



Bienestar Mental Health Program
National Alliance for the Mentally Ill New Hampshire

CONSUMER RESOURCE GUIDE

For the Hispanic Population of Nashua, NH

GUÍA DE RECURSOS
para la Población Hispana de Nashua, NH

Foreword and Acknowledgments

This guide is a resource for members of the Nashua Latino/Hispanic Community. The guide is designed to help you understand and recognize mental health problems, and then help you seek treatment and support for you and your family members. The guide also explains your rights to mental health care, some of the barriers you might face (language, paying for services, insurance, finding providers) and some ways to overcome these barriers.

We understand the barriers faced by Latino/Hispanic families in accessing appropriate and equitable healthcare and mental health care services within the community and the State. We also recognize the challenges faced by providers in identifying the necessary services and resources for the Latino/Hispanic population and other cultural groups. We hope this guide supplements the existing services provided by the community of Nashua.

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YOUR MENTAL AND PHYSICAL HEALTH

Mental Health

Good mental health is something that most of us are working to achieve. Mental health controls:

- how we feel about who we are
- how we feel about the other people in our lives
- how we respond to stress in our life
- how we make choices

You can talk to your primary care physician if you want information or help in working toward better mental health, or contact a mental health care provider (see “Mental Health Care Services” on page 10).

When we hear the term “mental health,” most of us only think of “mental illness.” But, mental health is more than “mental illness” or “mental health.”

Physical and Mental Health Working Together

Studies suggest that “good” mental health is required to achieve overall physical health. In addition, having a healthy body contributes to emotional recovery also. Our physical and mental-emotional health go hand in hand. Here is what you can do to increase your physical *and* mental health:

- Eat the right food.
- Exercise (check with your primary care physician).
- Participate in outdoor activities.
- Get enough rest and sleep.
- Spend time with friends that you enjoy.
- Get medical treatment from your primary and mental health care provider.
- Find ways to manage stress.

As with other illnesses such as diabetes, mental illnesses are treatable, especially if diagnosed and treated when we first notice the symptoms. Then treatment has the best results.

Understanding Treatment of Mental Illness

Mental illnesses *cannot* be controlled by will power and are not the result of personal weakness, lack of character, or low intelligence. Mental illnesses affect persons of any age, race, religion, income, or level of education.

Any combination of medication, psychotherapy, supportive counseling, and self-help groups can be used to treat mental illnesses. Other support services, such as assistance with housing, vocational rehabilitation and work, and income assistance have also proven to help with recovery. Most people with a *serious* mental illness need medication to help control symptoms in addition to therapy, support services, and self-help groups.

Psychotherapy is a type of treatment of mental illness that uses conversation between a patient and a mental health professional. The goal is to receive support during difficult times and then be able to understand yourself, improve your communication skills, and develop trust in others.

In the case of children, a child's physician or mental health counselor may recommend specialized educational programs in addition to social and behavioral support services.

Get all the information you can about the diagnosis, medications, and recommendations offered to your child.

If your child is recommended for special education programs, read "Getting Help at School" on page 9.

Recovery involves choosing, and achieving, a series of intermediate goals that lead you in the direction you want your life to go.

Understanding Recovery from Mental Illness

Recovering from mental illness is possible. Recovery is the process of overcoming an illness and improving your sense of self-worth, the quality of your relationships and community connections, and your overall satisfaction with the person you are and the quality of your life.

Everyone has a slightly different definition of recovery because everyone's idea of a "better life" is different. Recovery can involve getting a job, getting more education, doing volunteer work, becoming more connected to your community, learning to relax, and finding simple ways to have fun. Also important is learning to manage your emotions and mood swings, and your medications. You might also need to work through past traumatic experiences so they stop controlling your life. These are the key components of recovery that you can learn to manage:

- **Setbacks:** Recovery is not a straight line. Setbacks are learning experiences, not defeats – they are a part of everyone's recovery.
- **Support:** You need to have supportive relationships with people who want to help you recover. Supporters can be family members, friends, or health care professionals. But it's a good idea to look for some supporters among people who are in recovery themselves and who can truthfully say, "I've been there, and I know how it feels."
- **Education:** Learn everything you can about your illness, the treatments and medicines you are receiving, and the alternatives that are available to help you manage your own recovery.
- **Self-Advocacy:** Know appropriate ways to get what you need, including that you have a right to demand treatment from professionals and/or government services.

SEEKING HELP

Before reading how to seek different types of help, know your basic rights as a patient, and your specific right to ask for a language interpreter. These topics are covered in the first two sections.

