



Connections to better living

# MEDICAID COMMUNITY MENTAL HEALTH SERVICES & SUPPORTS



NHCarePath is New Hampshire's "front door" to quickly connect individuals to a full range of community services and supports.

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



## Table of Contents

What Is Mental Illness?.....	1
What Is Recovery? .....	1
What Are Mental Health Services? .....	1
What Is A Community Mental Health Center (CMHC)? .....	1
What Services Do Community Mental Health Centers Provide? .....	2
What Happens When I Contact A Community Mental Health Center? .....	3
What Do I Need to Bring to the Intake Appointment? .....	5
What Can I Expect to Happen at the Intake Appointment? .....	5
What Are Peer Support Agencies?.....	6
New Hampshire Community Mental Health Center Locations .....	7
New Hampshire Peer Support Agency Locations .....	8

## What Is Mental Illness?

Mental illness refers to a wide range of mental health conditions or disorders that affect people from all walks of life and all age groups and can be characterized by changes in mood, thought and/or behavior. One in five New Hampshire residents will experience a mental illness at some point in their lives. Mental illness can make daily activity difficult and impair a person's ability to interact with others, make choices, or carry out major life functions. Serious Mental Illness and Serious Emotional Disturbance describe substantial interference in a person's functioning because of mental illness. Examples of mental illness include depression, anxiety disorders, bipolar disorder, schizophrenia, eating disorders and addictive behaviors.



## What Is Recovery?

Recovery is defined\* as a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. Recovery-oriented care helps support people in overcoming or managing their condition or symptoms; maintaining a stable living situation; increasing meaningful daily activities and independence; and improving relationships and social networks. Although each path to recovery is unique, people can learn to manage their conditions successfully and/or



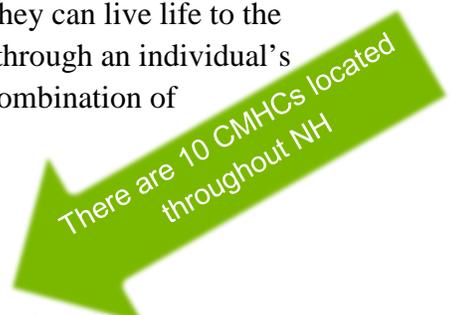
recover. *\*Definition provided by Substance Abuse and Mental Health Services Administration*

## What Are Mental Health Services?

Mental health services help people manage their symptoms or heal so they can live life to the best of their abilities. Effective, evidence-based treatment, established through an individual's needs and goals, exists for people who seek help. For many people, a combination of services is most effective.

## What Is A Community Mental Health Center (CMHC)?

New Hampshire Community Mental Health Centers (CMHCs) are located in 10 service regions of the state. They are private not-for-profit agencies contracted with the Bureau of Behavioral Health (BBH) to provide comprehensive mental health services to individuals and families of all ages who reside in their region of the state. CMHCs are staffed by professionals trained in psychiatry, psychology, counseling, social work, nursing, community-based services and evidence-based practices. These professionals provide a range of programs and services, from



short-term counseling to services and supports provided in the community for individuals who meet eligibility requirements due to severe mental illness or serious emotional disturbance. A list of NH Community Mental Health Centers is provided in this booklet or you can find it by clicking: [DHHS Behavioral Health](#) or [NH Community Behavioral Health Association](#).

## What Services Do Community Mental Health Centers Provide?

**Community Mental Health Centers (CMHCs)** provide a wide variety of programs and services although programs may vary in different communities. Intensive community-based services are provided for people who meet NH BBH eligibility requirements. Contact your local CMHC for more information about eligibility.

Services that may be provided by the CMHC in your region include, but are not limited to:

**Assertive Community Treatment (ACT)** – intensive community treatment for individuals with the most challenging and persistent problems and needs (specific admission criteria)

**Benefits Counseling** – assistance in relation to public and/or private benefits

**Drug Court Program** – 12 to 18 month court supervised treatment program provided to non-violent offenders with a history of addiction instead of traditional incarceration

**Evaluation/Intake** – diagnostic interview consisting in part of history of present illness, mental status exam, diagnosis, recommendations for treatment and an initial service plan

**Functional Support Services (FSS)** – community and home-based clinical interventions focused on improving levels of functioning and community integration

- Therapeutic Behavioral Intervention/Services (TBS) – development, reinforcement, and application of skills and strategies
- Family Supports (FS) – services provided to family members, caregivers or significant others to support management of an individual’s mental illness
- Medication Support (MS) – interventions that support an individual in maintaining his/her medication regimen
- Crisis Intervention Services (CIS) – assessment and monitoring of clients who are experiencing acute symptoms that jeopardize safety

