

March 1, 2021

Lori Weaver, Deputy Commissioner

Ann Landry, Associate Commissioner, Population Health

#28 Provide information on regions used by various DHHS divisions and why region boundaries differ (Representative Erf)

The Department of Health and Human Services offers a multitude of contracted regional services to meet all of the physical, behavioral and social needs of all residents across the state. These regional contracted services include but are not limited to the district offices, community mental health centers, area agencies, regional public health networks, integrated delivery networks and the Doorways. The department works diligently to integrate the delivery of all regional services to meet the comprehensive health needs of all residents in the most effective manner.

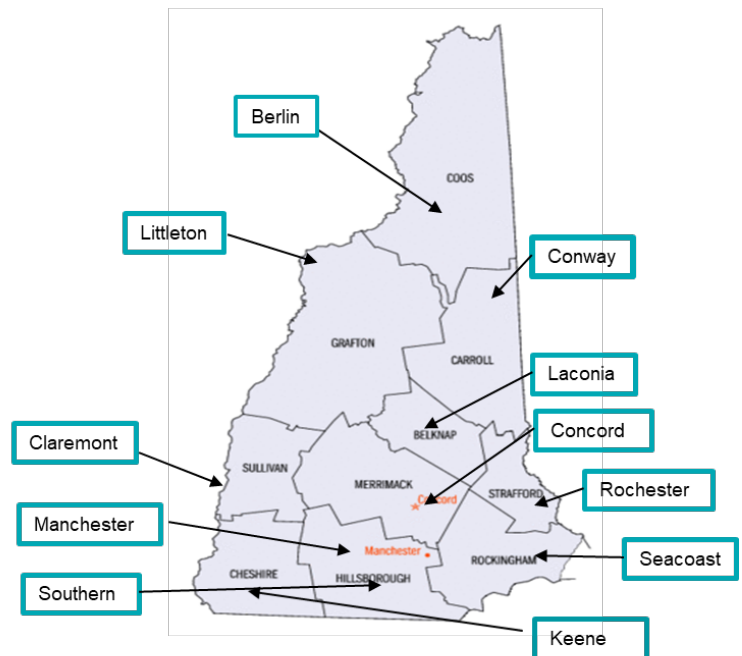
However, many of these regional networks originated from different legislative policies, funding sources/specifications, federal requirements, attributed lives, hospital catchment areas, county lines and historic and current local nuances. Thus, while many of these regional services and networks overlap and/or encompass one another, the geographic boundaries and service areas vary slightly across the state. Although DHHS continues to think strategically on how to structure the regional delivery systems as well as foster regional partnerships and integrated services, some of these geographic boundary differences will continue to be unavoidable due to external factors.

Please find below the Department's primary regional services further described accompanied by service area maps as well as a few maps depicting the overlap in regions of specific services.

District Offices

The Department of Health and Human Services has 11 regional offices across the state, known as the District Office. The District Office serves the regional location for many of the Department services that individuals and families access. Individuals and families can apply for services, meet with their Department representative, or drop off paperwork. Included in the district offices are the following program areas: Bureau of Family Assistance, Bureau of Employment Supports, Bureau of Child Support Services, Division for Children, Youth and Families, and Adult Protective Services.

District Offices
1. Berlin
2. Claremont
3. Concord
4. Conway
5. Keene
6. Laconia
7. Littleton
8. Manchester
9. Rochester
10. Seacoast
11. Southern
State Office Park Campus
Hazen Drive Campus
3 Institutions: GHE, SYSC, and NHH



**NH DHHS DIVISION OF FAMILY ASSISTANCE (DFA)
DISTRICT OFFICE CATCHMENT AREA**

Where to Apply

DFA Locations	Towns Served
<p>Berlin 650 Main Street, Suite 200 Berlin; 03570-2431 Phone: 752-7800 or 1-800-972-6111</p>	<p>Berlin, Clarksville, Colebrook, Columbia, Dixville, Dummer, Errol, Gorham, Groveton, Milan, Millsfield, N. Stratford, Northumberland, Percy, Pittsburgh, Randolph, Shelburne, Stark, Stewartstown, Stratford, Wentworth's Location, W. Stewartstown</p>
<p>Claremont 17 Water Street, Ste. 301 Claremont; 03743-2280 Phone: 542-9544 or 1-800-982-1001</p>	<p>Acworth, Canaan, Charlestown, Claremont, Cornish, Croydon, Enfield, George's Mills, Goshen, Grafton, Grantham, Guild, Hanover, Langdon, Lebanon, Lempster, Lyme, Meriden, Newport, Orange, Orford, Plainfield, Springfield, Sunapee, Unity, Washington, West Lebanon</p>
<p>Concord 40 Terrill Park Drive Concord; 03301-9955 Phone: 271-6201 or 1-800-322-9191</p>	<p>Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Concord, Contoocook, Danbury, Dunbarton, Elkins, Epsom, Franklin, Henniker, Hill, Hillsboro, Hooksett, Hopkinton, Loudon, New London, Newbury, Northfield, Pembroke, Penacook, Pittsfield, Salisbury, Suncook, Sutton, Warner, Webster, Wilmot</p>
<p>Conway 73 Hobbs Street Conway; 03818-6188 Phone: 447-3841 or 1-800-552-4628</p>	<p>Albany, Bartlett, Brookfield, Chatham, Chocorua, Conway, Eaton, Effingham, Freedom, Glen, Hale's Location, Hart's Location, Intervale, Jackson, Kearsarge, Madison, Melvin Village, Moultonborough, N. Conway, Ossipee, Sanbornville, Sandwich, Snowville, Tamworth, Tuftonboro, Wakefield, Wolfeboro</p>
<p>Keene 111 Key Road Keene; 03431 Phone: 357-3510 or 1-800-624-9700</p>	<p>Alstead, Antrim, Ashuelot, Bennington, Chesterfield, Deering, Drewville, Dublin, Fitzwilliam, Frankestown, Gilsum, Greenfield, Hancock, Harrisville, Hinsdale, Jaffrey, Keene, Lyndeborough, Marlborough, Marlow, Nelson, New Ipswich, Peterborough, Richmond, Rindge, Roxbury, Sharon, Spoffard, Stoddard, Sullivan, Surry, Swanzey, Temple, Troy, Walpole, Westmoreland, Winchester, Windsor</p>
<p>Laconia 65 Beacon Street West Laconia; 03246-9988 Phone: 524-4485 or 1-800-322-2121</p>	<p>Alexandria, Alton, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Dorchester, Ellsworth, Gilford, Gilmanton, Groton, Hebron, Holderness, Laconia, Lakeport, Meredith, New Hampton, Plymouth, Rumney, Sanbornton, Silver Lake, Thornton, Tilton, Waterville Valley, Wentworth, Winnisquam</p>

