



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.

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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 co-occurring addictive behaviors.



What Is Recovery?

Recovery is defined by the Substance Abuse and Mental Health Services Administration 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.

What Are Mental Health Services?

Mental health services help people manage their symptoms or heal so they can live meaningful and fulfilling lives. Evidence-based treatments that are matched to an individual's needs and goals are available. For many people, having a choice of services that are individualized and delivered in combination, amounts and frequency that fit the individual's unique needs are 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 Mental Health Services (BMHS) 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 visit the [DHHS Behavioral Health](#) or [NH Community Behavioral Health Association](#) websites.

There are 10 CMHCs located throughout NH

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 BMHS eligibility requirements. Contact your local CMHC for more information about eligibility.

Services that may be provided by the CMHC in your region include:

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).

Mobile Crisis Response Teams (MCRT) – Crisis teams and crisis apartments are available in three areas of the state: Concord through Riverbend Community Mental Health Center (call 1-844-7-HELP4U (1-844-743-5748)), in Manchester through The Mental Health Center of Greater Manchester (call 1-800-688-3544) and in Nashua through Harbor Homes (call 603-816-0101). MCRTs are intended as an alternative to hospital emergency room referrals and psychiatric hospitalization.

Evaluation/Intake/Eligibility Determination – diagnostic interview consisting in part of history of present symptoms, mental status exam, diagnosis, recommendations for treatment and an initial service plan. As part of an intake evaluation the CMHC will make a determination about the person's eligibility for state funded services. State funded services are available to people who meet criteria regardless of income or insurance status. State funded services include:

- **Assertive Community Treatment (ACT)** – for individuals who need high intensity, team oriented, community-based services in order to achieve optimal recovery.
- **Benefits Counseling** – assistance in relation to public and/or private benefits.
- **InSHAPE** – a wellness program focused on health, exercise and nutrition working with a personal health mentor and program partners in the community
- **Targeted Case Management (TCM)** – assessment, referral, education, and linkage to necessary community supports and services outside of the CMHC
- **Supported Employment** – assessment, services, and supports provided by an employment specialist with the goal of the client's participation in competitive employment
- **Functional Support Services (FSS)** – are therapeutic services delivered by members of a treatment team, one to one or in a group, usually in the individual's home or community. FSS helps individuals use coping skills and strategies to improve resiliency, speed recovery, improve community living, manage symptoms and generally helps to achieve treatment goals. FSS services may help an individual manage during a crisis, or medications, or to support family & friends in order to better support the person.
- **Illness Management and Recovery (IMR)** – a structured program that works with individuals to set and pursue personal goals and implement action strategies.
- **Psychiatric Medication-Related Services** – provision of medications and monitoring their effectiveness and side-effects, and medication administration for some patients

Services Continued:

- **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).
- **Psychological Testing** – psychological or neuropsychological assessment of cognitive, emotional, behavioral, and functional impairments using objective standardized tools.
- **REAP (Referral Education Assistance & Prevention)** – home-based short-term education, resource, and counseling program for all older adults.
- **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** – housing programs that provide full time or moderate therapeutic support in order for individuals to live in the community.
- **PATH (Project for Assistance in the Transition from Homelessness)** – outreach to homeless individuals to help them access mental health and substance use treatment.

What Happens When I Contact A Community Mental Health Center?

When you call your Community Mental Health Center (CMHCs) the representative will ask you



for some personal information, insurance information and to briefly describe why you called. Always ask questions. CMHCs are required to provide assessment to determine eligibility for individuals who request or need state funded services. 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 with you for more information. If you need an interpreter, foreign language translator, or have a physical limitation (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.

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.

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 for Long Term Care* 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, contact the CMHC as soon as possible.

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.

- Forms of 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, dates and addresses 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 Bureau of Mental Health Services 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. It is important to be open and honest with the clinician because the better the clinician understands you and your situation, 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 BMHS 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 BMHS **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: www.dhhs.nh.gov/dcbcs/bbh/ocfa



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. If your town is not listed below, please see the list of towns on each Center's website listed under their name. A [location map](#) can be found at the [New Hampshire Community Behavioral Health Association website](#).

Northern Human Services

Conway • (603) 447-3347
Emergency: (603) 447-2111
northernhs.org

Areas Served – Berlin, Colebrook, Conway,
Littleton, Wolfeboro

West Central Behavioral Health

Lebanon • (603) 448-0126
Emergency: (800) 564-2578
wcbh.org

Areas Served – Claremont, Lebanon,
Newport

Lakes Region Mental Health Center

Laconia • (603) 524-1100
Emergency: (603) 528-0305
lrmhc.org

Areas Served – Laconia and Plymouth

Riverbend Community Mental Health

Concord • (603) 226-7505
Emergency: (800) 852-3323
riverbendcmhc.org

Areas Served – Boscaawen, Concord,
Franklin, Penacook

Monadnock Family Services

Keene • (603) 357-4400
Emergency: (603) 357-4400
mfs.org

Areas Served – Keene, Jaffrey,
Peterborough, Winchester

Greater Nashua Mental Health Center at Community Council

Nashua • (603) 889-6147
Emergency: (800) 762-8191
gnmhc.org

Area Served – Nashua

The Mental Health Center of Greater Manchester

Manchester • (603) 668-4111
Emergency: (800) 688-3544
mhcgm.org

Area Served – Manchester

Seacoast Mental Health Center

Portsmouth • (603) 431-6703
Emergency: (603) 431-6703
smhc-nh.org

Areas Served – Exeter and Portsmouth

Community Partners

Dover • (603) 749-4015
Emergency: (603) 516-9300
communitypartnersnh.org

Area Served – Dover and Rochester

Center for Life Management

Derry • (603) 434-1577
Emergency during hours: (603) 434-1577 or
after hours: (603) 432-2253
centerforlifemanagement.org