Patient's Bill of Rights

You have the right to be treated in a professional, respectful, competent, and ethical manner. Specifically, you have the right:

- to participate meaningfully in the planning of your treatment and the treatment itself.
- to be informed of the risks and benefits of the proposed treatment, the risks and benefits of alternative treatments, and the risks and benefits of no treatment.
- to know the health provider's policies regarding confidentiality, office hours, fees, billing policies, and missed appointment fees.
- to receive full information about your treatment provider's credentials, knowledge, and experience.
- to have the information you give your provider kept confidential. Your provider will inform you of the legal exceptions, such as abuse of a child or abuse of an incapacitated adult.
- to receive information about emergency coverage.

What if I don't speak English?

It is a challenge for you *and* your doctor if you cannot communicate how you feel. Federal law (Title VI of the Civil Rights Act of 1964) states that every effort should be made to get you an interpreter. If you wish, you may bring your own interpreter.

IMPORTANT!

Never use your child as an interpreter.

Asking for An Interpreter

You have a right to ask for an interpreter or some other form of language help at hospitals and medical offices if the hospital or medical office accepts Medicaid or Medicare insurance.

Not all private doctors are able to provide an interpreter. *Always ask for help when you call to make an appointment*, in order for the office to prepare to help you. You are not required to bring an interpreter.

1. When you call on the telephone for an appointment or for information, ask for help in Spanish, "*Necesito ayuda, no hablo Ingles*", or "*I speak Spanish, I need help.*"
2. For emergencies at the hospital or when calling 911, say "*Necesito ayuda, no hablo Ingles*" or "*I speak Spanish, I need help,*" so they can communicate with you in the best way.

3. You cannot be charged for a medical interpreter if one is provided.
4. Ask for written materials in Spanish relating to your health and mental health issues, diagnosis, treatment, medication, etc. Every effort should be made to provide materials in Spanish.

The Role of An Interpreter

A trained medical interpreter . . .

- is familiar with medical terms in English and Spanish.
- understands when to interpret and where to sit during a session with a client and provider.
- only interprets what is being said during the medical session.
- cannot discuss the information outside of the medical office; everything is confidential.
- cannot give medical advice, only interprets medical information offered by the doctor.
- is paid by the doctor, Medicaid office and/or the school providing the service.

Helping Yourself

You might not know exactly what is wrong, but as with any other illness, if you are experiencing mental and/or physical health problems, seek help from your family doctor. For example, you may find that everyday routines in your life are difficult to accomplish due to emotional or physical discomfort.

The first step is to tell your doctor all the symptoms you are feeling. Be specific about what you are experiencing, such as:

- Having trouble sleeping
- Lack of energy
- Feel angry or anxious most of the time
- Don't enjoy the things that used to make you happy
- Sad most of the time

Having one symptom does not mean you have a mental illness. Your physician or mental health care provider will help identify what, if any, medical attention is needed. You can call your community mental health center yourself (see "Community Council of Nashua" on page 12). Ask for an interpreter if you do not understand English.

Helping a Family Member

When a family member is in need of mental health services, seek assistance from their doctor, or contact a local mental health center (see "Mental Health Care Services" on page 12). If you do not have a doctor, register at your community health center (see "Nashua Area Health Center" on page 12), or ask community programs for referrals to a doctor. A mental health care provider will discuss the symptoms and determine whether the person needs to see a psychiatrist and/or therapist.

Treatment works best most of the time when families are involved and supportive. As a family member, learn all you can about the symptoms, diagnosis, treatment, and any medication prescribed for the illness. Ask questions if you do not understand the diagnosis or treatment. Listen, do not tell the person what to do. Do not get into arguments. If you are 18 years or older, you must give permission to family members if you want them to be involved in your treatment. Check with the NAMI office for additional information (see “National Alliance for the Mentally Ill—New Hampshire, NAMI NH” on page 12).

**Being a parent is tough,
and it is not always
easy to know if your
child needs professional
help.**

Helping Your Child

If your child does need help, it is important for your child and family receive support *as soon as possible*.