where to Apply

DFA Locations	Towns Served
<p>Littleton 80 North Littleton Road Littleton; 03561-3841 Phone: 444-6786 or 1-800-552-8959</p>	<p>Bath, Benton, Bethlehem, Carroll, Dalton, Easton, Franconia, Glenclyff, Haverhill, Jefferson, Lancaster, Landaff, Lincoln, Lisbon, Littleton, Livermore, Lyman, Monroe, Piermont, Pike, Sugar Hill, Twin Mountain, Warren, Whitefield, Woodstock, Woodsville</p>
<p>Manchester 1050 Perimeter Road Suite 501 Manchester; 03102-3762 Phone: 668-2330 or 1-800-852-7493</p>	<p>Auburn, Bedford, Chester, Goffstown, Manchester, New Boston, Weare</p>
<p>Rochester 150 Wakefield St., Ste 22 Rochester; 03867-1309 Phone: 332-9120 or 1-800-862-5300</p>	<p>Barrington, Dover, Durham, Farmington, Gonic, Lee, Madbury, Middleton, Milton, New Durham, Rochester, Rollinsford, Somersworth, Strafford, Union</p>
<p>Seacoast 19 Rye Street Portsmouth; 03801 Phone: 433-8300 or 1-800-821-0326</p>	<p>Brentwood, Candia, Deerfield, East Kingston, Epping, Exeter, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, North Hampton, Northwood, Nottingham, Portsmouth, Raymond, Rye, Seabrook, South Hampton, Stratham</p>
<p>Southern 26 Whipple Street Nashua; 03060-9311 Phone: 883-7726 or 1-800-852-0632</p>	<p>Amherst, Atkinson, Brookline, Danville, Derry, Greenville, Hampstead, Hollis, Hudson, Litchfield, Londonderry, Mason, Merrimack, Milford, Mont Vernon, Nashua, Newton, Pelham, Plaistow, Salem, Sandown, Wilton, Windham</p>

Community Mental Health Centers

The Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire. They are private not-for-profit agencies that have contracted with the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH), to provide publicly funded mental health services to individuals and families who meet certain criteria for services.

Services provided by CMHCs include: 24-hour Emergency Services, Assessment and Evaluation, Individual and Group Therapy, Case Management, Community Based Rehabilitation Services, Psychiatric Services, and Community Disaster Mental Health Support. All CMHCs have specialized programs for older adults, children, and families. The Community Mental Health Centers also provide services and referrals for short-term counseling and support. The Centers are active partners with the Integrated Delivery Networks and Doorways.

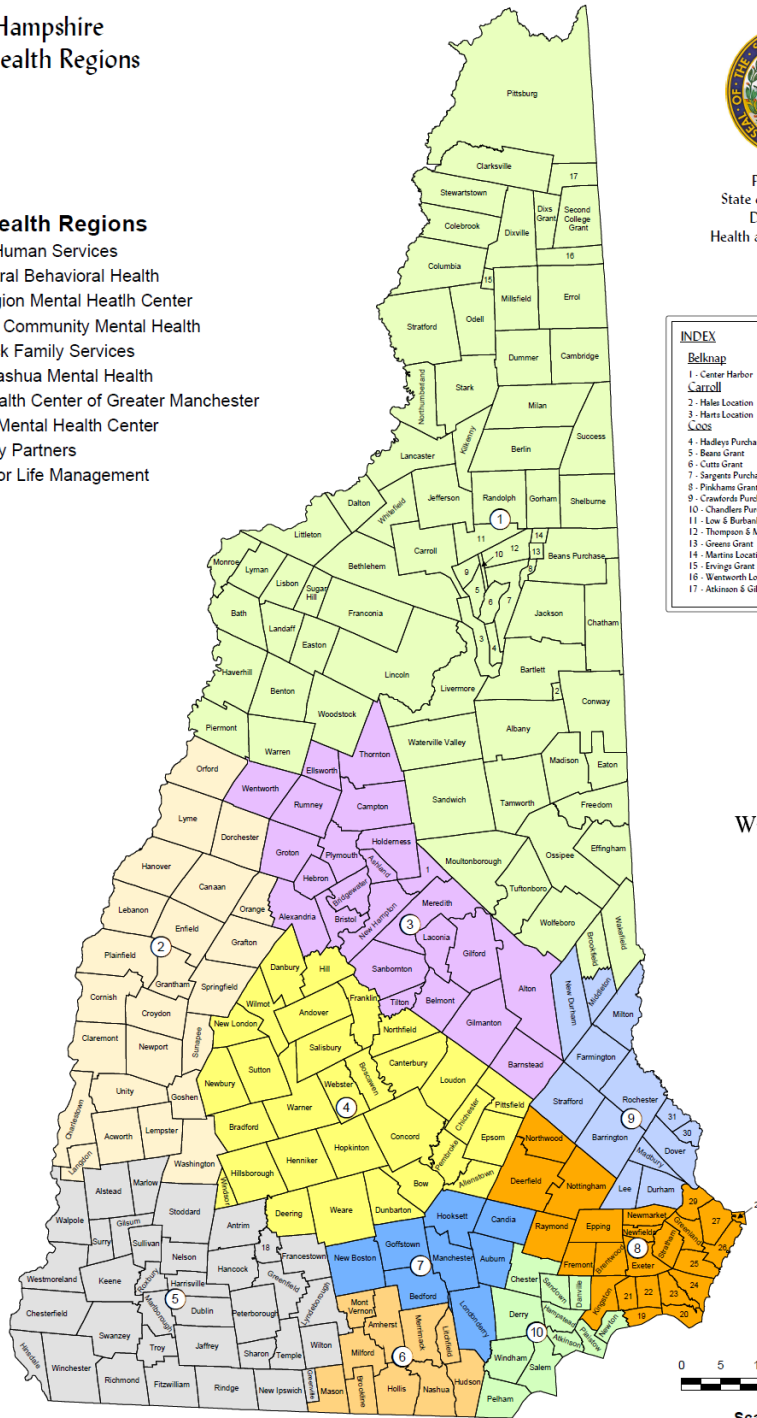
New Hampshire Mental Health Regions



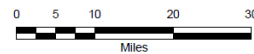
Prepared For:
State of New Hampshire
Department of
Health and Human Services

