



# Manchester NH CONTINUUM OF CARE

2015

## Homeless Resource Guide

***\*\* No guarantee can be made as to the accuracy of the material contained in this document as information, eligibility criteria and laws may change. This information is meant as a guide and should not be used as a sole source of evidence or in place of legal counsel. \*\****

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## Referrals/Services

<b>Child and Family Services</b> (800) 640-6486 (603) 668-1920 <a href="http://www.cfsnh.org/">http://www.cfsnh.org/</a>	Adoption Services
	Assisted Independent Living Services
	Early Supports and Services Program
	Healthy Families Program
	Youth Center
	Transitional Living Program (18 – 21yo)
<b>Families in Transition</b> Intakes: (603) 641-9441 <a href="http://www.fitnh.org/">http://www.fitnh.org/</a> <b>Family Willows IOP</b> (603) 935-7900 ext. 1711 <b>Manchester Emergency Housing:</b> (603) 627-2636	Affordable Housing
	Emergency Shelter
	Intensive Outpatient Program for Substance Abuse
	Permanent Supportive Housing
	Transitional Housing
<b>Harbor Homes Veterans FIRST</b> (603) 882-3616 <a href="http://harborhomes.org/veterans-first/">http://harborhomes.org/veterans-first/</a>	Veterans’ Transitional and Permanent Supportive Housing
	Homeless Veterans Reintegration Program
<b>Health Care for the Homeless</b> (603) 663-8716 <a href="https://www.nhchc.org/directory/city-manchester-public-health-department/">https://www.nhchc.org/directory/city-manchester-public-health-department/</a>	Mon.-Fri. Clinic at New Horizons
	Tues. & Thurs. Clinic at 122 Market St.
<b>Helping Hands Outreach Center</b> (603) 623-8778 <a href="http://www.helpinghandsmanchesternh.com/">http://www.helpinghandsmanchesternh.com/</a>	Alcohol/Drug Related Recovery Transitional Housing
	Sober Living Home
<b>Liberty House</b> (603) 669-0761 <a href="http://libertyhousenh.org/">http://libertyhousenh.org/</a>	Veterans’ Transitional Housing
<b>Mental Health Center of Greater Manchester</b> (603) 668-4111 <a href="http://www.mhcgmm.org/">http://www.mhcgmm.org/</a>	Assertive Community Treatment
	The Cypress Center, short-term crisis stabilization unit
	Residential Services facilities
	Supported Employment
<b>New Horizons</b> (603) 668-1877 <a href="http://www.newhorizonsfornh.org/">http://www.newhorizonsfornh.org/</a> <b>Angie’s</b> (603) 668-8698	Angie’s Shelter for Women
	Food Pantry/Soup Kitchen
	New Horizons Emergency Shelter
<b>NH DHHS</b> (603) 668-2330 or (800) 852-7493 <a href="http://www.dhhs.nh.gov/">http://www.dhhs.nh.gov/</a>	Emergency Assistance
	FANF (Financial Assistance to Needy Families) assistance
<b>NH Housing and Finance Authority</b> (800) 640-7239 or (603) 472-8623 <a href="http://www.nhhfa.org/">www.nhhfa.org/</a>	Case/Care Management for Public Housing residents
	Other loans, counseling programs, vouchers etc.
<b>NH Legal Assistance</b>	Housing Justice
	Benefits Assistance

(603) 224-3333 or (800) 639-5290 www.nhlegalaid.org	Domestic Violence Advocacy
	Senior Citizen Law
<b>Serenity Place</b> (603) 625-6980 http://serenityplace.org/ Men's IOP: (603) 836-5450 Tirrell House: (603) 836-5145 Lin's Place: (603) 625-6980	IOP for adult men Open Walk-in
	Lin's Place Transitional Living
	Substance Abuse counseling services
	Tirrell House
	Transitional Living
<b>Southern New Hampshire Services</b> (800) 322-1073 or (603) 668-8010 http://www.snhs.org/	Fuel Assistance
	Robinson House Supportive Housing
	WIC/other mainstream resources assistance
<b>VA Medical Center</b> (603) 624-4366 http://www.manchester.va.gov/	Veteran Outpatient Clinic
	Veteran Outreach services
	Homeless Walk-In Clinic
<b>The Way Home</b> (603) 627-3491 http://www.thewayhomenh.org/	Affordable Housing
	Landlord Tenant Mediation
	Permanent Supportive Housing for Individuals and Families
	Permanent Supportive Housing for Veterans and Families
	Rental/Utility Assistance
	Security Deposit Guarantee
	Transitional Housing
<b>YWCA</b> (603) 625-5785 http://ywcanh.org/ 24 HR Crisis Hotline: (603) 668-2299	Emily's Place
	Walk-in Crisis Counseling

**EMERGENCIES – DIAL 911**

***“New Hampshire 211” – 2-1-1 NH provides free, statewide information and referral, as well as the statewide 24/7 homeless hotline.***

***2-1-1 is easily reached by simply dialing 2-1-1***

**[www.211nh.org](http://www.211nh.org)**

**More Information: [info@mcoconh.org](mailto:info@mcoconh.org)**

## Housing Options

### Child and Family Services of NH (CFS)

(800) 640-6486 or (603) 668-1920  
info@cfsnh.org

### Youth Resource Center

(603) 518-4170  
Drop in: 326 Lincoln St, Manchester, NH 03101  
<http://www.cfsnh.org/index.html>

The Teen Resource Center provides an outreach program to homeless youths living on the street. The Transitional Living Program is a voluntary 12-18 month program with supportive housing, life skills training, and support services for people, 18-21, who are homeless or transitioning out of foster care. CFS also offers assisted independent living services for homeless, pregnant or parenting single women, ages 18-21.