Steps You Can Take

If your child is experiencing behavioral or emotional problems, *and* the child’s behavior is interfering with school, social activities, or home life, you can take these steps:

1. Contact your child’s medical doctor, teacher, or school guidance counselor. During the discussion, describe some of the behaviors that you are concerned with. For example, is the child experiencing:
 - difficulty sleeping, persistent nightmares
 - frequent and unexplained temper tantrums
 - hyperactive behaviors, fidgeting or constant movement outside regular playtime activities
 - a refusal to go to school
 - a decline in school performance

If your adolescent is experiencing:

 - negative mood and attitude over a long period, often accompanied by poor appetite, difficulty sleeping, thoughts of death
 - physical complaints
 - opposition to authority, truancy, theft, vandalism
 - consistent violation of the rights of others
 - seeing and hearing things that are not there
 - disregard for personal appearance and hygiene
 - abuse of alcohol, drugs, heavy tobacco use
 - frequent outbursts of anger, inability to cope with problems and daily activities
 - sudden change in school performance
 - sexual acting out
 - making threats to injure self or harm others
2. Learn from your doctor or your child’s doctor what is “normal behavior” for your child’s developmental stage. Some behavior may be normal responses to situations at his or her age, other disruptive behavior may not be “just growing up stuff”.

Handling Emergencies

The Danger Symptoms

- A person *talking about* hurting herself or himself, hurting someone else, wanting to die, or expressing suicide.

What To Do

1. Call your medical doctor for advice, if possible.
2. Call the local community mental health center emergency service.
 - o 1-800-762-8191
3. Take the person to the local hospital Emergency Room, if possible.
4. Call 911.
5. Do not leave the person alone until help arrives.

If you or someone in your family needs immediate care and you cannot go to an Emergency Room, call 911. You will receive instructions over the phone to help you through the crisis.

Managing Medical Appointments

Keep your medical appointments. Unless your doctor changes the scheduled appointment, you, and you alone are responsible for keeping or changing the appointment.

- *Arrive on time for scheduled appointments.* Health care providers schedule appointments with definite start and end times – if you are not there at the *start* of your appointment, you will have less time, because the appointment will end at the scheduled time anyway.
- Call the doctor's office if you need to cancel or reschedule an appointment.

Keeping Records

Once you have contacted your physician or mental health care provider, *become involved* in your care by understanding your symptoms, diagnosis, and treatment, and keep notes about your treatment and providers. Take a small writing pad with you to all your family's visits to professionals who are providing services (physicians, school personnel, government offices, etc.), and write down the following information, as appropriate, to discuss with your provider:

- Appointment date and location.
- Notes on prescribed medications, their side effects, dosages, and when to take them.
- Tell your provider about any medications you are already taking.
- Write down diagnosis, treatment information, and alternative treatments.
- Bring copies of records you mail or give to anyone.
- Ask to be involved in any conference or meeting about your care.
- Have appropriate information shared with other health providers or helpers you work with.

Hospitalization

If there is an emergency or crisis that requires hospitalization:

- Ask for an interpreter if you do not understand English.
- While you or a family member is hospitalized, request to meet with the medical or mental health care provider as soon as possible to ask about the treatment plan, medications, psychotherapy, and psychiatric visits. You can participate in the development of the treatment plan to assist yourself and your loved one. Have members of your family give written permission to be involved in each other's care, **now**, before there is an emergency.
- Ask for a copy of the *Patient's Bill of Rights*.
- If a court hearing is involved, ask to be notified of the dates.
- Take your notepad with you, or have a family member bring it to the hospital (see "Keeping Records" on page 7).

Your Health Care Providers

There may be several people helping to care for your family. Here are some of the professionals you might be talking to and receiving treatment from for mental health issues:

- *Primary Care Physician/Family Physician.* A trained and licensed medical professional who can prescribe medications and manage the overall care of their patients. For example, a family medicine doctor treating adults and children or a pediatrician treating children.
- *Specialist.* A physician who has extra training in a special field. For example, a psychiatrist specializes in treating mental illnesses, or an oncologist specializes in treating cancer.
- *Psychiatrist.* A physician who has received extra training to understand and treat mental illness. Psychiatrists can prescribe medications and often conduct psychotherapy.
- *Psychologist, therapist, pastoral psychotherapist, clinical social worker, clinical mental health counselor, family and marriage counselor.* All these mental health care providers are not physicians, but are licensed by the State to provide therapy. Licensed therapists have graduate degrees in psychology and are qualified to provide psychotherapy. Only a psychologist can provide special psychological testing.
- *Social Worker.* A person with a graduate degree in social work who coordinates health treatment, helps obtain benefits, protects legal rights, and often provides therapy or counseling.
- *Case Manager.* The "point person" who works with the adult or child if several services are needed, such as coordinating services with other agencies.
- *Advocate.* A person who understands and fights for a cause. For example, a mental health advocate works to help people with mental illnesses obtain equal access and treatment to mental health care.
- *Outreach Worker.* A person trained to provide education, support, and links to services and programs in the community.