NH Mental Health Regions

- 1 Northern Human Services
- 2 West Central Behavioral Health
- 3 Lakes Region Mental Health Center
- 4 Riverbend Community Mental Health
- 5 Monadnock Family Services
- 6 Greater Nashua Mental Health
- 7 Mental Health Center of Greater Manchester
- 8 Seacoast Mental Health Center
- 9 Community Partners
- 10 Center For Life Management



INDEX	
Belknap	Hillsborough
1 - Center Harbor	18 - Bennington
Carroll	Rockingham
2 - Hales Location	19 - South Hampton
3 - Harts Location	20 - Seabrook
Coos	21 - East Kingston
4 - Hadley's Purchase	22 - Kensington
5 - Beane Grant	23 - Hampton Falls
6 - Cutts Grant	24 - Hampton
7 - Sargents Purchase	25 - North Hampton
8 - Pluckhams Grant	26 - Eye
9 - Crawford's Purchase	27 - Portsmouth
10 - Chandler's Purchase	28 - New Castle
11 - Low & Burbanks Grant	29 - Newington
12 - Thompson & Meserve Purchase	Strafford
13 - Greens Grant	30 - Rollisford
14 - Martins Location	31 - Somersworth
15 - Ensign Grant	
16 - Wentworth Location	
17 - Atkinson & Gilman Academy Grant	



Scale: 1:1,150,000

Prepared by:
NH Department of Safety
Division of Emergency Services
Mapping Section

Area Agencies

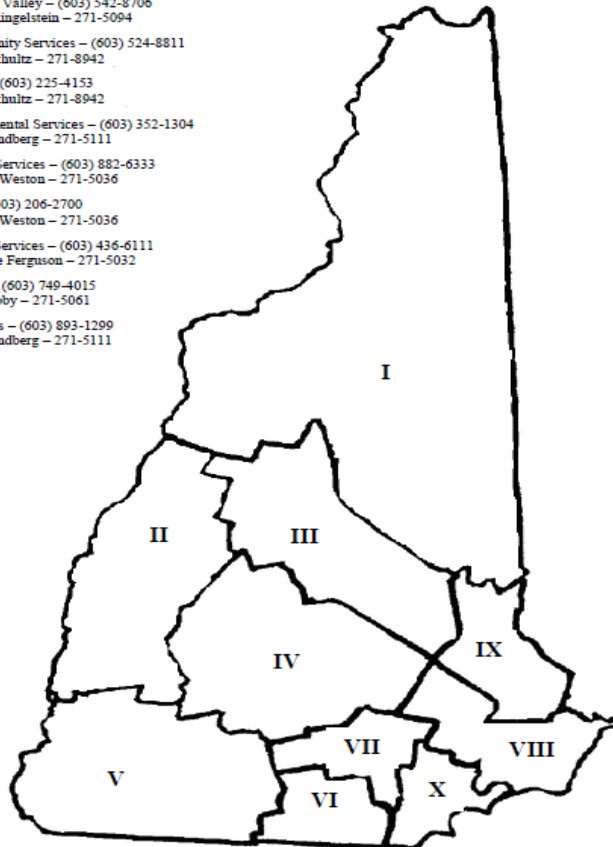
All developmental services offered are provided by contractual agreement between Bureau of Developmental Services and the ten designated non-profit area agencies located throughout NH. These agencies are committed to strengthening and supporting individuals and families within the context of their lives and within their own communities.

Below is the listing/map of the ten area agencies (AAs) housed on the Department web site.

Some Area Agencies partner with more than one community mental health center and up to four Regional Public Health Networks. Additionally, each of the Area Agencies is positioned within an Integrated Delivery Network in which further cross-integration of services occurs

**STATE OF NEW HAMPSHIRE
BUREAU OF DEVELOPMENTAL SERVICES
Area Agencies**

Region	Agency Name
I (1)	Northern Human Services – (603) 447-3347 BDS Liaison – Todd Ringelstein – 271-5094
II (2)	PathWays of the River Valley – (603) 542-8706 BDS Liaison – Todd Ringelstein – 271-5094
III (3)	Lakes Region Community Services – (603) 524-8811 BDS Liaison – Jude Schultz – 271-8942
IV (4)	Community Bridges – (603) 225-4153 BDS Liaison – Jude Schultz – 271-8942
V (5)	Monadnock Developmental Services – (603) 352-1304 BDS Liaison – Ken Lindberg – 271-5111
VI (6)	Gateway Community Services – (603) 882-6333 BDS Liaison – Kaarla Weston – 271-5036
VII (7)	The Moore Center – (603) 206-2700 BDS Liaison – Kaarla Weston – 271-5036
VIII (8)	One Sky Community Services – (603) 436-6111 BDS Liaison – Darlene Ferguson – 271-5032
IX (9)	Community Partners – (603) 749-4015 BDS Liaison – Jan Skoby – 271-5061
X (10)	Community Crossroads – (603) 893-1299 BDS Liaison – Ken Lindberg – 271-5111



Towns and Cities by Region

(see next page for map of New Hampshire and Area Agency contact information)

