721 V/TTY or 228-0432  
Web: [www.drcnh.org](http://www.drcnh.org)

The Disabilities Rights Center (DRC) provides information, referral, advice, and legal representation and advocacy to individuals with disabilities on a wide range of disability-related issues.

**People First of NH**

4 Park Street, Suite #205  
Concord, NH 03301  
Tel: (800) 566-2128 or 568-2128  
Web: [www.peoplefirstofnh.org](http://www.peoplefirstofnh.org)

Statewide self-advocacy organization.

**Granite State Independent Living**

21 Chenell Drive  
Concord, NH 03301  
Tel: (800) 826-3700 or 228-9680  
Web: [www.gsil.org](http://www.gsil.org)

## INFORMATION AND REFERRAL PROGRAMS

### SERVICE LINK

Service Link is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. There is never a cost related to using Service Link.

**Toll Free Number: 1-866-634-9412**

**Website: <http://www.nh.gov/servicelink.org>**

**Hillsborough County ServiceLink - Manchester**  
Tel: (866) 644-2240

**Cheshire County ServiceLink Monadnock Region**  
Tel: 357-1922

**Rockingham County ServiceLink - Salem**  
Tel: 893-9769

**Strafford County ServiceLink**  
Tel: 332-7398

**Coos County ServiceLink**  
Tel: 752-6407

**Grafton County ServiceLink - Lebanon**  
Tel: 448-1835

**Sullivan County ServiceLink**  
Tel: 542-5177

**Hillsborough County ServiceLink - Nashua**  
Tel: 598-4709

**Merrimack County ServiceLink**  
Tel: 228-6625

**Rockingham County ServiceLink - Seacoast**  
Tel: 334-6594

**Carroll County ServiceLink**  
Tel: 323-9394

**Grafton County ServiceLink - Littleton**  
Tel: 444-4498

**Belknap County ServiceLink**  
Tel: 527-7041

### FOR YOUTH

**The UNH Center on Adolescence**  
University of New Hampshire  
55 College Road, Petee Hall  
Durham, NH 03824  
Tel: 862-4551  
Web: [www.adolescence.unh.edu](http://www.adolescence.unh.edu)

This website provides a gateway to valid, current information youth, parents and professionals. Organizations for youth around the state are listed by counties.

**Youth Educating Adults on Healthcare (YEAH)**  
**Youth Advisory Council of NH**  
NH Family Voices  
129 Pleasant St.  
Concord, NH 03301  
Tel: (800) 852-3345 X 4525 or (603) 271-4525  
Web: [www.yeah-councilnh.com/](http://www.yeah-councilnh.com/)

Our purpose is to help the transition from childhood to adulthood, dependence to independence and pediatric medical care to adult medical care go more smoothly.

## RECREATIONAL OPPORTUNITIES

### **New England Handicapped Sportsman's Association**

PO Box 2135  
Newbury, NH 03255-2135  
Tel: 763-9158  
Web: [www.NEHSA.org](http://www.NEHSA.org)

### **Northeast Passage**

Hewitt Hall  
4 Library Way  
Durham, NH 03824  
Tel: 862-0070  
TTY: NH Relay (800) 735-2964  
Web: [nepassage.org](http://nepassage.org)

### **NH Special Olympics**

650 Elm Street  
Manchester, NH 03101  
Tel: (800) 639-2608 or 624-1250  
Web: [www.sonh.org](http://www.sonh.org)

### **Waterville Valley Foundation Adaptive Sports Programs**

Box 540  
Waterville Valley NH 03215  
Tel: 236-8311  
Web: [www.waterville.com](http://www.waterville.com)

### **White Mountain Adaptive Snowsports at Loon Mountain**

PO Box 26  
Lincoln, NH 03251  
Tel: 745-5663  
Web: [www.nedisabledsports.org](http://www.nedisabledsports.org)

### **New Hampshire Fish and Game Department**

11 Hazen Drive  
Concord, NH 03301  
Tel: Licensing Division - 271-3422  
Web: [www.wildlife.state.nh.us/Hunting/hunt\\_accessibility.htm](http://www.wildlife.state.nh.us/Hunting/hunt_accessibility.htm)

The New Hampshire Fish and Game Department offers several permits for people with physical disabilities. Among them is a permit for a permanent hunting and fishing license for paraplegics. There is a one-time \$10 administrative fee for the license, and the applicant must present a letter from his or her doctor stating that the applicant is permanently and totally paraplegic. The Department also offers permits to people with disabilities who want to hunt using a crossbow. To qualify, you must have a permanent physical disability that prevents you from using a conventional bow or a compound bow. New Hampshire Fish and Game's Hunter Education Program customizes its courses for people with special needs so they can enjoy the outdoors safely.

### **Very Special Arts of New Hampshire**

44 South Main St.  
Concord, NH 03301  
Tel: 228-4330  
Web: [www.vsaartsnh.org](http://www.vsaartsnh.org)

### **One Step Further**

82 Waukegan St.  
Meredith, NH 03253  
Tel: 279-7829  
Web: [www.onestepfurtherrecreationtherapy.com](http://www.onestepfurtherrecreationtherapy.com)  
Adaptive aquatics programs and movement.











*Speaking on Behalf of Children and Youth  
with Special Health Care Needs*

Family To Family Health Information and Education Center  
129 Pleasant St.  
Concord, NH 03301

Telephone: (800) 852-3345 Ext 4525 or (603) 271-4525  
E-mail: [nhfv@yahoo.com](mailto:nhfv@yahoo.com)  
Website: [www.nhfv.org](http://www.nhfv.org)