GETTING HELP AT SCHOOL

If at some point, you feel you need to talk to someone outside the school system to help you with your child's education, contact the Parent Information Center (see page 15).

What is Special Education?

- Special Education provides programs designed to support the educational needs of children and adolescents with physical or mental disabilities that interfere with their educational improvement.
- A Special Education program may include instructional services, counseling, psychological supports, diagnostic services, and medical services to help a child function and learn in school.
- Parents must be involved in the Special Education program for their child.
- Special Education services cover the child through age 21, or until high school graduation.

Evaluating Your Child for Special Education

- To refer your child, you or your doctor write a letter to your school asking that your child be evaluated for Special Education Services.
- The school will notify you within 15 days of receiving your letter. If you do not receive an answer after 15 days, call the school and speak with the school principal or guidance counselor.
- After the school notifies you that an evaluation is needed, you must give permission within 45 days of your request. This is a good time to ask for assistance from someone who understands your language and your culture. Every effort will be made to provide someone to interpret.
- If the school district arranges for testing, the school district must pay for it. The tests should be culturally and language appropriate. If you want an independent test, you must pay for it, unless it can be proven that school testing was inadequate. A hearing is required before the testing can be done.
- The school will request medical records from the child's medical provider or make a referral for the child to have a physical examination. The school will also request a social and developmental history of the child and his or her family, information about the family's medical history, events in the child's life that may be affecting his emotional well being, when behaviors or symptoms began, and other similar questions if necessary.

You or your child's doctor or mental health provider can request that your child be evaluated for Special Education services at your child's school.

Obtaining Special Education Services

- If you do not speak English, ask for help at this time. See "What if I Don't Speak English" on page 4 for more information. After the evaluation is complete, the school is required to let you know in writing if your child is eligible for Special Education services. You, as the parent or legal guardian, have a right to appeal any decision regarding eligibility or the educational plan.

- After the evaluation, the school educational team meets with you to discuss your child's eligibility. You can invite anyone that you want to be part of the meeting. You will receive written notice of this meeting.
- You may contact the Department of Education (see page 16) if you do not understand something.

If the school determines the child has a need for Special Education Services because of a severe emotional disorder, they will recommend either an Individualized Education Plan or a 504 Plan.

What is an Individualized Education Plan (IEP)?

An IEP is a formal Special Education plan written by school personnel and the parent to assist a child who is eligible due to an emotional, behavioral, or physical disability. The IEP should provide all the necessary academic help for the child to improve academically, socially, and emotionally.

- You, the parent or legal guardian, must be invited and be present for IEP meetings. You can ask that the meeting be rescheduled if you cannot attend.
- You have the right to bring an advocate or friend with you to the meetings.
- You have the right to see and understand the IEP process and the IEP document.
- As soon as you are notified about the meeting, you may ask for an interpreter to help you understand the information if you do not speak English.
- Do not feel pressured to sign the IEP at the meeting. You can take 14 days to review the document before signing. Your signature means you agree to the plan.

Preparing for the IEP Meeting

The school will notify you of an IEP team meeting to discuss educational options for your child. Be sure you understand any written materials received from the school before you agree to any services in your child's education.

- You will receive written materials, if possible, in the language you speak at home.
- You may request to review your child's educational records before the meeting or at any time. Ask for assistance if you do not understand written information.
- At the meeting, ask questions. Be involved.

You are your child's best advocate for ensuring that your child's emotional needs are being met. You are an important member of your child's IEP team.

Is ESL (English as a Second Language) the same as Special Education?

No, ESL classes help your child to learn English. Special Education Services are used if your child has difficulty learning because of emotional problems or a learning disability. Discuss the options with your school guidance counselor and teachers.

PAYING FOR MEDICAL SERVICES

If you have a health insurance plan and you are not sure if you are covered, contact your health insurance company, your employer, or your medical providers to get more information.

What if I do not have health insurance?