Region I (1)			Region II (2)			Region III (3)			Region IV (4)								
Berlin / Littleton / Conway	Albany	Corham	Sanbornville	Acworth	Plainfield	Alexandria		Allenstown	New London								
	Bartlett	Groveton	Sandwich	Canaan	Springfield	Alton	Sanbornton	Andover	Northfield								
	Bath	Hart's Location	Shelburne	Charlestown	Sunapee	Ashland	Thomton	Boscawen	Pembroke								
	Benton	Haverhill	Stark	Claremont	Unity	Barnstead	Tilton	Bow	Pittsfield								
	Berlin	Jackson	Stewartstown	Cornish	Washington	Belmont	Wentworth	Bradford	Salisbury								
	Bethlehem	Jefferson	Stratford	Croydon		Bridgewater		Canterbury	Sutton								
	Brookfield	Lancaster	Sugar Hill	Dorchester		Bristol		Chichester	Warner								
	Carroll	Landaff	Tamworth	Enfield		Campton		Concord	Weare								
	Clarksville	Lincoln	Tuftonboro	Goshen		Ceter Harbor		Danbury	Webster								
	Chatham	Lisbon	Union	Grafton		Ellsworth		Deering	Wilmot								
	Colebrook	Littleton	Wakefield	Grantham		Gilford		Dunbarton	Windsor								
	Columbia	Livermore	Warren	Hanover		Gilmanton		Epsom									
	Conway	Lyman	Watterville Valley	Langdon		Groton		Franklin									
	Dalton	Madison	Wentworth Location	Lebanon		Hebron		Henniker									
	Dixville	Milan	Whitfield	Lempster		Holderness		Hill									
	Dummer	Millsfield	Wolfeboro	Lyme		Laconia		Hillsboro									
Easton	Monroe	Woodstock	Newport		Meredith		Hopkinton										
Eaton	Moultonboro		Orange		New Hampton		Loudon										
Effingham	Northumberland		Orford		Plymouth		Newbury										
Errol	Ossipee				Rumney												
Franconia	Piermont																
Freedom	Pittsburg																
Glencliff	Randolph																
Region V (5)			Region VI (6)			Region VII (7)			Region VIII (8)			Region IX (9)			Region X (10)		
Keene	Alstead	Nelson	Amherst	Auburn	Brentwood	Portsmouth	Barrington	Atkinson									
	Antrim	New Ipswich	Brookline	Bedford	Deerfield	Raymond	Dover	Chester									
	Bennington	Peterborough	Hollis	Candia	East Kingston	Rye	Durham	Danville									
	Chesterfield	Richmond	Hudson	Goffstown	Epping	Seabrook	Farmington	Derry									
	Dublin	Rindge	Litchfield	Hooksett	Exeter	South	Lee	Hampstead									
						Hampton											
	Fitzwilliam	Roxbury	Mason	Londonderry	Fremont	Stratham	Madbury	Newton									
	Francestown	Sharon	Merrimack	Manchester	Greenland		Middleton	Pelham									
	Gilsum	Spofford	Milford	New Boston	Hampton		Milton	Plaistow									
	Greenfield	Stoddard	Mt. Vernon		Hampton Falls		New Durham	Salem									
	Greenville	Sullivan	Nashua		Kensington		Rochester	Sandown									
	Hancock	Sury	Wilton		Kingston		Rollinsford	Windham									
	Harrisville	Swanzy			New Castle		Somersworth										
	Hinsdale	Temple			Newfields		Stafford										
	Jaffrey	Troy			Newington												
	Keene	Walpole			Newmarket												
Lyndeborough	Westmoreland			North													
				Hampton													
Marlborough	Winchester			Northwood													
Marlow				Nottingham													

Regional Public Health Networks

In 2013 the Division of Public Health Service (DPHS) and the Bureau of Drug and Alcohol Services (BDAS) agreed to align regional infrastructure development initiatives they had been working on into a single competitive bid and contracts in order to streamline and enhance service being provided regionally. At the time, DPHS had the communities assigned to one of fifteen public health networks and BDAS had communities assigned to one of 10 regional prevention networks. DPHS and BDAS staff did extensive outreach to local agencies and conducted over 50 individual interviews and regional partner meetings to hear input about what alignment of communities into regions would best facilitate their work. In addition, an analysis was also done of the alignment of SAUs, counties, and hospital/healthcare service areas to assess how those geographies could be leveraged. The end result was the current configuration of 13 public health regions. There was, and continues to be, widespread acceptance among community partners that these regions are organized in a way to facilitate coordination and delivery of a broad range of services. In fact, when the public health regions were announced, only one community “appealed” to the state for reconsideration and a resolution was found to meet their concerns.

The RPHNs mission is to expand regional infrastructure and coordination around public health services and to work with partnering agencies to deliver public health services that include prevention of substance misuse disorders continuum of care systems development focused on increasing awareness and access of substance misuse prevention, treatment, and recovery services, public health emergency preparedness, strategic planning to mitigate the health impacts of climate change, and other disease prevention and health promotion activities. Each RPHN coordinates a Public Health Advisory Council (PHAC). The role of the PHAC is to advise RPHN partners by identifying regional public health priorities based on assessments of community health; guiding the implementation of programs, practices, and policies that are evidence-based to meet improved health outcomes; and advancing the coordination of services among partners. Additionally, the PHAC structure builds on existing leadership and coordinating groups across a number of public health priorities based on regional priorities and capacity.