### City of Manchester Welfare Department

(603) 624-6484

1528 Elm St, Manchester, NH 03101

[www.manchesternh.gov/welfare](http://www.manchesternh.gov/welfare)

Apply for emergency assistance through the city of Manchester. For more information on how to apply go to:  
<http://www.manchesternh.gov/Departments/Welfare/HowtoApply.aspx>

### Families in Transition (FIT)

(603) 641-9441  
intake@fitnh.org

122 Market St, Manchester, NH 03101

<http://www.fitnh.org/>

FIT offers emergency shelter, transitional housing, permanent supportive housing, and permanent affordable housing to individuals and families, with a focus on women with children

### Granite State Independent Living (GSIL)

(800) 826-3700 or (603) 228-9680

60 Rogers St #207, Manchester, NH 03103

<http://www.gsil.org/>

GSIL focuses on helping all individuals live independently, including the disabled, seniors, and those recovering from health issues. Experts tailor a home care solution to meet each individual's needs and lifestyle. In addition to housing, GSIL provides community-based disability support and employment services.

### Harbor Homes- Veterans FIRST

(603) 882-3616

335 Somerville St, Manchester, NH 03103

<http://harborhomes.org/>

Harbor Homes provides transitional and permanent supportive housing to veterans in Manchester. Their Reintegration Program provides the opportunity to participate in a unique employment and workforce development program. Veterans receive one on one advanced job training, employment search help, and services intended to help them retain that employment. Their Supportive Services provides low-income veteran households with access to case management and short-term financial assistance.

Harbor Homes also offers their Housing Bridge Subsidy Program, a statewide program that works with the community mental health centers, bureau of behavioral health, and local landlords to help homeless individuals with severe and persistent mental illnesses access and maintain housing subsidies and connections to local behavioral health and supportive service providers. This program is a temporary bridge until client can obtain section-8 or other housing voucher.

### Helping Hands Outreach Center

(603) 623-8778  
rich@helpinghandsoutreach.net

50 Lowell St, Manchester, NH 03101

<http://www.helpinghandsmanchesternh.com/>

This is a 24/7 program offered to men, ages 18 and up, who are willing and able to document sobriety. Helping Hands is a transitional housing shelter for men in recovery from alcohol or substance abuse or addiction. Though this is not a treatment program, it provides housing and assistance to residents, connecting them to community resources including outpatient treatment, mental health counseling, and employment security. Their Gendron House facility provides permanent supportive housing for men who have a documented source of income and are willing to abstain from alcohol or other substances.

**International Institute of New England (IINE)- NH office**

(603) 647-1500  
info@iine.us

315 Pine St, Manchester, NH 03103

<http://iine.us/>

The IINE offers resettlement help to refugees and immigrants, including housing assistance, professional case management, cultural orientation, and linguistically appropriate navigation of services.

**Keystone Hall**

(603) 881-4848  
hope@keystonehall.org

615 Amherst St, Nashua, NH 03063

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

Keystone Hall provides outpatient and residential substance use disorder treatment to NH residents from anywhere in NH. Keystone's Cynthia Day Family Center, the only NH program of its kind, offers pregnant and post-partum mothers and their children residential substance use disorder treatment on-site at their 52 bed treatment facility in Nashua.

**Liberty House**

(603) 669-0761  
USCG@LibertyHouseNH.org

75 West Baker St, Manchester, NH 03103

<http://www.libertyhousenh.org/>

This is a dry transitional housing shelter for homeless male veterans.

**Manchester Housing & Redevelopment Authority (MHRA)**

(603) 624-2100

198 Hanover St, Manchester, NH 03104

<http://www.manchesterhousing.org/>

MHRA not only owns public housing apartments for low income families, elderly, and adults with disabilities, but also provides housing subsidies for households through the administration of the Section 8 Housing Choice Voucher Program. MHRA also provides supportive services to its residents.

**Mental Health Center of Greater Manchester (MHCGM)**

(603) 668-4111

401 Cypress St, Manchester, NH 03103

<http://www.mhcgm.org/>

The MHCGM offers three residential facilities for clients who require a supervised living situation. Home support is provided by a Housing Outreach Team for clients in their own apartments. Additionally, the Cypress Center is a 16 bed, short term crisis stabilization unit.

**NH Coalition to End Homelessness**

(866) 444-4211

<http://www.nhceh.org/>

The NH Coalition to End Homelessness works to eliminate the causes of homelessness through research, education, and advocacy. The Coalition offers training programs for the general public and Granite Leaders, a leadership training program for homeless or previously homeless individuals.