If you do not have health insurance, first, ask the health care providers if they have charitable assistance, sliding-fee-scale, or flat-fee payment services. Check with your local Medicaid office (see page 14) to see if your child or family is eligible for Federal programs. Federal health programs allow eligible children who are legal residents to receive preventive and medically necessary health care and mental health care screening, diagnosis, and treatment. You should be familiar with the following payment systems:

- *Sliding fee scale.* Allows you to pay based on family income and number of dependents.
- *Flat fee.* Allows you to pay a fixed amount based on your family income.
- *Medicaid.* Federal and State funded medical insurance for certain individuals/families with low income, covering hospitalization, medication, and doctor visits. You must be income eligible to receive Medicaid. Not all physicians accept Medicaid.
- *Medicare.* Federally funded health insurance provided to adults 65 years old and older, and some people under 65 years old who have a disability.

Applying for Healthy Kids

NH Healthy Kids can provide health and dental insurance coverage for children who are under age 19. Discuss your eligibility with your physician or local hospital, or call Healthy Kids directly (see page 14).

PLACES TO GO FOR HELP

Health Care Services

Nashua Area Health Center

10 Prospect St. Suite 102
Nashua NH 03060
Phone: 603 8831626
Fax: 603 883-6633

Primary health care services for adults, children, and pregnant women who are uninsured or underinsured.

A teen-to-teen reproductive health clinic is open in Milford on Mondays and in Nashua on Wednesdays. Call for exact locations and hours of operation.

Other services include:

- *Nutrition/Dietary Counseling,*
- *Healthy Steps Program (a substance abuse program for pregnant women)*
- *Transportation for pregnant women and children*
- *Translation and interpretation services*
- *Medication Assistance program*
- *Financial Assistance Payment Plan*

Dartmouth-Hitchcock Nashua

591 West Hollis Street
Nashua, NH 03062
Phone: (603) 577-4440

Complete primary care and specialty care services at five locations including east Nashua, west Nashua, Hudson, Merrimack, and Milford. Life threatening emergencies are referred to the Emergency Department at Southern New Hampshire Medical Center.

Home Health and Hospice Care

22 Prospect St.
Nashua, NH 03060
Phone (800) 887-5973

A visiting nurse service working compassionately with patients of all ages and all circumstances in southern New Hampshire and northern Massachusetts.

Mental Health Care Services

National Alliance for the Mentally Ill – New Hampshire (NAMI NH)

15 Green Street
Concord, NH 03301

Phone: (603) 225-5359
Toll-free: (800) 242-6264
Fax: (603) 228-8848

Email: info@naminh.org

Web site: www.naminh.org

A statewide network of support groups, staff, and volunteers providing information, advocacy, and support to all families and communities affected by mental illness. Provides training about mental illness topics, how to stay mentally healthy, and links between mental and physical health.

Birchwood Counseling Association

2 Wellman Avenue
Nashua, NH 03064

Phone: (603) 882-4662

Web site: www.birchwoodcounseling.com

Quick services, evaluation, and intervention for clients in crisis. It also offers a flexible schedule to accommodate people who are affected by behavior difficulties and substance abuse that requires legal, medical, vocational, and educational assistance.

Broad Street Counseling

16 Broad Street, Suite 1
Nashua, NH 03064
Phone: 603-889-8781

Counseling services to adults, children, and adolescents.

Catholic Charities

261 Lake St.
Nashua, NH 03060-4127
Phone: (603) 889-9431
Fax: (603) 880-4643

Counseling services, medication assistance, and hispanic outreach.

Child and Family Services of NH

22 East Pearl Street
Nashua, NH 03060
Phone: 603-889-7189

Web site: www.cfsnh.org

Family support programs, outreach to the community, advocating for families, and other programs to strengthen the family unit.

Community Council of Nashua NH

Behavioral Health Services

7 Prospect St., Nashua, NH 03060
Phone: (603) 889-6147
TTY: (603) 598 7134

Emergency services: (800) 762-8191
 Web site: www.ccofnashua.org
 Prompt assessment and treatment, 24-hour crisis services, and short term hospitalization, if necessary, for children, adolescents, adults, and elderly persons. Therapeutic counseling for children and youth, adults, elders, couples, and families. Spanish medical interpreters are available. Uses a sliding fee scale (see page 11 for a description of sliding fee scale).

The Counseling Center of Nashua

Main Street
 Nashua, NH
 Phone: 603-883-0005
 Counseling services for families, children, and adolescents.

Jude Thaddeus Currier, LICSW

(Hablamos Espanol)
 6 Concord Street, 2nd Floor
 Nashua, NH 03064
 Phone: (603) 595-9355
 Email: jude@parentcoach.org
 A licensed, Spanish-speaking clinician who is available for consultation, training, and education about cultural issues. Works individually and in groups with children, adolescents, adults, families, and men.