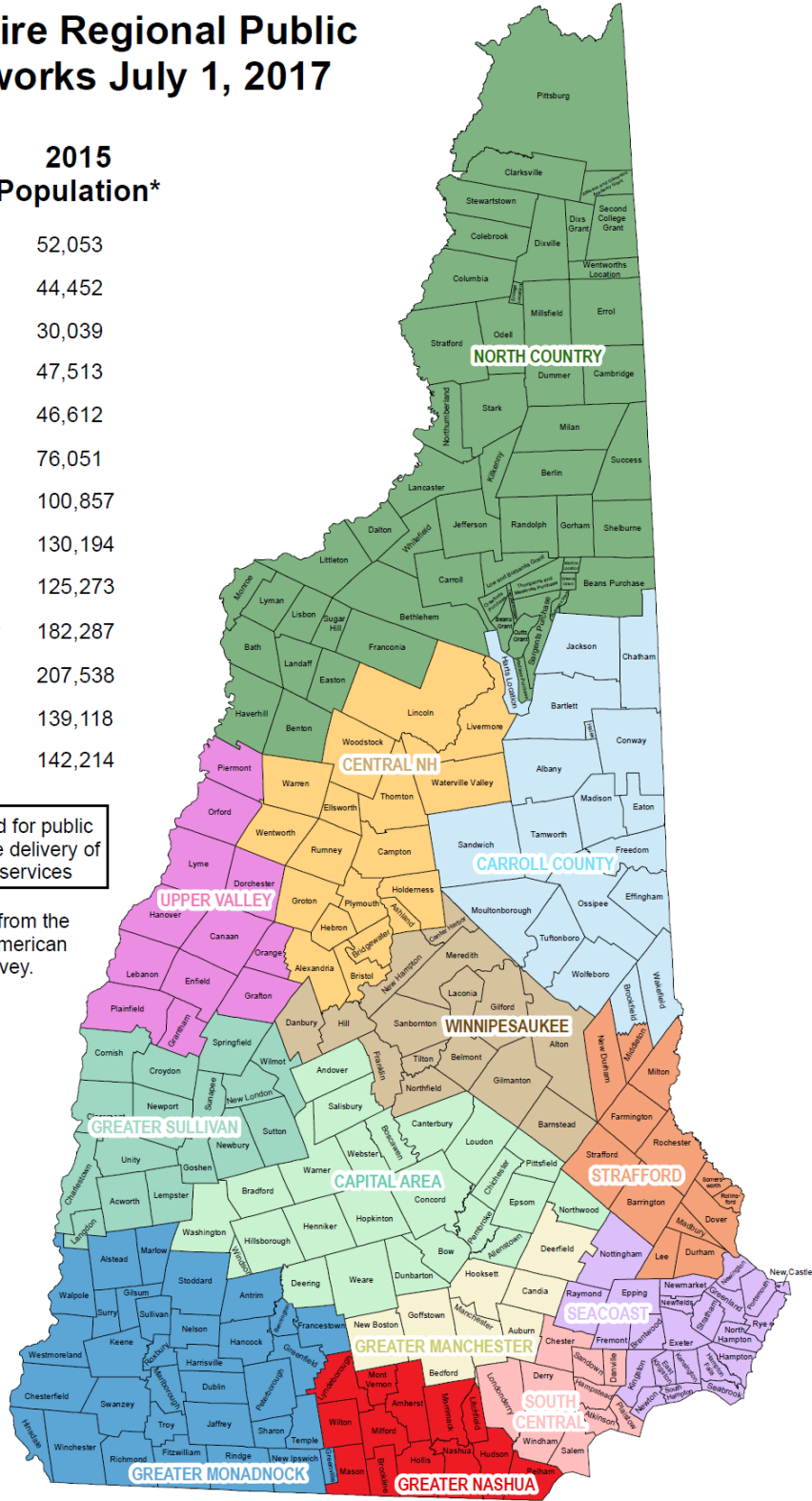
Each Public Health Network is part of an Integrated Delivery Network and actively partners together in shared mission-driven services; multiple RPHNS can reside in one Integrated Delivery Network. Several RPHNs share the same fiscal agent as its IDN.

New Hampshire Regional Public Health Networks July 1, 2017

Region	2015 Population*
North Country	52,053
Upper Valley	44,452
Central NH	30,039
Carroll County	47,513
Greater Sullivan	46,612
Winnepesaukee	76,051
Greater Monadnock	100,857
Capital Area	130,194
Strafford County	125,273
Greater Manchester	182,287
Greater Nashua	207,538
South Central	139,118
Seacoast	142,214

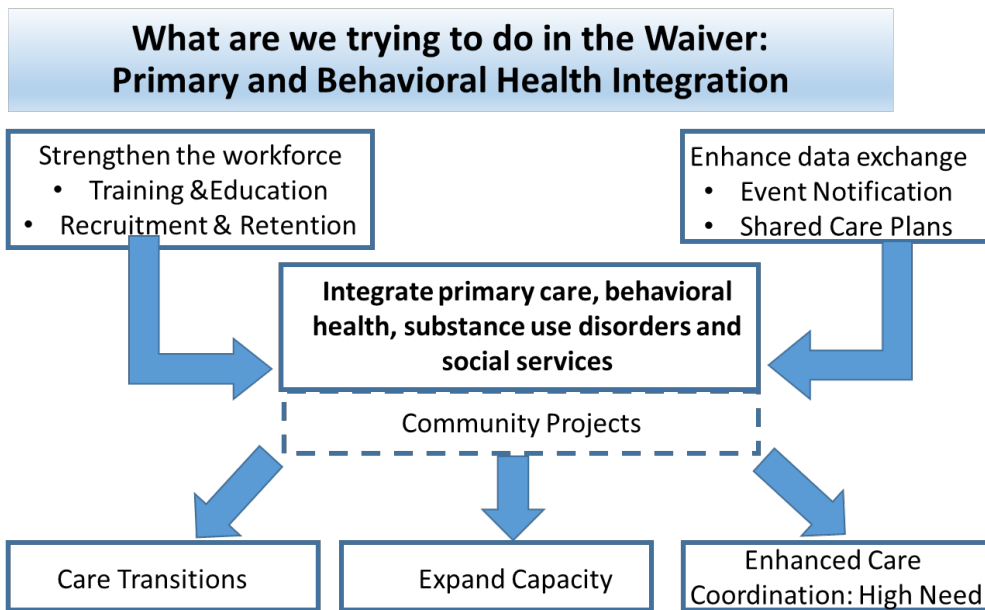
These regions are used for public health planning and the delivery of select public health services

*Population data is from the US Census 2015 American Community Survey.



