



Northern  
Human Services  
*Changing Lives*

Northern Human Services  
is a private non-profit provider  
of behavioral health services,  
developmental services and  
substance use disorder treatment  
for northern New Hampshire.



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



## STATEMENT OF VISION

Everyone who truly needs our services can receive them, as we strive to meet ever-changing needs through advocacy, innovation, collaboration, and skill.

## STATEMENT OF MISSION

To assist and advocate for people affected by mental illness, developmental disabilities and related disorders in living meaningful lives.

Northern Human Services is designated by the New Hampshire Bureau of Behavioral Health and the Bureau of Developmental Services as an approved provider for northern New Hampshire.

All individuals applying for and receiving services are considered and served without regard to handicap, race, color, religion, sex, age or marital status.

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## WHO WE ARE

Northern Human Services (NHS) provides specialized services to persons with mental health care needs, substance use disorders, developmental disabilities and acquired brain disorders. We also provide services to children from birth to age 3 who have an established medical/genetic condition, a developmental delay and/or are at risk of developing a substantial developmental delay.

NHS was established in 1979. It is a private non-profit agency governed by a volunteer Board of Directors. NHS is regulated by the NH Bureau's of Behavioral Health, Developmental Services and Drug and Alcohol Services, all of which are under the NH Department of Health and Human Services. We are funded in part by State, Federal, and grant dollars. The service area that NHS covers includes all of Coos and Carroll Counties, and northern Grafton County.

### The Staff of Northern Human Services

NHS employs skilled staff who provide and manage services to approximately 4500 people a year who live throughout northern NH. The staff has diverse backgrounds and training which contribute to the strength of our multidisciplinary approach to providing services and supports. Many NHS employees have been with the agency for a long time and they have extensive experience in their respective fields.



## Developmental Disability and Acquired Brain Disorders

Developmental disability is a delay that usually occurs at or near birth. It can also be caused by prenatal factors or a chromosome abnormality or can be caused by diseases and accidents in childhood. An acquired brain injury is an injury to the brain that has occurred after birth and before the age of 60. Causes can include traumatic brain injury, anoxic/hypoxic injury (e.g., cardiopulmonary arrest, carbon monoxide poisoning, airway obstruction, hemorrhage), intracranial surgery, vascular disruption, infectious diseases, intracranial neoplasms, metabolic disorder, seizure disorders and toxic exposure.

### Behavioral Health

Short-term counseling for individuals who need help with issues such as stress, anxiety, depression, grief and other life challenges are available.

Mental illnesses may include major depression, bipolar disorder (manic-depression), anxiety disorders such as panic attacks and obsessive-compulsive disorder, and schizophrenia. Many forms of mental illness can be treated by psychotherapy and medication. Often one of the challenges that individuals and families face in seeking treatment is the public's attitude that mental illness is somehow shameful or frightening. In fact, most people with supportive treatment can live fairly normal lives provided they have access to the services they need.



### Cost of Services

Fees are charged for all services provided by Northern Human Services. Services are generally covered by health insurance such as Blue Cross, Medicaid and Medicare. Sliding fee arrangements are available. We ask individuals to review their coverage before seeing us.

### Requests for Services

Requests for Services may be made directly by an individual, guardian, or by community agencies, physicians and school systems. Requests for services are acted on promptly. Not all services are offered in all locations.



## DEVELOPMENTAL SERVICES FOR INDIVIDUALS

### Who We Serve

Individuals who have a developmental disability or an acquired brain disorder and are in need of services and supports that will assist them to live and work in their communities.

### The Services We Provide

Service Coordination

Residential

Employment Assistance & Support

Adult Day Services & Supports

Family Centered Early Supports & Services

Family Support

Respite Care

Specialized Residential Treatment

Contracted Services

### Our Fees

Fees are charged for services. Most developmental services are covered by Medicaid.

### Our Service Locations

Services and supports are individualized and provided in local communities throughout northern New Hampshire.



## FAMILY SUPPORT & RESPITE CARE

Being a parent of a child with a developmental disability poses unique challenges. Just sorting through the maze of information and available services can be confusing. Add the financial burdens and your situation can seem overwhelming.