**Health and Wellness Services** – ask your mental health center about available services

**Illness Management and Recovery (IMR)** – a structured program that works with individuals to set and pursue personal goals and implement action strategies

**InSHAPE** – a wellness program focused on health, exercise and nutrition working with a personal health mentor and program partners in the community

**Medication-Related Services** – provision of medications and monitoring their effectiveness and side-effects, and medication administration for some patients

**Mental Health Court** – community-based treatment provided to non-violent defendants with a mental illness as an alternative to jail

## Community Mental Health Centers Services continued

**Partial Hospitalization** – outpatient partial or full day treatment that enables individuals to return home at night and maintain important relationships

**PATH (Project for Assistance in the Transition from Homelessness)** – outreach to homeless individuals to help them access mental health and substance use treatment

**Psychiatric Emergency and Crisis Services** – assessment, intervention, and stabilization services available 24 hours per day/7 days a week to anyone who is experiencing psychiatric distress (contact 911 for immediate crisis)

**Psychotherapy Services** – various therapeutic techniques used to change behaviors, thoughts, emotions and how people see and understand situations (for individuals, families, partners, and/or groups)

**RENEW** – a youth-driven planning process focused on school-to-adult life transition and development of a goal focused support network for youth ages 14 and older

**Residential Programs** – spectrum of housing programs that provide full time or moderate therapeutic support in order for individuals to live in the community

**REAP (Referral Education Assistance & Prevention)** – home-based short-term education, resource, and counseling program for all older adults

**Supported Employment** – assessment, services, and supports provided by an employment specialist with the goal of the client's participation in competitive employment

**Targeted Case Management (TCM)** – assessment, referral, education, and linkage to necessary community supports and services outside of the CMHC

**Testing** – psychological or neuropsychological assessment of cognitive, emotional, behavioral, and functional impairments using objective standardized tools

### What Happens When I Contact A Community Mental Health Center?

When you call your Community Mental Health Center the representative will ask you for some



personal information, insurance information and to briefly describe why you called. Feel free to ask questions.

CMHCs have some therapists who schedule intake appointments in the community, for example, in schools and healthcare provider offices. If you are an adult, a family member or friend can make the call and appointment for you, but the representative may want to speak to you for more information. If you need an interpreter, foreign

language translator, or have a physical limitation or handicap (e.g. cannot climb stairs or use a wheelchair), let the representative know. An intake appointment will be scheduled. The CMHC may ask you to complete and bring history, medical and/or legal forms or other specific information and may send you a confirmation letter with these forms.

## Some things you can do while you are waiting for your appointment

**1** If you do not have health insurance or have not applied, you should use this time to apply for Medicaid. The NHCarePath *Medicaid Services* booklet provides information about Medicaid and the application process. Write down the date you applied and print and keep any documents or correspondence you receive about your Medicaid application.

**2** Some people find it helpful to write down things about themselves and how they are feeling so they don't forget the day of the appointment.

**3** If you need to reschedule your intake appointment or have changed your mind about the appointment for any reason, please contact the CMHC as soon as possible.



*If at any time you feel you are in a crisis*, Emergency Services is available 24 hours, 7 days per week to provide phone consultations, walk in appointments and/or arrange to meet with you to manage the crisis or psychiatric hospitalization when appropriate. Call 911 for imminent danger.

## What Do I Need to Bring to the Intake Appointment?

Bring the following information to your appointment (if applicable). **Do not cancel your appointment** if you do not have all of this information ready for your appointment.

- Identification
- Information forms from the CMHC (history, medical, legal)
- Medicaid card, proof of Medicaid application or application date
- Other health insurance or financial information, as applicable
- Legal paperwork such as guardianship or child custody
- List of current medications, dosage and prescriber
- Primary Care Physician (PCP) name and contact information
- Psychiatric hospitalization discharge summary (recent)
- Names of previous mental health providers
- Other information you feel will be relevant and helpful

## What Can I Expect to Happen at the Intake Appointment?

You will be asked to arrive 15 to 30 minutes before your scheduled appointment time to meet with Admission staff and complete and sign paperwork.