Integrated Delivery Networks

Seven Integrated Delivery Networks were established in 2016 to execute upon the CMS Building Capacity for Transformation Demonstration Waiver – the New Hampshire Delivery System Reform Incentive Payment Program. This \$150M, five year Medicaid waiver intended to transform the delivery of care through the integration of behavioral health and primary care, improvement of care transitions from acute settings back into the community, enhancement of care coordination to address all physical, mental, social and emotional health needs of our most complex residents and to expand capacity for services through improved communication (via health information technology) and a strengthened workforce including pipeline. The State was divided into seven independent regions based on attributed Medicaid beneficiaries, hospital geographic catchment areas and county lines. Each IDN consisted of multi-sector partners including hospitals, primary care, community mental health centers, substance use providers, social services providers, Regional Public Health Networks, Area Agencies, behavioral health providers, community action agencies, department of corrections, county nursing homes, Doorways, etc. The federal waiver officially ended in December 2020 with a run off period until June of 2021. Many of the fiscal agents overlapped with those of the Regional Public Health Networks.





Two Statewide Projects enable the transformation effort: Workforce and Health Information Technology
 The Core system design is driving PC and MH practices to advance along SAMHSA Integration Framework
 Each Region is required to select from a menu of project options to address key community needs

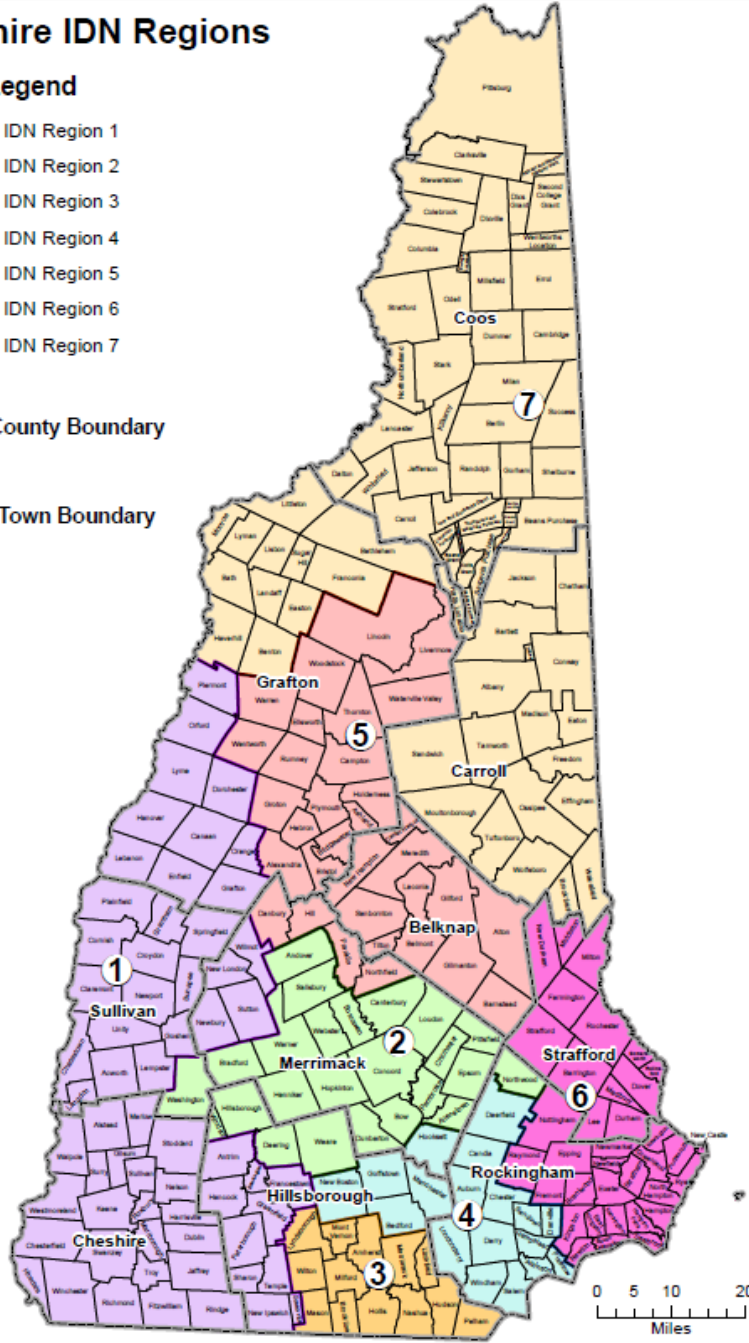
#	Region	Attributed Medicaid Beneficiaries %	Administrative Lead
1	Monadnock Region, Greater Sullivan County, Upper Valley	27,574 (14.28%)	Mary Hitchcock Memorial Hospital (fiscal agent) & Cheshire Medical Center
2	Capital Region	18,874 (10.14%)	Concord Hospital, Inc.
3	Greater Nashua Region	24,068 (12.93%)	Southern NH Health
4	Greater Manchester & Derry Region	47,558 (25.56%)	Catholic Medical Center (fiscal agent) & The Mental Health Center of Greater Manchester
5	Lakes Region: Central, Winnepesaukee	17,065 (9.17%)	Lakes Region Partnership for Public Health
6	Seacoast & Strafford	31,810 (17.09%)	Strafford County
7	North Country & Carroll County	19,138 (10.28%)	North Country Health Consortium

New Hampshire IDN Regions

Legend

- IDN Region 1
- IDN Region 2
- IDN Region 3
- IDN Region 4
- IDN Region 5
- IDN Region 6
- IDN Region 7