**NH Housing & Finance Authority**

32 Constitution Dr, Bedford, NH 03110

(800) 640-7239 or (603) 472-8623

<http://www.nhhfa.org/>

Offers home ownership programs such as single family mortgage program and home buyer seminars. Home repair loans and home rehabilitation for safety and livability loans are available for homes with NH Housing Finance Authority mortgages. This service provides rent subsidies to eligible low income individuals and families in the form of housing choice vouchers. For public housing residents, case and care management is offered.

**New Horizons for NH**

(603) 668-1877

199 Manchester St Manchester, NH 03103

**Angie's Shelter for Women**

(603) 668-8698

434 Union St Manchester, NH 03103

<http://www.newhorizonsfornh.org/>

New Horizons is an emergency shelter for male and female adults. The shelter provides case management and dinner. Angie's Shelter is for adult women NOT fleeing domestic or sexual violence.

**Serenity Place**

Tirrell House (603) 836-5145

Lin's Place (603) 625-6980

101 Manchester St, Manchester, NH 03101

<http://serenityplace.org/>

Transitional living is offered to men at Tirrell House and to women at Lin's Place. Residential detox is offered for both short term stays (less than 30 days) and long term care (more than 30 days). Serenity Place provides opportunity for the chemically dependent person to become free of those chemicals, to maintain that freedom and to return to the community as a contributing member.

**Southern NH Services (SNHS)**

(800) 322-1073 or (603) 668-8010

40 Pine St, Manchester, NH 03103

<http://www.snhs.org/>

Robinson House consists of section 8 rent-assisted apartments for homeless adult males who have successfully completed substance abuse treatment programs. SNHS also provides outreach and housing management.

**The Way Home**

(603) 627-3491

214 Spruce St, Manchester, NH 03103

<http://www.thewayhomenh.org/>

The Way Home provides permanent supportive housing to families and veterans, transitional supportive housing to children and caregivers, and affordable housing units. It acts as a housing resource center. The Way Home also provides security deposit loans.

**Veterans Affairs Medical Center**

(603) 624-4366 ext. 3622

718 Smyth Rd, Manchester, NH 03104

<http://www.manchester.va.gov>

Emergency, transitional, and permanent housing is offered to veterans eligible through the VA. THE Veterans Administration Supportive Housing (VASH) program is for homeless veterans who require long-term case management to obtain/maintain permanent supportive housing. Veterans are offered case management and individualized treatment planning and can stay in the housing for up to 2 years.

**YWCA**

(603) 625-5785

72 Concord St, Manchester, NH 03101

<http://ywcanh.org/>

Emily's Place is an emergency shelter for women and children fleeing violence from intimate partners.

## Clothing/Household Items

### Goodwill

(603) 518-5246

Clothing, furniture, housewares, etc.

165 John E. Devine, Manchester, NH 03103

<http://www.goodwill.org/>

### Liberty House

(603) 669-0761

Office hours are Mon. to Fri., from 9:00 am to 5:00 pm. The clothing closet provides free clothing to those in need and is available on Mon. through Fri., from 9:00 am to 7:00 pm, and on weekends and holidays, from 12:00 pm to 5:00 pm.

75 West Baker St, Manchester, NH 03103

<http://libertyhousenh.org/>

### Lots for Tots

(603) 216-6238

Children's clothing, books, toys, furniture, etc.

1525 S. Willow St #4, Manchester, NH 03103

<http://www.lotsfortotsne.com/>

### Make Over Ministries

(603) 553-3430

This warehouse of clothing and household items is open every other Sat. from 9:00 am to 11:00 pm. Anyone is allowed to enter and can shop once every 3 months. To be sure it is open, it is recommended to call or see the schedule posted on warehouse door.

40 Ronald St, Manchester, NH 03101

<http://www.doyouknowhim-nh.org/>

### OutFITters Thrift Shop

(603) 641-6691

Sells clothing, housewares, books furniture, etc.

394 Second St, Manchester, NH 03102

<http://www.outfittersnh.org/>

### Rise Again Clothing Bus

The Rise Again Clothing Bus makes two stops on the third Sat. of every month. From 8:30 am to 9:30 am, the bus is located at the Manchester Christian Church at 250 Commercial St. From 12:00 pm to 1:00 pm, the bus is located at the Believers Church at 140 Wilson St and lunch is provided during this event. On the 4<sup>th</sup> Sat. of every month, the bus stops in front of the Faith Bridge Church at 301 S. Main Street from 11:00 am to 12:00 pm

### Savers Thrift Store

(603) 695-9915

Secondhand clothing, footwear, furniture, books, household items, etc.

93 S. Maple St, Manchester, NH 03103

<https://www.savers.com/>

### Weepeats for Kids

(603) 644-4999

Children's clothing, toys, etc.

Hampshire Plaza Shopping Center 950 Elm St, Manchester, NH

03101

## Family, Teens, and Children

### Child and Family Services of NH (CFS)

(800) 640-6486 or (603) 668-1920

[info@cfsnh.org](mailto:info@cfsnh.org)

CFS offers adoption services, crisis intervention and prevention, and adolescent substance abuse treatment. The Parent

### Teen Resource Center

99 Hanover St, Manchester, NH 03101

<http://www.cfsnh.org/index.html>



Line is a free helpline for parents. CFS offers the Healthy Families program which provides support to low income pregnant women, pre and post birth. The Early Supports and Services program provides family supports, services, and therapies to infants and toddlers (birth to age three) with developmental disabilities or delays.