The Family Support Program will make sense of it for you. With the help of a Family Support Coordinator, you'll soon be in touch with the organization you need. One of the most valued services we provide is respite care, which provides relief from the daily stress of caring for a family member with a developmental disability.

Regional Family Support Council meetings offer an opportunity to ensure that our agency continues to meet your needs, by providing advice and guidance to our program staff.



### For more information, contact: Family Support Services

Berlin  
752-1005

Groveton  
636-2555

Conway  
356-6921

Whitefield  
837-9547



## FAMILY CENTERED EARLY SUPPORTS & SERVICES

The FCESS program provides support and assistance to families of infants and young children, birth to three years old, who have an established condition, developmental delay, or are at risk of delay. Services empower families to meet their child's unique physical, health, developmental, and environmental needs. Referrals to FCESS can be made by parents, physicians and other concerned community members.



### Services Provided by FCESS

Screening and Assessment for Developmental Milestones

Evaluations and Consultation

Service Coordination

Family Support

Home based support by Developmental Specialists,  
Speech Pathologists, Occupational and Physical Therapists

**Please call or write:**

### Family Centered Early Supports & Services

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



## IN HOME SUPPORT SERVICES

In Home Support Services are for children birth-21 years of age with a developmental disability, significant medical or behavioral challenges and who live at home with his or her family. This service option provides families with the ability to design, manage and direct their support services using Medicaid funds. Individuals/family members may choose their own staff, help decide how much to pay them and determine their schedule. There is also the option to contract with family members, businesses, neighbors or service providers for supports, transportation and a variety of other activities.



### Types of services that can be provided:

- Personal care, basic living skills such as eating, drinking, toileting, personal hygiene and dressing;
- Mobility and physical functioning;
- Communicating, including the use of technology. Learning to make choices to show preferences and to have opportunities to satisfy those interests;
- Pursuing interests and enhancing competencies in leisure and avocations activities;
- Services that, based on the individual's preferences, broaden his or her life experiences through social, artistic, and spiritual expression;
- Respite and family support services that meet the needs of individuals living with their families.

For more information, please contact  
the IHS Program Coordinator at 447-8009.



## PARTICIPATED DIRECTED & MANAGED SERVICES

This service option for adults 21+ years provides individuals with a developmental disability or acquired brain disorder and/or their families the option to design, manage and direct their support services using Medicaid funds. Individuals/family members may choose their own staff, help decide how much to pay them, and determine their schedule. There is also the option to contract with family members, businesses, neighbors, or service providers for supports, transportation, tutoring and a variety of other activities. Following Medicaid guidelines, individuals and/or their family work collaboratively with NHS staff to determine when and how the authorized funds are spent.



### Types of Services that can be provided:

- Personal care, employment supports, adult education, vocational and leisure activities;
- Adaptations through environmental and vehicle modifications and assistive technology;
- Services that assist the individual to acquire and maintain life skills in such areas as personal safety, meal preparation, and budgeting;
- Services that, based on the individual's preferences, broaden his or her life experiences through social, artistic, and spiritual expression;
- Respite and family support services that meet the needs of individuals living with their families.

For more information, please contact the PDMS Program Coordinator at 447-8005.



## BEHAVIORAL HEALTH SERVICES FOR ADULTS



### Who We Serve

People with emotional, psychological or behavioral difficulties.

### The Services We Provide

Individual, Family & Group Therapy

Psychiatric

Emergency Services

Case Management

Psychoeducational Groups

Evaluations

Consultation & Education

Substance Use Disorder Counseling

Intensive Outpatient Program

We offer quality mental health services to individuals, couples, families and groups. Our services enhance individual strengths and promote personal growth.





## BEHAVIORAL HEALTH SERVICES FOR CHILDREN

### Who We Serve

Children and their families who are experiencing or who are at risk of experiencing a serious emotional disturbance.

### The Services We Provide

- Assessment
- Individual, Family & Group Therapy
- Outreach
- Psychiatric
- Crisis Intervention
- Case Management
- Consultation

The services and supports we provide assist families to address their unique needs.