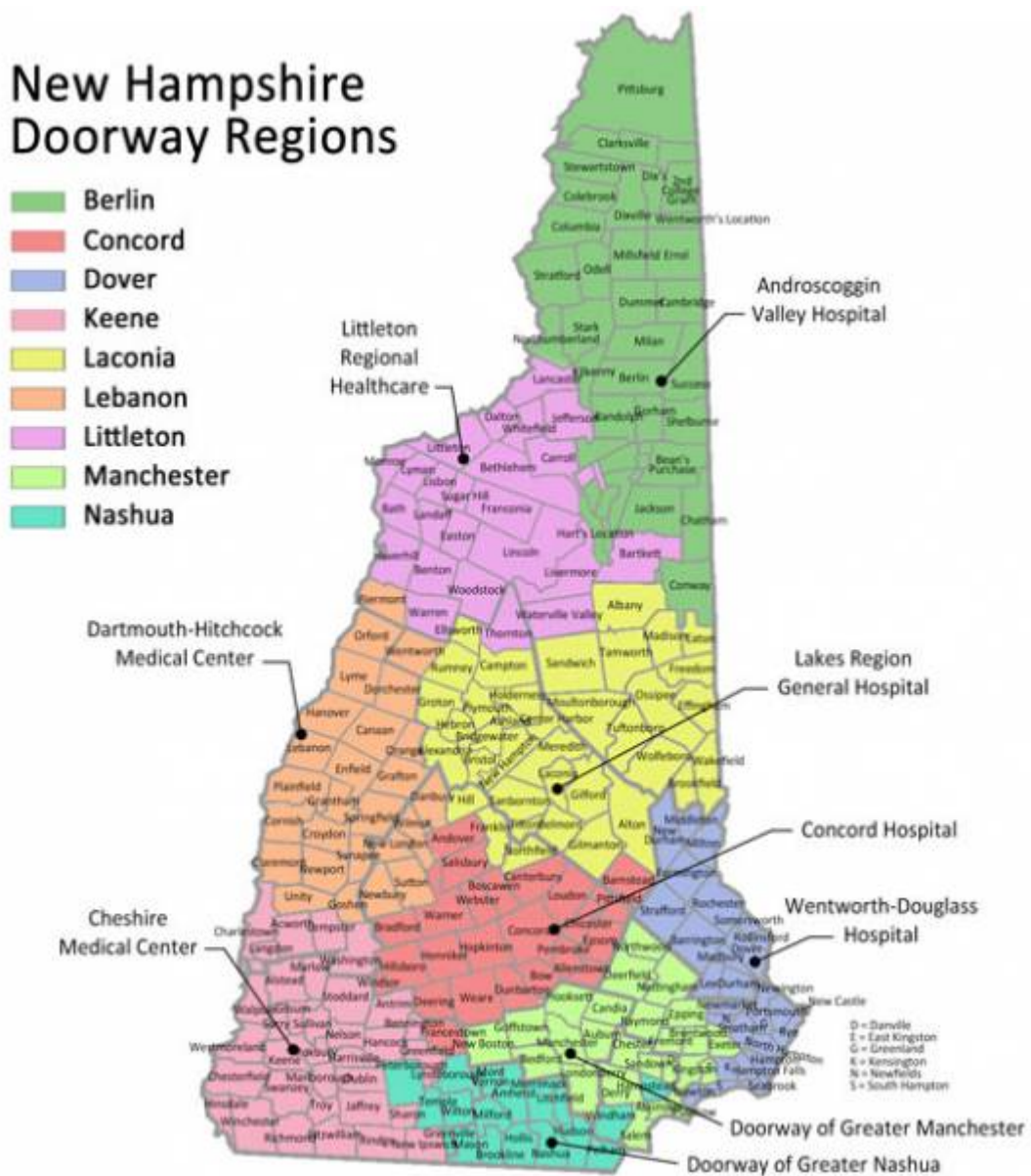
-  - County Boundary
-  - Town Boundary



The Doorway Program

The Doorway program started at the end of 2018 (federal funded through the State Opioid Response) and has changed how New Hampshire helps people with an opioid use disorder (OUD) or other substance use disorders (SUD). Nine Doorway locations, embedded within regional hospital systems, provide single points of entry for people seeking help for substance use, whether they need treatment, support, or resources for prevention and awareness. The regional Doorways ensure every NH resident in need can access help within one hour of home.

The goal to position the Doorways within the existing healthcare system and enable access within one hour resulted in nine locations across the state. These Doorway regions primarily overlap with the seven IDN regions with two of the IDNs (1 & 7) consisting of two Doorways each.



Additional Maps Demonstrating the Overlap of Regional Service Programs

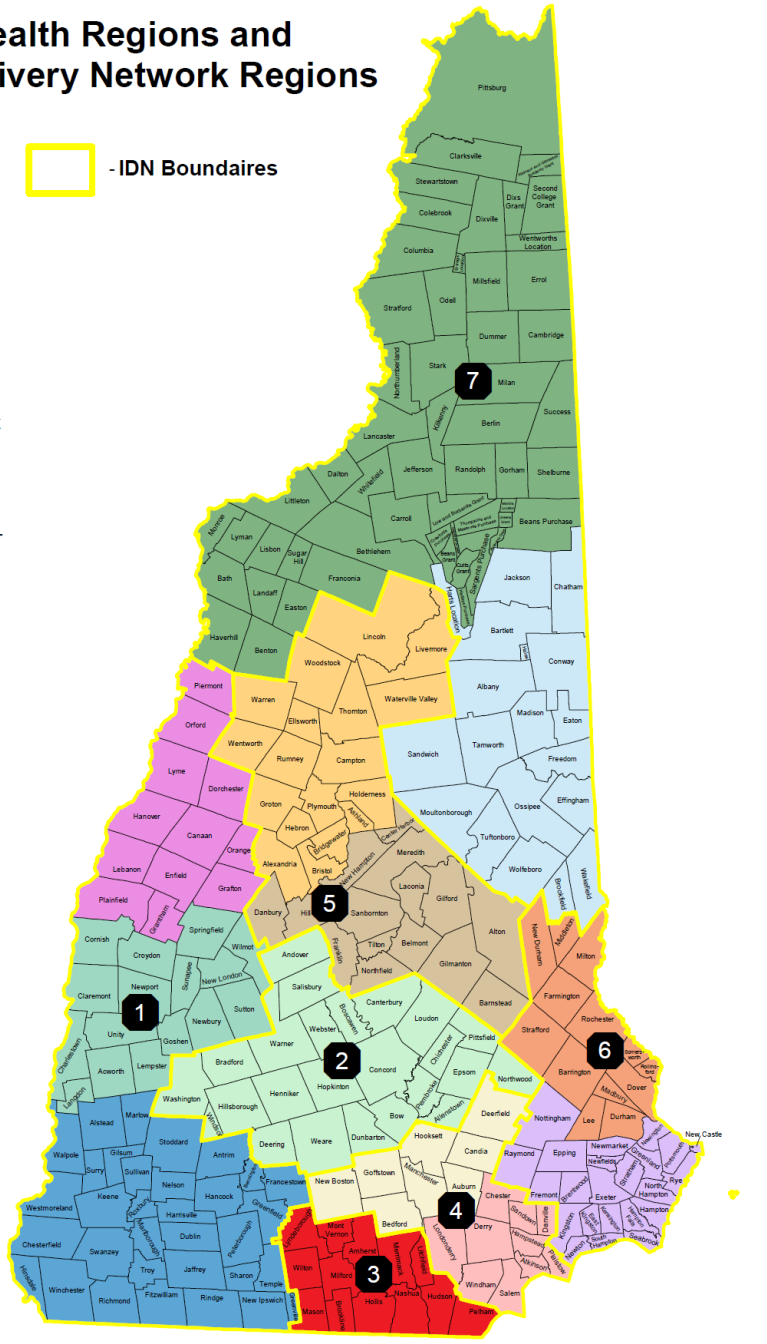
Public Health Networks & Integrated Delivery Networks