Area Served – Salem and Derry

NH Peer Support Agencies Locations by BMHS Region

REGION I

The Alternative Life Center

6 Main St / PO BOX 241
Conway NH 03818
TEL: (603) 447-1765
EMAIL: alccenters@gmail.com
WEB: alccenters.org
WARM LINE: 5-9 pm 7 days per week
TEL: 1-866-447-1765

Wolfeboro Outreach Program

Wolfeboro NH 03896
TEL: (603) 662-2140
EMAIL: wolfeborooutreach@gmail.com

Serenity Steps

567 Main St
Berlin NH 03570
TEL: (603) 752-8111
EMAIL: serenitystepspsc@gmail.com

The Haven

27 Lombard St
Colebrook NH 03576
TEL: (603) 237-4353
EMAIL: colebrookhaven@gmail.com

Littleton Peer Support

267 Main St #400
Littleton NH 03561
TEL: (603) 444-5344
EMAIL: littletonpsc@gmail.com

REGION II

Stepping Stone

108 Pleasant St
Claremont NH 03743
TEL: (603) 543-1388
EMAIL: susan.seidler@steppingstonenextstep.org
WARM LINE: 4-9pm 7 days per week
TEL: 543-1388 or 1-888-582-0920
CRISIS RESPITE:
TEL: (603) 543-1388 OR 1-888-582-0920

Next Step

109 Bank St
Lebanon, NH 03766
EMAIL: mark.nichols@steppingstonenextstep.org
WEB: steppingstonenextstep.org
TEL: (603) 448-6941

REGION III & IV

Lakes Region Consumer Advisory Board "Corner Bridge"

328 Union Ave/PO BOX 304
Laconia, NH 03247
TEL: (603) 524-0801
EMAIL: lrcab1@metrocast.net
WARMLINE: 5-10 pm 7 days per week
TEL: 1-800-306-4334
WEB: nhcornerbridge.info

Pemi Valley Peer Support & Outreach

TEL: (603) 528-7742
EMAIL: CindyPemiOutreach@gmail.com

Concord Peer Support

55 School St
Concord, NH 03301
TEL: (603) 224-0083 or 224-0894
EMAIL: cornerbridge@comcast.net

REGION V

Monadnock Area Peer Support Agency

64 Beaver St / PO BOX 258
Keene, NH 03431
TEL: (603) 352-5093
EMAIL: PStarkey@nmondnockPSA.org
WEB: monadnockpsa.org
WARM LINE: 4-9 pm 7 days per week
TEL: 1-866-352-5093

REGION VI

H.E.A.R.T.S.

5 Pine St Ext. Suite 1G

PO BOX 1564

Nashua NH 03060

TEL: (603) 882-8400 or 882-8700

EMAIL: kenl-hearts@comcast.net

WEB: heartpsa.org

WARMLINE: 5-10 pm 7 days per week

TEL: 1-800-306-4334

Some centers offer Peer Respite: Stepping Stone in Claremont, Monadnock Area Peer Support in Keene, HEARTS in Nashua, and Alternative Life Center in Conway. All peer respites are a statewide resource.

REGION VII

On the Road to Wellness

13 Orange St / PO BOX 1721

Manchester, NH 03105-1721

TEL: (603) 623-4523

EMAIL: Manchester@OTRTW.org

WEB otrtr.org

WARM LINE: 5-10 pm 7 days per week

TEL: 1-800-306-4334

REGION VIII

Connections Peer Support Center

544 Islington St

Portsmouth, NH 03801

TEL: (603) 427-6966 or 433-8679

EMAIL: info@connectionspeersupport.org

WARMLINE: 5-10 pm 7 days per week

TEL: 1-800-809-6262

REGION IX

(for Warmline see Region 8)

Tri-City Consumers' Action Co-Operative

55 Summer St.

Rochester, NH 03867

TEL: (603) 948-1043 or 948-1036

EMAIL: tricitycoop@metrocast.net

WEB: tricitycoop.org

WARMLINE: 5-10 pm 7 days per week

TEL: 1-800-809-6262

REGION X

On the Road to Recovery

12 Birch St / Derry NH 03038

TEL: (603) 552-3177 / 552-3178

EMAIL: Derry@OTRTW.org

WEB: otrtr.org

WARM LINE: 5-10 pm 7 days per week

TEL: 1-800-809-6262



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www.nhcarepath.org

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