Teen Center: Clothing/laundry, Counseling, Drugs/alcohol use, Education Employment, Food, Food stamp applications, Medicaid applications GED, HIV/AIDS, Death of a friend, Identification and birth certificates, Loneliness, Pregnancy, Problems at home, Relationship issues, Routine medical care, Sexual abuse/assault, Shelter, STDs/STIs, Suicide/depression

### Homeless Education Liaison

<http://studentservices.mansd.org/homelessness>

Students and families facing homelessness are not alone. If you lost your housing and now live in a shelter, hotel, motel, vehicle, campground, or temporary trailer, on the street, doubled up with friends or family, or in another type of temporary or inadequate housing, you may be able to receive help for your child through a federal law called the McKinney-Vento Act. The district has an appointed Homeless Liaison to provide you with necessary assistance, and every school has an appointed School Liaison.

### NH Division of Children, Youth, and Families

(800) 894-5533 or (603) 271-6562

129 Pleasant St, Concord, NH 03301

<http://www.dhhs.state.nh.us/dcyf/>

District Office Child Protection (CP) staff comprehensively investigate and assess each report of alleged child abuse and neglect. For families whose children have been neglected or abused, treatment and rehabilitative services are provided, with CP staff interacting with families, courts, and providers to ensure that children's safety is maintained and objectives are met in a timely manner.

If treatment and rehabilitative services cannot provide a safe environment for the children, temporary out-of-home placement with a relative or in foster care may be used to provide children with safety. When children cannot safely return home, other options are considered in order to achieve permanency and stability for them.

## Food Resources

### The Caregivers Inc.

(603) 622-4948 or (877) 278-0237

19 Harvey Rd, Bedford, NH 03110

<http://www.caregiversnh.org/index.html>

Assistance is offered to the elderly, disabled, and homebound in two forms: Food for the Homebound provides transportation for grocery needs and assistance in reading food labels, carrying grocery bags, and putting away groceries. The Caring Cupboard is a mobile food pantry program which provides and delivers free groceries.

### Liberty House

(603) 669-0761

75 West Baker St, Manchester, NH 03103

<http://libertyhousenh.org/>

Office hours are Mon. to Fri., from 9 am to 5 pm. The food pantry is free and available on Mon. through Fri., from 9:00 am to 7:00 pm, and on weekends and holidays, from 12:00 pm to 5:00 pm.

### New Horizons for New Hampshire

(603) 668-1877

199 Manchester St, Manchester, NH 03103

<http://www.newhorizonsfornh.org/>

Breakfast and dinner are offered daily at the soup kitchen for the elderly; dinner for individuals and families. Dinner is served at 3:00 pm for seniors and 4:30 pm for everyone else. The Food Pantry offers a basket of groceries once per month per recipient. A daily bread line can be used as needed.

### Southern New Hampshire Services

40 Pine St, Manchester, NH 03103

Healthy Food and Nutrition is a supplemental food program for seniors over the age of 60. The Summer Food Service program provides free meals to youth during the summer months. Women, Infant and Child (WIC) assistance is offered to women with children.

## Food Pantries

\* Please call the food pantries to confirm that the hours are the same. We do our best to provide full information and details, but food pantries often change their hours without notifying us. We do not want you to waste your time visiting a pantry that is not open.

<b>1269 Cafe Food Pantry</b>	123 Hanover St	(603) 845-8887
Food Pantry: Tues. at 9:30 am and Sun. at 1:00 pm Lunch: Tues. from 11:30 am to 12:30 pm, Thurs. at 1:30 pm, Sun. at 1:00 pm Evening meal: Wed. at 6:30 pm. Bible study and meal offered. Discussion: Mon., Tues., Thurs., and Fri. from 1:00 pm to 4:30 pm. Join us as we meet and attend to the struggles of the homeless community.		
<b>Do You Know Him Ministries</b>	250 Commercial St	(603) 553-3430
Breakfast: Sat. and Sun. from 6:00 to 8:00 am. Lunch: This meal is served from 12:00 to 1:00 pm on the third Sat of each month. Food Pantry: Every third Sat. at 8:15 am.		
<b>First United Methodist Church Food Pantry</b>	961 Valley St	(603) 622-8863
Food Pantry: Tues. mornings, from 9:00 am to 11:30 am, doors open at 8:00 am.		
<b>Karen Angela Carter Food Pantry</b>	336 Kelly St	(603) 674-1623
Food Pantry: Tues., from 1:00 pm to 5:00 pm. first and third Sat., from 11:00 am to 1:00 pm. Proof of residency required.		
<b>Manchester Christian Church Food Pantry</b>	1308 Wellington Rd	(603) 622-9677
Food Pantry: Mon., call before 9:00 am for appointment, Wed., by appointment.		
<b>Manchester Church of God Food Pantry</b>	230 Mooresville Rd	(603) 625-2732
Provides a food pantry. Call for hours.		
<b>Manchester Vineyard Community Meals</b>	150 Dow St - Tower #4	(603) 624-4080
Provides meals. Call for hours.		
<b>Parish of the Transfiguration Food Pantry</b>	107 Alsace St	(603) 628-6859
Provides a food pantry. Call for hours.		
<b>Sacred Heart Church Food Bank</b>	247 South Main St	(603) 625-9525
Food Pantry: Open by appointment.		
<b>Salvation Army Food Pantry</b>	121 Cedar St	(603) 627-7013 x211
Food Pantry: Mon. through Fri., from 8:30 am to 3:45 pm, by appointment only. Income, proof of residency and photo ID are required.		
<b>Shiloh Ministries Food Pantry</b>	55 Edmond St	(603) 627-7729
Food pantry provided. Call for hours.		