Public Health Regions and Integrated Delivery Network Regions

PHRs

- North Country
- Upper Valley
- Central NH
- Carroll County
- Greater Sullivan
- Winnepesaukee
- Greater Monadnock
- Capital Area
- Strafford County
- Greater Manchester
- Greater Nashua
- Greater Derry
- Seacoast


- IDN Boundaries

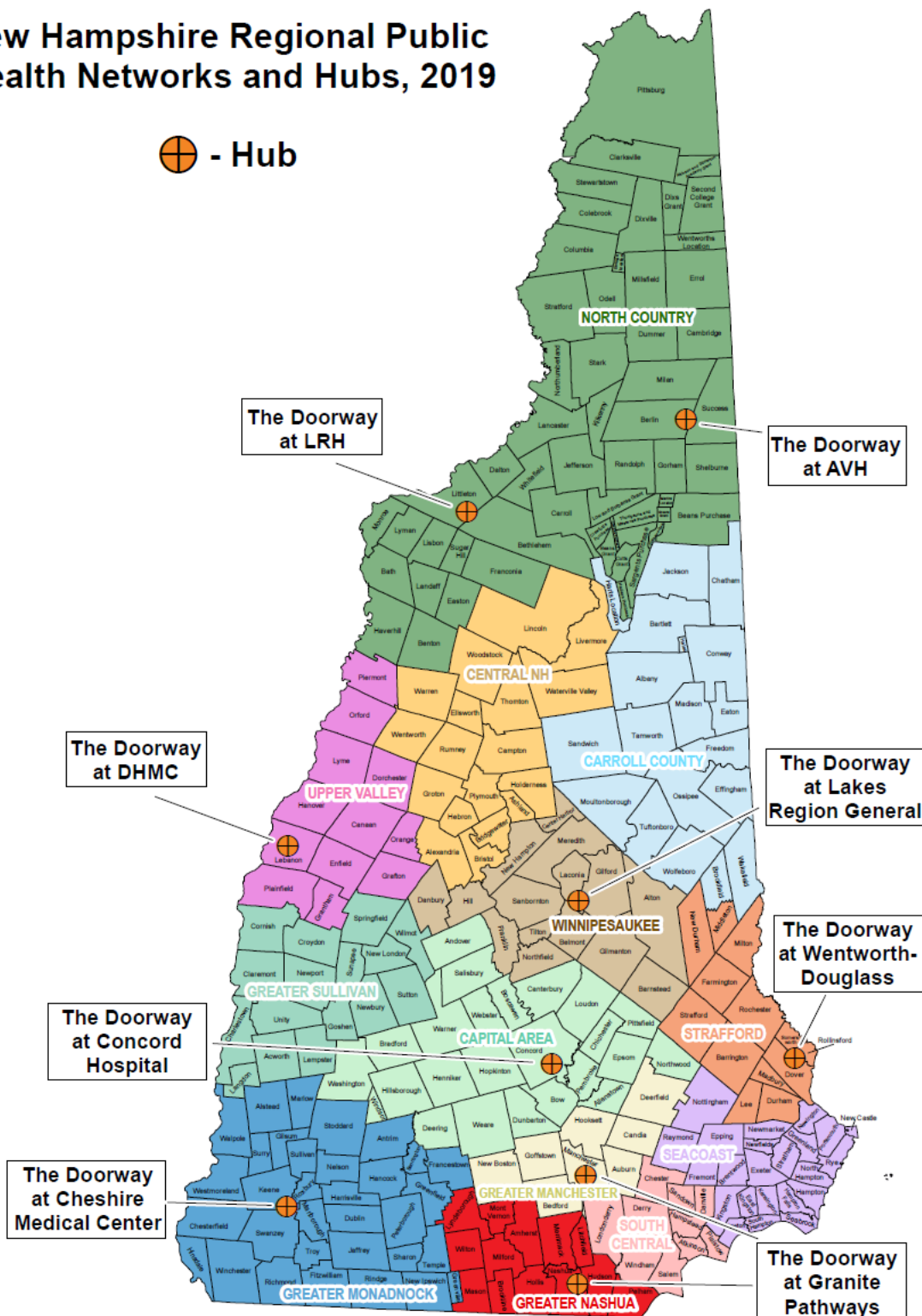


Regional Public Health Networks & Doorways

*This map doesn't reflect that the Hubs in Manchester and Nashua transition in 2020 from Granite Pathways to Catholic Medical Center and Southern New Hampshire Medical Center, respectively.

New Hampshire Regional Public Health Networks and Hubs, 2019

 - Hub



Community Mental Health Centers, IDN, County and Town Boundaries New Hampshire - 2019

Community Mental Health Center Boundaries

- Northern Human Services
- West Central Behavioral Health
- Genesis Behavioral Health
- Riverbend Community Mental Health Center
- Monadnock Family Services
- Community Council of Nashua
- Mental Health Center of Greater Manchester
- Seacoast Mental Health Center
- Community Partners
- Center for Life Management

IDN Boundaries



County Boundaries



Town Boundaries