The first appointment is an intake interview with a clinical staff person trained to identify and



assess problems. Sometimes intakes are called initial evaluations or biopsychosocial assessments. The clinician will ask you to explain what is happening, gather history and information about how you are thinking and functioning, and discuss your thoughts about treatment. CMHCs assess individuals for BBH eligibility, so they need to understand the impact of your mental health on your daily life. The intake

clinician may review the eligibility assessment document with you during the appointment or gather the information and complete it after the appointment. The better the clinician understands you, the better she/he can begin to help you.

The clinician will determine your needs and diagnosis, make treatment recommendations, and develop an initial service plan with your input. At the end of your appointment, the clinician will discuss the next steps with you.

Depending on your needs and choices, a clinician may schedule a follow up appointment to begin therapy, refer you



to a different CMHC provider and/or make referrals for services in addition to therapy. If the CMHC cannot provide the service(s) you need, you will be referred to a non-CMHC provider. Over time, you and your treatment provider(s) will review and further develop your goals for treatment and recovery.

## What Are Peer Support Agencies?

Peer Support Agencies (PSAs) are private non-profit agencies located throughout New Hampshire that have contracted with BBH to support people with mental illness who are 18 years of age or older and self-identify as recipients of mental health services. PSAs are not affiliated with the CMHCs in their service region but share a working relationship. PSAs provide supportive interactions based on trust, respect and shared experience by people with a mental illness



to assist others with their recovery and understand their potential to achieve personal goals. PSAs provide choice, use non-clinical approaches to help, share decision making, encourage informed decision making about all aspects of people's lives, and challenge perceived self-limitations.

### **Services vary among PSAs and may include, but are not limited to:**

- Face-to-face and telephone peer support
- Outreach
- Monthly educational events
- Activities that promote self-advocacy
- Wellness training
- After hours warm line
- Crisis respite (24 hours, short-term, non-medical crisis program)

The BBH **Office of Consumer and Family Affairs (OCFA)** works closely with Peer Support Agencies and provides information, education and support for individuals who are dealing with the challenges of mental illness, as well as facilitates consumer and family input into all aspects of the state-funded mental health system. OCFA provides leadership and empowerment through information, education, and advocacy. For further information, resources and the OCFA quarterly newsletter you can visit: <http://www.dhhs.nh.gov/dcbcs/bbh/ocfa.htm>

## **New Hampshire Community Mental Health Center Locations**

Community Mental Health Centers have more than one office located within their service region. Services may be provided in a location other than their main office, including in the community. A location map can be found at the New Hampshire Community Behavioral Health Association website: <http://nhcbha.org/locations.aspx>

### **Northern Human Services**

#### *Berlin*

3 Twelfth Street  
Telephone: 752-7404

#### *Colebrook*

55 Colby Street  
Telephone: 237-4955

#### *Conway*

25 West Main Street  
Telephone: 447-2111

#### *Littleton*

29 Maple Street  
Telephone: 444-5358

#### *Wolfboro*

70 Bay Street  
Telephone: 569-1884

### **West Central Behavioral Health**

*Intake Phone Number: 542-5128*

#### *Lebanon*

85 Mechanic Street, Suite 360

#### *Newport*

167 Summer Street

#### *Claremont*

52 West Pleasant Street

### **Genesis Behavioral Health**

#### *Laconia*

111 Church Street  
Telephone: (603) 524-1100

#### *Plymouth*

559 Tenney Mountain Highway  
Telephone: 536-1118

### **Riverbend Community Mental Health**

#### *Concord*

278 Pleasant Street  
Telephone: 228-1600

### **Monadnock Family Services**

#### *Keene*

17 93<sup>rd</sup> Street  
Telephone: 357-4400

#### *Peterborough*

9 Vose Farm Road, Suite 120  
Telephone: 924-7236

### **Greater Nashua Mental Health Center**

#### *Nashua*

100 West Pearl Street  
Telephone: 889-6147

### **Mental Health Center of Greater Manchester**

#### *Manchester*

1555 Elm Street  
Telephone: 668-4111

### **Seacoast Mental Health Center**

#### *Portsmouth*

1145 Sagamore Avenue  
Telephone: 431-6703

#### *Exeter*

30 Prospect Avenue  
Telephone: 772-2710

### **Community Partners**

#### *Dover*

113 Crosby Road, Suite 1  
Telephone: 516-9300

### **Center for Life Management**

Telephone: 434-1577

#### *Derry*

10 Tsienneto Road

#### *Salem*

103 Stiles Road

## New Hampshire Peer Support Agency Locations

### [The Alternative Life Center \(ALC\)](#)

6 Main Street, PO Box 241  
Conway, NH 03818-0214  
Telephone: (603) 447-1765  
Warmline: 800-447-1765  
(5 pm to 9 pm, 7 days per week)