Nashua Foundation for Mental Health

Jody Stevens, M.Ed., Clinical Director
 155 Main Dunstable Road, Suite 200
 Nashua, NH 03060
 Phone: 603-546-6116
 24-hour private emergency services, psychiatric medications, housing support, and vocational support.

The Youth Council

112 Pearl St.
 Nashua, NH 03060
 Phone: (603) 889-1090
 Fax: (603) 598-1703
 Email: info@theyouthcouncil.org
 Counseling, outreach, and prevention to help build strong families free from abuse, addiction, and court. Includes counseling in a group setting for children who have witnessed domestic violence and non-offending parents. All fees are adjusted based on gross income of the family.

Individual and Family Counseling helps children, teens, and families struggling with self-esteem, general adjustment issues, peer pressure, decision-making, and depression.

Substance Abuse Screenings and Assessments helps families identify the depth of their child's involvement with alcohol/other drugs and makes recommendations for further intervention when needed.

Substance Abuse Treatment provides individual and family counseling for youth struggling with alcohol

and other drug use.

Trauma Counseling helps children, teens, and families struggling with sexual abuse, physical abuse, and neglect.

Southern NH Medical Center

Behavioral Health Programs

Prospect Street
 Nashua, NH
 Referrals: 603-577-2728
 Outpatient Care: 603-881-9311
 Inpatient Care: 603-577-5720
 Partial Hospitalization Program: 603-577-5740
Outpatient Care is staffed by psychiatrists, psychologists, nurse practitioners, and mental health counselors who provide assessment, therapy, and treatment planning to help patients reach their goals. Inpatient Care offers help with mood and thought disorders, substance abuse, and other behavioral issues through skilled medical, psychiatric, and nursing care for patients who stay here, along with therapeutic group activities. Every effort is made to enable patients to return to their daily lives with ease.

St. Joseph Healthcare Hospital

Senior Adult Mental Health Unit (SAMHU)

172 Kinsley Street
 Nashua, NH 03060
 Phone: (603) 882-3000
 Senior Adult Mental Health Phone (24 hours, 7 days): 603-598-3334
 Acute inpatient psychiatric treatment for people age 55 and older in an 18-bed Geriatric-Psychiatric Unit with a quiet, comfortable setting within St. Joseph Hospital to foster physical and psychological recovery and healing from mental illnesses and behavioral changes. Treatment plans can include: specialized, psychiatric nursing care; occupational and activities therapy, caregiver and family support, and direct access to other hospital services and medical consultations.

Emergency/Crisis Services

If you have an emergency or crisis, call 911:

- **If you do not speak English, ask for help in Spanish.**
- **Describe the emergency.**
- **If the person in crisis has a diagnosis, tell them the diagnosis.**
- **Tell them your immediate concerns (aggressive behavior, afraid they will hurt themselves or others, etc.)**

If an adult, child, or adolescent talks of suicide, or hurts himself or others intentionally, get immediate emergency assistance, and do not leave them alone. If necessary, take them to the Emergency Room of a hospital for psychiatric assessment. If you are afraid, call the police for assistance.

Nashua Police Department

Panther Drive
Nashua, NH
Emergency phone: 911
Phone: 603-594-3500

Nashua Fire Department

177 Lake Street
Nashua, NH
Emergency phone: 911
Phone: 603-594-3651

Southern NH Medical Center ACCESS Program

Main Street
Nashua, NH
Phone: (603) 577-2728.
ACCESS (Acute Community Crisis Evaluation Service System) offers help to anyone experiencing a personal or psychiatric crisis, 24 hours a day, 7 days a week. After we determine your needs, a referral may be made to the most appropriate services, including outpatient services, partial or inpatient hospitalization, Patient and Family Services, or other community resources. Those who need this type of help can call ACCESS by phone or come directly to the Emergency Department at the medical center.

Family-In-Crisis Programs

Bridges (Domestic and Sexual Abuse Support)

Nashua Office
33 East Pearl St., PO Box 217
Nashua, NH 03061
Crisis Line: 603-883-3044
Phone: (603) 889-0858
Web Site: www.bridgesnh.org

Nashua Children's Home

125 Amherst Street

Nashua, NH 03064
603-883-3851

A residential program for children 6 to 18 years old, and a broad range of services to stabilize and strengthen families. The educational program provides services for students with educational disabilities between the ages of 7 and 15.