**St Andrew's Church Food Pantry** 102 North Main St (603) 622-8632  
Food Pantry: first and third Tues., from 8:45 am to 10:30 am. Proof of residency is required. Serves the west side of Manchester.

**St Raphael's Church Food Pantry** 103 Walker St (603) 623-2604  
Food Pantry: Mon., from 7:00 pm to 8:00 pm. Proof of residency is required.

## Food Stamps

**NH Food Bank** 700 E. Industrial Park Dr, Manchester, NH 03104  
(603) 669-9725 ext. 124 www.nhfoodbank.org  
snap@nhfoodbank.org

In partnership with the NH Dept. of Health and Human Services Food Stamp Program, the NH Food Bank SNAP Outreach Coordinator offers food stamp application assistance by phone, email or in person.

The Nutrition Incentives Network is a collaboration of regional lead organizations that offer Granite State Market Match, the dollar for dollar match on food stamps for the purchase of fruits and vegetables. [Click here for a full list of farmers markets offering Granite State Market Match.](#) Manchester locations include:

<b>Fresh Start Farms Market Stand</b>	145 Hollis St	Mon, 12:30 pm to 3:30 pm
<b>Common Earth Farms Market Stand</b>	Kalivas Park, Lake/Spruce St	Tues, 3:00 pm to 6:00 pm
<b>Fresh Start Farms Market Stand</b>	LaFayette Park, 92 Amory St	Wed, 3:00 pm to 6:00 pm
<b>Manchester Farmers Market</b>	Victory Park, Concord St	Thurs, 3:00 pm to 6:30 pm
<b>Fresh Start Farms Market Stand</b>	JFK Coliseum, 303 Beech St	Sat, 9:00 am to 12:00 pm

**NH Dept. of Health and Human Services** 1234 River Road, Manchester, NH 03102  
(603) 668-2330 or (800) 852-7493 <https://nheasy.nh.gov>

Apply for SNAP, WIC, Medicaid, TANF and many other financial aid programs. NHEP employment counselors can be found at 60 Roger Street.

### **Walk-In Basis – NO ADDRESS REQUIRED TO APPLY** **Ten Wrong Reasons we did not apply for Food Stamps**

- 1. "I was working, and I thought working people weren't eligible."** Actually, 20% of working age food stamps recipients' work. Half of them work full-time, but do not earn enough money to make ends meet.
- 2. "I had no children living with me."** You can apply for food stamps whether or not there are children in your household.
- 3. "I wasn't on welfare."** Food stamps have nothing to do with welfare. Food stamps are about proper nutrition for Americans.
- 4. "I owned a car."** I could own a car and still be eligible. Cars count against a 2,000 cashable asset limit only after discounting the first \$4,650 in fair market value. Cars do not count at all if you have less than \$1,000 in equity, and some cars, such as those used to transport disabled household members, do not count at all.

5. **“I had no address.”** You do not need a living or mailing address to receive food stamps. The food stamp office will help you work around homelessness.
6. **“I heard people say I would only get \$10 a month in food stamps.”** The amount of food stamps you receive depends on your income and expenses. The maximum food stamps allotment for a household size of two is \$234.
7. **“People in the store would see me using food stamps”** New Hampshire provides benefits on debit cards that look like any other credit card or bankcard.
8. **“I own my own house.”** Neither your house nor its furnishing count as cashable assets towards the \$2,000 cashable limits. Countable cashable assets are limited to things like savings bonds, saving/checking accounts, and second homes.
9. **“I couldn’t live with anyone else, like my mother or a friend.”** You can live with anyone you want to. Unless you live with your spouse, children, or close relatives, other people in your household aren’t required to be part of your food stamp case, and their income won’t count towards your income limit.
10. **“I voluntarily quit my job.”** Apply now even if you quit your job because your family may be eligible right away, even if you are not.

## Employment and Skill Building

### NH Food Bank- Culinary Job Training

(603) 669-9725 ext. 147  
snap@nhfoodbank.org

700 E. Industrial Park Dr, Manchester, NH 03104  
[www.nhfoodbank.org](http://www.nhfoodbank.org)

NH Food Bank’s Culinary Job Training program offers the skills and experience necessary to seek employment in the food service industry, including the National Restaurant Association’s ServSafe training. This full time eight week program is offered to individuals suffering financial hardship. Cooking Matters partners with community agencies to offer programs that empower families with the skills, knowledge, and confidence to prepare healthy and affordable meals.