### [The Stepping Stone Drop-In Assn](#)

108 Pleasant Street  
Claremont, NH 03743  
Telephone: (603) 543-1388 or (888)  
582-0920

### [Cornerbridge Of Laconia](#)

328 Union Avenue  
Laconia, NH 03247  
Telephone: (603) 528-7742  
Outreach is available in Plymouth,  
Franklin, and areas nearby.  
Warmline: 800-306-4334  
(5 pm to 10 pm, 7 days per week)

### [Serenity Steps](#)

567 Main Street  
Berlin, NH 03896  
Telephone: (603) 752-8111  
Warmline: 800-447-1765  
(5 pm to 9 pm, 7 days per week)

### [Stepping Stone](#)

108 Pleasant Street  
Claremont, NH 03743  
Telephone: (603) 543-1388 or (888)  
582-0920  
Warmline: (888) 582-0920  
Warmline Claremont: (603) 543-1388  
(both available 5 pm to 10 pm, 7 days  
per week)  
Crisis Respite: (888) 582-0920 or  
(603) 543-1388

### [Monadnock Area](#)

#### [Peer Support Agency](#)

(formerly Granite State Monarchs)  
64 Beaver Street  
PO Box 258  
Keene, NH 03431  
Telephone: (603) 352-5093 or (866)  
352-5093  
Warmline: 866-352-5093  
(5 pm to 10 pm, 7 days per week)

### [Littleton Peer Support](#)

267 Main St #400  
Littleton, NH 03561  
Telephone: (603) 444-5344  
Warmline: 800-447-1765  
(5 pm to 9 pm, 7 days per week)

### [Next Step](#)

109 Bank Street  
Lebanon, NH 030766  
Telephone: (603) 448-6941  
Warmline: (888) 582-0920  
(5 pm to 10 pm, 7 days per week)

### [HEARTS Peer Support Center of Greater Nashua](#)

5 Pine Street Extension Unit 2 K  
PO Box 1564  
Nashua, NH 03060  
Telephone: (603) 882-8400  
Warmline: 800-306-4334  
(5-10 pm, 7 days per week)  
Crisis Respite: (603) 864-8769

### [Wolfeboro Outreach Program](#)

Wolfeboro, NH 03896  
Telephone: (603) 662-2140  
Warmline: 800-447-1765  
(5 pm to 9 pm, 7 days per week)

### [Lakes Region Consumer Advisory Board](#) DBA Cornerbridge

328 Union Avenue  
Laconia, NH 03247  
Telephone: (603) 524-0801 or (800)  
306-4334  
Warmline: 800-306-4334  
(5 pm to 10 pm, 7 days per week)

### [On The Road To Recovery, Inc](#)

13 Orange Street  
PO Box 1721  
Manchester, NH 03105-1721  
Telephone: (603) 623-4523 or (800)  
306-4334  
Transitional Housing: (603) 623-4523  
Warmline: 800-306-4334  
(5 pm to 10 pm, 7 days per week)

### [The Haven](#)

27 Lombard Street  
Colebrook, NH 03576  
Telephone: (603) 237-4353  
Warmline: 800-447-1765  
(5 pm to 9 pm, 7 days per week)

### [Concord Peer Support](#)

55 School Street  
Concord, NH 03301  
Telephone: (603) 228-0083 or (603)  
224-0894  
Warmline: 800-306-4334  
(5 pm to 10 pm, 7 days per week)

### [Seacoast Consumer Alliance Peer Support Center, Inc.](#)

544 Islington Street  
Portsmouth, NH 03801  
Telephone: (603) 427-6966 or (877)  
432-5433  
Warmline: 800-809-6262  
(5 pm to 10 pm, 7 days per week)

### [Tri-City Consumers' Action Cooperative](#)

36 Wakefield Street  
Rochester, NH 03867-1929  
Telephone: (603) 948-1043 or (603)  
948-1036  
Not wheelchair-accessible  
Warmline: 800-809-6262  
(5 pm to 10 pm, 7 days per week)

### [On the Road to Recovery, Inc](#)

12 Birch Street  
Derry, NH 03038  
Telephone: (603) 552-3177 or (603)  
552-3178  
Warmline: 800-809-6262  
(5 pm to 10 pm, 7 days per week)

Visit this link for a full listing of  
agencies: [Peer Support Agencies](#)



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