Department of Health and Human Services

19 Chestnut Street
Nashua, NH
Phone: 603 883-7726
Serves adults, children, toddlers, teens, young adults, guardians, parents, seniors, and service providers.

Nashua Mediation Program

18 Mulberry Street
Nashua, NH 03060-3897
Phone: 603-589-4550
Fax: 603-594-3452
Mediation services for families, individuals, and community groups who are experiencing conflict or having difficulty with communication

Financial Assistance Programs

NH Healthy Kids

25 Hall Street
Concord, NH
Phone: 877-464-2447
Health and dental insurance coverage for children under age 19. See "Applying for Healthy Kids" on page 11 for more information.

Medicaid Office

Department of Health and Human Services
19 Chestnut Street
Nashua, NH 03060
Phone: 603 883-7726
Web site: www.cms.hhs.gov/medicaid
Health care services for New Hampshire residents only. Eligibility is determined by federal and NH guidelines and policies. Programs include: Medicaid, NH Healthy Kids, and Medicare.

Social Security

175 Amherst St.
Nashua, NH 03064
Phone: 603 886-7615
Web site: www.dhhs.state.nh.us
Information and assistance with Federal Social Security programs.

Catholic Charities

Ramon Andrades, Hispanic Outreach Program
Medication Assistance: 261 Lake Street, Nashua, NH
03060

Community Services:

Welfare and Public Health

18 Mulberry Street
Nashua, NH 03060
Phone: 603-589-4520
Fax: 603-594-3323

Emergency assistance with finances and medications on a short term basis for families with low income, residing in Nashua, with a voucher system for rent, food, utilities, and medication.

Nashua Pastoral Care Center

7 Concord Street
Nashua, NH
Phone: 603 886-2866

Emergency assistance for back rent, utilities, medication, transportation, security deposit loans, transitional housing, and food. Call for additional information.

Southern NH Medical Center (SNHMC)

Phone: 603-577-2348

To enroll for prescription assistance, ask your health care provider for a referral, or call the medical center for an application, eligibility requirements, or more information. To be eligible, you must: be a US citizen; not belong to a state, military, or other program that pays for medication; be taking a long-term medication, and be a patient of the SNHMC system, Dartmouth-Hitchcock Nashua, or be a volunteer at SNHMC. Income eligibility varies with the pharmaceutical company being used.

The Medical Center offers interpreter and hearing-impaired services upon request.

Para los Niños helps Spanish-speaking children get the health care they need. This program reduces the number of uninsured children who receive medical treatment only through Emergency Departments at hospitals. The program enrolls children in the statewide Medicaid Children's Health Insurance Program (CHIP), and then they have access to regular medical check ups and a full range of preventive care.

New Hampshire Medication Bridge

Prescription Assistance

125 Airport Rd.
Concord, NH 03301
Phone: 603 225-0900

Website: www.healthynh.com

Access to needed medications from pharmaceutical companies for low-income persons.

Disability Assistance Programs

Area Agency of Greater Nashua Support Services for Developmental Disabilities

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

Services, education, and advocacy for families and individuals with developmental disabilities.

Autism Society of New Hampshire

PO Box 68
Concord, NH 03302-0068
Phone: (603) 679-2424
E-mail: nhautism@yahoo.com

Web site: www.autism-society-nh.org

A volunteer, mostly parent-driven organization dedicated to those living and dealing with autism in NH. Its three main goals are education, awareness, and advocacy.

Granite State Independent Living

21 Chenell Drive
Concord, NH 03301
Phone: (800) 826-3700
Web site: www.gsil.org

Tools for people with disabilities so they can manage their own lives and participate fully in their communities.

NH Developmental Disabilities Council

The Concord Center
10 Ferry St., Unit 315
Concord, NH 03301
Phone: (603) 271-3236

Web site: www.nhddc.com

Individuals and families learn to advocate for fair policies, programs, and supports; and initiates activities and events that create positive, long-term change so people with disabilities can participate in all aspects of community life.

Department of Health and Human Services

Office of the Omsbudsman

129 Pleasant Street
Concord, NH 03301
Phone: 603-271-6941

Mediation services for families and individuals. All complaints investigated through an impartial review of the dispute.

HIV / AIDS

Community Services: Welfare and Public Health

18 Mulberry Street
Nashua, NH 03060
Phone: 603 594-3355
HIV/AIDS testing.

Southern NH Aids/HIV Task Force

12 Amherst Street
Nashua, NH
Phone: 603 595-8464
Information, education, and support services for individuals and families who have AIDS or HIV.