### Int’l Institute of New England (IINE)

(603) 647-1500

315 Pine St, Manchester, NH 03103  
<http://iine.us>

Workforce development is offered to refugees and immigrants in the form of 30 hours of English classes per week. Job readiness classes emphasize interview techniques, job search strategies and workplace preparation. IINE also provides business services to recently arrived refuge families, providing basic financial literacy instruction and experience running matched savings programs and servicing loans to small businesses.

### NH Job Corps

(603) 621-9555

943 Dunbarton Rd, Manchester, NH 03102  
<http://www.jobcorps.gov/home.aspx>

Job Corps provides free education and career development for youth and young adults (ages 16 to 24). Participants can earn a high school degree or GED while preparing for job placement. Participants who attend NH Job Corps are given the opportunity to be housed on the campus.

### Manchester City Library

(603) 624-6550, Main Branch  
(603) 624-6560, West Branch

405 Pine St, Main Branch  
76 North Main St, West Branch  
<http://www.manchester.lib.nh.us>

The Manchester City Library’s accredited reading program Learn to Read is available to anyone. The library provides programs each month, from computer classes to family/ teen nights, which are generally free. As the programs change

on a regular basis, you are encouraged to check out the library's calendar regularly. The library is a good place to access resources, use the library's computers, and seek new skills.

**Manchester Community Resource Center**  
(603) 647-8967

434 Lake Ave, Manchester, NH 03103  
<http://www.mcrcnh.com/home.html>

The Manchester Community Resource Center assists individuals with employment, training, and education goals. Programs offered vary from job skill training to career development, English classes to financial management education. A public computer lab is also available for use.

**Mental Health Center of Greater Manchester (MHCGM)**  
(603) 668-4111

401 Cypress St, Manchester, NH 03103  
<http://www.mhcgm.org/>

The MHCGM provides supported employment in which vocational specialists assist clients in finding jobs and building supports to help them maintain employment.

**National Able Network**  
(855) 994-8300

228 Maple St, Manchester, NH 03101  
<http://www.nationalable.org/>

National Able specializes in providing workforce development programming for individuals, families, and communities. The network's employment services (603) 889-9431 include: technology-based resource centers, basic computer training classes, workshops, career counseling, connections to vocational and post-secondary training programs, and job placement assistance.

**NH Employment Security (NHES)**  
(603) 228-4083

300 Hanover St, Manchester, NH 03104  
<http://www.nhes.nh.gov/>

NHES helps people succeed throughout their lives. This federal program supports workers during times of unemployment, matches job seekers with employers, and provides businesses and individuals with the information they need to adapt to a changing economy. NHES facilitates the training needed for success.

**Southern NH Services**  
(800)322-1073 or (603) 668-8010

40 Pine St, Manchester, NH 03103  
<http://www.snhs.org/>

The Workforce Investment Act allows unemployed participants to enter a volunteer work experience position within a nonprofit, business, or local/state government host site for 20 to 30 hours per week and obtain workforce training until they obtain full-time paid employment.

**Veterans, Inc.**  
(603) 717-1671

10 Ferry St, Suite 404, Concord, NH 03301  
<http://www.veteransinc.org/>

Program assists veterans who are homeless or on the verge of becoming homeless in breaking the cycle of homelessness through rental assistance, utility fee payment assistance, security or utility deposits, moving costs, general housing stability assistance, childcare, and transportation. Following a brief telephone screening, representatives will travel to the veteran to assist.

**Work Ready New Hampshire**  
(603) 206-8180

1066 Front St, Manchester, NH 03102  
<http://www.mccnh.edu/workreadynh>

Manchester Community College provides the Work Ready NH Program to help job seekers improve their skills, increase their marketability, and add a nationally recognized credential to their resume. This is a tuition free program for NH residents who are 18+ years old and who are not full-time students.

## Medical, Substance Abuse, and Mental Health

### **The Caregivers Inc.**

(603) 622-4948 or (877) 278-0237

19 Harvey Rd, Bedford, NH 03110

<http://www.caregiversnh.org/index.html>

The Rides for Healthy Living program provides the elderly, disabled, and homebound with assistance and transportation to physician, dentist, podiatry and therapy appointments, among others.

### **Family Willows Intensive Outpatient Program**

(603) 935-7900 ext. 1711

161 S. Beech St, Manchester, NH 03103

<http://www.fitnh.org/housing-services/familywillows/>

Families in Transition's Family Willow IOP is an innovative, fourth month long program for women that helps participants to recognize, examine, and understand the effects of substance use and trauma in their lives and the lives of their families. During treatment, participants receive child care as needed and transportation to the program within Manchester, based on eligibility. This program is open to community members as well as to Families in Transition residents.

### **Farnum Center Medical Detox**

(603) 622-3020

140 Queen City Ave, Manchester, NH 03103

<http://www.estreatment.org/queen-city-building>

The Medical Detox Unit serves persons 17 and older needing help to safely and medically stop using alcohol and other drugs. The average length of stay is 6 days. Payment is through insurance, private pay, and NH Health Protection Plan Medicaid.