## SUBSTANCE USE DISORDER TREATMENT

### Who We Serve

Persons of all ages and families who are struggling with the effects of a substance use disorder.

### The Services We Provide

- Substance Use Disorder Assessments
- Individual, Group & Family
- Substance Use Disorder Counseling
- Intensive Outpatient Program



## EMPLOYEE ASSISTANCE PROGRAM

When employees go through hard times, your company may experience financial losses due to low productivity, absenteeism, accidents, or high turnover.

### We Offer

- Assessment & Referral
- Substance Use Disorder Counseling
- Mental Health Counseling
- Experienced Professional Staff
- Effective Supervisory Training
- Knowledge of the Local Environment & Resources
- 24 Hour Emergency Coverage



## BEHAVIORAL HEALTH & DEVELOPMENTAL SERVICES

### Residential Services

We support individuals in choosing where, and with whom, they'd like to live.



### Who We Serve

Individuals who have a developmental disability, an acquired brain disorder, or mental illness needing long-term or transitional residential support.

### The Services We Provide

- Community Group Residences
- Enhanced Family Care Homes
- Supported Apartments
- Outreach
- Short-term Crisis Housing



## BEHAVIORAL HEALTH & DEVELOPMENTAL SERVICES

### Employment Assistance & Support

### Who We Serve

We help people to secure work with integrity, dignity and value. In addition to the satisfaction of earning for themselves, they also contribute to their community.

### The Services We Provide

- Job Seeking and Keeping Skills
- Vocational Assessment and Training
- Social Skill Training
- Community Skills Training
- Supervision on the Job
- Individual Job Placement
- Case Management
- Employment Follow-Up







## SERVICE LOCATIONS

### Developmental Services

#### Common Ground

24 Lancaster Road  
Whitefield, NH 03584  
837-9547

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

250 Swiftwater Road  
Woodsville, NH 03785  
747-2681

#### Community Services Center

69 Willard Street  
Berlin, NH 03570  
752-1005

#### New Horizons

626 Eastman Road  
Center Conway, NH 03813  
356-6921

680 White Mtn. Highway, Unit 8  
Tamworth, NH 03886  
323-2354 & 323-2302

#### Vershire Center

24 Depot Street  
Colebrook, NH 03576  
237-5721



### Behavioral Health Services

#### The Mental Health Center

Riverside Courtyard  
3 Twelfth Street  
Berlin, NH 03570  
752-7404

#### The Mental Health Center

25 West Main Street  
Conway, NH 03818  
447-2111

#### The Mental Health Center

70 Bay Street  
Wolfeboro, NH 03894  
569-1884

#### The Mental Health Center

55 Colby Street  
Colebrook, NH 03576  
237-4955

#### The Mental Health Center

69 Brooklyn Street  
Groveton, NH 03582  
636-2555

#### White Mountain Mental Health

29 Maple Street, Box 599  
Littleton, NH 03561  
444-5358

250 Swiftwater Road  
Woodsville, NH 03785  
747-3658

#### Satellite Offices

#### Moultonborough Family Health Center

60 Whittier Highway  
Harbor Square  
Moultonborough, NH 03254  
745-2090

#### Linwood Medical Center

115 Main Street  
Lincoln, NH 03251  
745-2090



*"Wellness  
is a  
journey  
that doesn't  
have a  
finish line."*



## **INVEST IN BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES**

Northern Human Services is looking for individuals who are interested in supporting the delivery of quality behavioral health, developmental and substance use disorder treatment services in the North Country.

Making a donation is an important contribution. It will assist us to assure that viable and responsive services to continue to remain available.

**For more information,  
contact the service site in your area.**



For over thirty-five years,  
Northern Human Services has provided  
northern New Hampshire with quality care.  
Whether it's comprehensive behavioral health  
care, individualized services for persons with  
a developmental disability or substance use  
disorder treatment, Northern Human Services  
offers timely and professional service.

When you need help, we're here.

Northern Human Services is a private  
non-profit agency, and we need the support  
of the community to continue  
to provide help to everyone in need.



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