Education Assistance

Parent Information Center

P. O. Box 2405
Concord, NH 03302-2405
Phone: 800-232-0987

Department of Education

Phone: 603-271-3741
Information about the Department of Education in general, or Special Education Services in particular.

Housing Assistance

Families in Transition (FIT)

122 Market St.
Manchester, NH 03101
Phone: (603) 641-9441 or toll free: (866) 470-6885
Safe, affordable housing for homeless people with or without children. Participants also receive comprehensive supportive services, including support groups, skill-building workshops, and computer/employment training

Harbor Homes, Inc.

78 Main Street
Nashua, NH 03064
Phone: 603-882-3616, 603-595-7414
Housing in group homes and individual apartments for homeless and mentally ill adults. It also provides emergency housing for families in two apartments.

Nashua Soup Kitchen and Shelter

42 Chestnut Street, PO Box 3116
Nashua, NH 03061
Phone: (603) 889-7770
Fax: (603) 889-2347
Shelter and food for those in need. The agency creates and operates programs and services that promote dignity and self-sufficiency for those they serve. Two homeless shelters house single men, women, and families with supportive services for locating permanent places to live.

Immigration Services and Information

International Institute of New Hampshire

315 Pine Street
Manchester, NH 03103-5225
Phone: (603) 647-1500
Fax: (603) 669-5830
Technical assistance for immigration and naturalization issues, citizenship classes, and translation needs.

New Hampshire Catholic Charities

215 Myrtle Street
P.O. Box 686
Manchester, NH 03105
Phone: (603) 669-3030
Fax: (603) 626-1252

New Hampshire Office of Energy & Community Services

57 Regional Drive
Concord, NH 03301
Phone: (603) 271-2611
Fax: (603) 271-2615
Advice and referrals regarding immigration issues to refugees only. The Office of Energy & Community Services can also locate translators for many languages.

Legal Rights Assistance Programs

Disability Rights Center

18 Low Avenue, PO Box 3660
Concord, NH 03302-3660

Phone: (603) 228-0432

TTY: (800) 834-1721

E-mail: advocacy@drcnh.org

Web site: www.drcnh.org

Helps eliminate barriers to achieving full and equal civil and legal rights for people with disabilities.

Lawyer Referral Service (LRS)

Phone: 603-229-0002

Evaluates your situation and refers you to a lawyer who handles your type of case. The lawyer will not charge for the initial ½-hour consultation. LRS charges a \$25.00 administrative fee for most referrals. There are no referral fees for workers' compensation, Social Security, disability, or personal injury cases.

NH Legal Assistance

Manchester Branch Law Office

1361 Elm Street, Suite 307

Manchester, NH 03101-1323

Toll free phone: 1-800-562-3174

Instate phone: 603-206-2299

Free legal services in the following areas to eligible low-income and senior persons.

- *Housing Cases - Section 8 public housing, mortgage foreclosure, property taxes*
- *Public Benefit Cases - Food stamps, TANF (formerly Aid to Families with Dependent Children)*
- *Unemployment*
- *Medicaid*
- *Local Welfare*
- *Person's applying for Disability Benefits (Social Security, APTD)*

Human Rights Commission

2 Chenell Drive

Concord, NH 03301

Phone: 603-271-2767

National Alliance for the Mentally Ill, New Hampshire is a coalition of people, family and friends coping with mental illness. We are a statewide education, support and advocacy organization working for a quality, comprehensive mental health service system that promotes early intervention, treatment and support services that promote recovery. The National Alliance for the Mentally Ill (NAMI) has a network of support groups throughout the state for family members, parents and caregivers who have a loved one with mental illness or severe emotional disorder. The facilitators are family members who understand the challenges and opportunities facing families who receive services in the mental health system. The group setting provides a safe environment for families and caregivers to share information and learn from the experience of others. We are the voice of the mentally ill and their families. NAMI NH restores hope and helps support the journey toward recovery.

NAMI NH MISSION: NAMI NH is a grassroots organization of and for people of all ages and their families coping with mental illness. NAMI NH is dedicated to improving their quality of life through support to consumers and families; advocacy for non-discriminatory and equitable funding and policies; support of research into causes, symptoms and treatments; and education to eliminate stigma and discrimination against persons with mental illness and emotional disorders.

Bienestar Mental Health Program

NAMI NH

15 Green Street, Concord NH 03301

Phone: (603) 225-5359, Fax (603) 228-8848

www.naminh.org

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