The Inpatient Program is a 30-day substance abuse treatment program for adults ages 17 and older who have primary substance abuse issues or co-occurring mental health and substance use problems.

The Outpatient Program offers intensive outpatient services, outpatient services and buprenorphine/suboxone clinic. Services include individual and group counseling and psycho-education classes. The Suboxone Clinic provides medically supervised outpatient services for opiate addicted clients.

Payment is by insurance, self-pay, or Medicaid. For uninsured individuals there is a fee determination, and some grant funds from the Bureau of Drug and Alcohol Services.

### **Granite Pathways**

(603) 665-5665

2013 Elm St, Manchester, NH 03104

<http://www.granitepathways.org/>

Granite Pathways empowers and supports adults with mental illnesses in pursuing their personal goals of improved health and wellness, positive relationships, meaningful work, and opportunities for volunteerism, employment, and education.

### **Healthcare for the Homeless (HCH)**

(603) 663-8718

### **New Horizons Shelter**

199 Manchester St, Manchester, NH 03103

### **Families in Transition (FIT)**

122 Market St, Manchester, NH 03101

<https://www.catholicmedicalcenter.org/community-health/healthcare-for-homeless.asp>

The Health Care for the Homeless program is a Patient Centered Medical Home (PCMH) which partners with each patient in order to care for you, the whole person. This may include assisting with medical care, social work services,

behavioral health services, medication assistance programs, and in some cases for eye care and dental services.

**New Horizons Shelter:** Walk in clinic for adult men and women (no children) with Medical Provider, Mon. through Fri. at 8:00 am and Mon. through Wed. at 1:30 pm. You should plan to come to clinic at the start of the session.

**FIT:** HCH FIT clinic is by appointment, available to women, children, and men who live at FIT. Nurse practitioner is available on Tues. from 1:30 pm to 5:00 pm, Wed. from 8:30 am to 11:00 am, and Thurs. 8:00 am to 5:00 pm. Please arrive 15 minutes prior to your scheduled appointment.

**Mental Health Center of Greater Manchester (MHCGM)**  
(603) 668-4111

401 Cypress St, Manchester, NH 03103  
<http://www.mhcgm.org/>

Emergency services provide a 24/7 crisis response and suicide prevention service. MHCGM uses assertive community treatment, an intensive, community-based approach to serve hard to reach clients, often those with serious substance abuse problems in addition to their mental illness.

**Merrimack Valley Assistance Program (MVAP)**  
(603) 623-0710

170 Lowell St, Manchester, NH 03104  
<http://www.mvap.org>

Supports and assists persons infected and/or affected by HIV/AIDS in maintaining a high quality of life through direct assistance, advocacy, and education. In collaboration with Dartmouth Hitchcock hospital, the MVAP offers free HIV testing to anyone on the first Tues. of the month, from 12:30 pm to 4:00 pm, at their Manchester location.

**NH Catholic Charities (NHCC)**  
(603) 669-3030 or (800) 562-5249  
[info@nh-cc.org](mailto:info@nh-cc.org)

215 Myrtle St, Manchester, NH 03104  
<http://www.nh-cc.org/>

NHCC provides individual, marital, family, and couples' counseling, helping people with a variety of personal difficulties including: depression, stress, family conflicts, relationship problems, anxiety, substance abuse, life adjustment issues, grief and loss.

**New Horizons for New Hampshire**  
(603) 668-1877

199 Manchester St, Manchester, NH 03103  
<http://www.newhorizonsfornh.org/>

New Horizons provides primary medical care, addiction counseling, mental health care, dental care, eye care and specialty care as well as mental health services.

**Serenity Place**  
(603) 625-6980

101 Manchester St, Manchester, NH 03101  
<http://serenityplace.org/>

There is a substance abuse 24/7 crisis hotline and open access walk-ins on Mon. to Fri., from 9:00 am to 11:00 am. Serenity Place IOP is for adult men suffering with addiction. Services include counseling, case management, education, and self-help groups. Admission requires successful completion of treatment program within the last year, application, and interview. Interim service groups meet on Mon. through Fri. from 4:00 pm to 5:00 pm.

**Veterans Affairs Medical Center**  
(603) 624-4366

718 Smyth Rd, Manchester, NH 03104  
<http://www.manchester.va.gov>

Healthcare for Homeless Veterans staff engages homeless veterans with honorable discharges through a range of services designed to break the cycle of homelessness. It provides homeless outreach, physical and psychiatric examinations with follow up for primary, psychiatry, and specialty care. It is recommended that even if you are not sure of your eligibility or think you are ineligible, you contact the VA as there might be a way to help you. For those with a

dishonorable discharge, a discharge status can be appealed.

Therapeutic Supportive Employment Services  
Healthcare for Homeless Veterans  
Homeless Patient Aligned Care Team  
Homeless Veteran Community Employment Services

(800) 892-8384 ext. 6922  
(800) 892-8384 ext. 3622  
(603) 634-4366  
(603) 634-4366

## Hotlines

<b>Samaritans Suicide Hotline</b>	(877) 870-4673
<b>National Call Center for Homeless Veterans</b>	(877) 424-3838
<b>National Coalition Against Domestic Violence</b>	(800) 799-SAFE
<b>National Runaway Hotline</b>	(800) RUNAWAY
<b>RAIN (Rape, Abuse, and Incest Network)</b>	(800) 656-HOPE
<b>Veteran Crisis Hotline</b>	(800) 273-8255

## Domestic Violence

### **NH Coalition Against Domestic and Sexual Violence**

(866) 644-3574, Domestic Violence  
(800) 277-5570, Sexual Assault

[www.nhcadv.org/crisis\\_centers.cfm](http://www.nhcadv.org/crisis_centers.cfm)

If you or someone you know is experiencing or has experienced domestic or sexual violence, you can contact the crisis center nearest you for information, referrals and support. In emergency situations, call 911. In non-emergency situations, you can talk to an advocate at your local crisis center about your options.

### **YWCA New Hampshire**

(603) 625-5785  
(603) 668-2299- 24 hour crisis hotline

72 Concord St, Manchester, NH 03101  
<http://ywcanh.org/>

Walk in crisis counseling is available Mon. to Fri., from 9:00 am to 5:00 pm. Confidential meeting spaces are provided to explore options and safety planning while coping with domestic or sexual violence or stalking. The YWCA will provide emergency court accompaniment for domestic violence petitions (restraining orders) and stalking petitions. Domestic violence survivors can also access pro bono legal advocacy. Participants can apply for state and federal victim's compensation funds. Referrals are given for counselors specializing in treatment and support of victims recovering from interpersonal violence.

## Legal Assistance

### **City of Manchester Code Enforcement**

(603) 624-6450

1 City Hall Plaza, Manchester, NH 03101  
[www.manchesternh.gov](http://www.manchesternh.gov)

To report property maintenance issues, please call the city of Manchester's Planning and Community Development division. For emergency building maintenance issues such as inhospitable conditions or lack of utilities, contact your landlord and the Manchester Housing Code Enforcement office. For non-emergency situations, tenant must prove that they first contacted their landlord, then the housing code enforcement office.

\*For health issues such as lead paint poisoning, mold, infestations, etc. contact the Manchester Health Department at 624-6466.



**NH Catholic Charities (NHCC)**  
(603) 669-3030 or (800) 562-5249  
info@nh-cc.org

215 Myrtle St, Manchester, NH 03104  
<http://www.nh-cc.org/>

NHCC Case Management program provides training, workshops, and referral services. Financial education and mentoring is also available to those who need it.

**Immigration and Refugee Services**  
(603) 889-9431

261 Lake St, Nashua, NH 03060  
<http://www.nh-cc.org/immigrationrefugee>

Individuals and families that are eligible for immigration benefits, but who cannot afford private assistance, are provided with low-cost immigration counseling and legal representation. NHCC provides casework, support and guidance throughout the process of becoming a United States citizen, from immigration to naturalization. Case and Care management are provided for immigrant communities, refugees, entrants, and asylees.

**NH Dept. of Health and Human Services**  
(603) 668-2330 or (800) 852-7493

195 McGregor St, South Tower, Suite 110, Manchester, NH 03102

<https://nheasy.nh.gov>  
<http://www.dhhs.nh.gov/dfa/tanf/emergency.htm>

Apply for SNAP, WIC, Medicaid, TANF, or many other financial aid programs through the first website. The second website is for those that need to apply for emergency cash assistance. Applicants for Emergency Assistance must be experiencing or threatened by homelessness, termination of a utility, or lack of heat, hot water, or cooking fuel. The emergency situation must not be caused by an adult family member's refusal to accept or continue with employment or training.

**New Hampshire Legal Assistance (NHLA)**  
(603) 224-3333 or (800) 639-5290

1850 Elm St. Suite #7, Manchester, NH 03104  
[www.nhlegalaid.org](http://www.nhlegalaid.org)

NHLA provides legal services to NH residents with incomes and assets below certain limits in civil cases. To see a complete list of offices that serve all qualified NH residents and the services they provide, visit [www.nhlegalaid.org](http://www.nhlegalaid.org). NHLA handles cases involving housing justice projects (evictions, property taxes, section 8, etc), benefits projects (social security, food stamps, unemployment compensation, and local welfare problems), domestic violence advocacy projects, and senior citizen law projects. Note that for individuals age 60 or older, there are no income or asset limits. For help with a senior citizen law project, call 624-6000 or (1888) 353-9944.

At [www.nhlegalaid.org](http://www.nhlegalaid.org) you can use an interactive tool called the Legal Help Finder for additional information, forms, and referrals to appropriate agencies, based on your answers to simple questions about your legal problem.

## Other Legal Resources

<b>Disabilities Rights Center</b>	1-800-834-1721 or 228-0432
<b>Gay &amp; Lesbian Advocates &amp; Defenders</b>	(617) 426-1350
<b>Lawyer Referral Service</b>	(603) 229-0002
<b>NH Civil Liberties Union</b>	(603) 225-3080
<b>NH Human Rights Commission</b>	(603) 271-2767
<b>Veterans Justice Outreach</b>	(603) 624-4366 ext. 2296