



## WELCOME to the

# Libraries as a Third Place ECHO: Navigating Community Health



This training is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$1.8 million with 0% financed with non-governmental sources.

The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S.

Government.



# Series Learning Objectives

- Describe current and potential roles for libraries in supporting the health of their communities
- Nurture partnerships between libraries and community-based health professionals to better support the health needs of communities
- Support Librarians to provide programs to support individuals and groups with specific health or social needs



# Series Sessions

Date	Session Title		
3/20/2025	<u>Libraries as a Third Place</u>		
4/3/2025	Behavioral Health		
4/10/2025**	Social Drivers of Health		
5/1/2025	Child and Family Welfare		
5/15/2025	Older Adults		
5/29/2025	Telehealth and other Online Service Access		
6/12/2025	Onsite Health and Social Services		



# Today's Program

- Brief housekeeping
- Didactic: Libraries as a Third Place Emma Parks
- Poll
- Discussion
- Summary
- Up Next



## What is a Third Place?

The concept was introduced by American sociologist ." Ray Oldenburg Describes informal public gathering places that foster social interaction, community building, and a sense of belonging.

1st place: Home

2nd place: work or school

3rd: community





# Parameters of a Third space

# Third spaces are casual and social environments that follow similar social "rules"

- 1) Neutral Ground People can come and go freely without obligation. Free of hierarchies and social status
- 2) Conversation as a Main Activity Social interaction is central, often informal and engaging.
- 3) Accessibility & Accommodation The space is welcoming, open, and easy to access.
- 4) Regulars & Newcomers There is a core group of frequent visitors, but newcomers are also welcomed.
- 5) Low Cost or Free Minimal financial barriers to participation.
- 6) Home Away from Home People feel a sense of belonging and connection.



# How are libraries third spaces

Neutral & Inclusive Space – Open to everyone regardless of background, income, or status, fostering community connection.

Encourages Social Interaction – Offers book clubs, study groups, workshops, and community events that bring people together.

Accessible/ Low cost – Free access to books, technology, meeting spaces, and other resources makes it an inclusive gathering place.

Supports Lifelong Learning – Provides educational programs, research assistance, and digital literacy support beyond formal schooling.

Comfortable & Safe Atmosphere – A quiet, welcoming environment where people can work, relax, or connect without pressure to spend money.



# All together: Libraries as third place and healthcare

Social Connection & Mental Well-being – Libraries reduce isolation especially in rural communities by providing a welcoming space for social interaction, support groups, and community programs.

Health Literacy & Resources – Libraries offer reliable health information, workshops, and access to telehealth services, improving public health knowledge and decision-making.

Equitable Access to Services – Free access to computers, Wi-Fi, and community programs helps bridge health disparities by connecting individuals to job resources, healthcare information, and social services.





## WELCOME to the

# Libraries as a Third Place ECHO: Navigating Community Health

Session 2, Behavioral Health, April 3, 2025



# **Agenda**

- Introductions
- Statewide Resources
- National Resources
- What can libraries do?
- Sustaining yourself at work
- Suggested books for circulation





**Call or text** if you need mental health or substance use support.

833-710-6477

NH RAPID RESPONSE ACCESS POINT

At no cost to you, we are here to help.

988

NATIONAL SUICIDE & CRISIS LIFELINE

Call to speak to someone 24/7.

211

YOUR LOCAL DOORWAY

Confidential access for substance use and recovery resources.

## Help is here, it's for you. There are lots of ways to get connected.

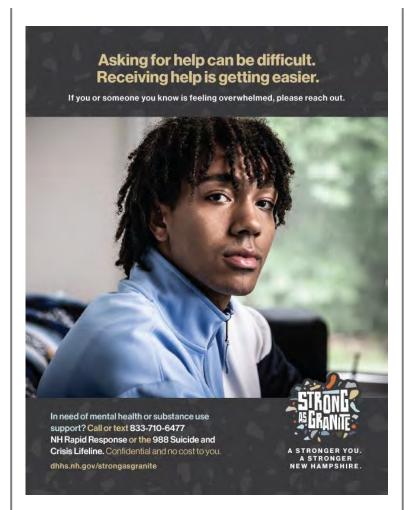
Different pathways all leading to the same place: a New Hampshire where getting help is the strong thing to do.



A STRONGER YOU. A STRONGER NEW HAMPSHIRE.

Crisis Lifeline. Confidential and no cost to you.

dhhs.nh.gov/strongasgranite





# Peer Support

- Peer Support Agencies (PSAs) are private not-forprofit agencies located throughout New Hampshire that have contracted with the NH Department of Health and Human Services to provide mental health support. Peer support services are provided by and for people with a mental illness and are designed to assist people with their recovery.
- Recovery Community Organizations (RCOs) are peer-led and peer run agencies that offer services to support people in their recovery from substance misuse. The RCOs support all pathways to recovery and offer peer recovery coaching, telephone support, and mutual aid groups.

# National Resources

- NAMI (National Alliance on Mental Illness)
- www.nami.org
- Search by state from link on national website, or directly by state For example:
- New Hampshire: www.naminh.org
- Maine: www.namimaine.org
- Massachusetts: <u>www.namimass.org</u>
- Vermont: <u>www.namivt.org</u>

# National Resources

- National Institute on Mental Health (NIMH)
- www.nimh.nih.gov
- Substance Abuse & Mental Health Services Administration (SAMHSA)
- www.samhsa.gov

#### Education

### Support

#### Advocacy

#### We are here for you.

Come as you are, and find **support**. We have groups both online and in-person to support individuals and families along their journey of mental wellness.





#### **In-Person & Virtual Support Groups**

- Peer Support for adults who have had symptoms of a mental illness
- Family Support for family members and friends of adults with mental illness
- Parent Support for caregivers of children & adolescents with social/emotional challenges
- Survivors of Suicide Loss for adults who have lost a loved one to suicide



#### **Closed Facebook Support Groups:**

- Family & Friends of Adult Loved
   Ones with Mental Illness
- Family & Friends of Loved Ones Experiencing Early Psychosis
- Caregivers of Children & Adolescents with Social/Emotional Challenges
- Military & Veteran Families

#### **Groups for Young Adults:**

- Life Under Construction on Facebook
- @lucnaminh on Instagram, X, and TikTok

To learn more about our support groups, scan the OR code, or call NAMI NH's Info & Resource line:





1-800-242-6264 press 4 or 8 for Spanish or info@NAMINH.org

# Do you have a child/youth waiting in the Emergency Department for mental health services?

## To Connect with Family Peer Support:

- Contact Heidi Cantin (<u>hcantin@NAMINH.org</u> or call/text 603-568-5771)
   during normal business hours (M-F, 9-5).
- Outside of business hours, visit <u>tinyurl.com/NAMINH-EDSupport</u> to complete the form or scan the QR code for a prioritized response.







#### Support

### **Education** Advocacy

#### Knowledge is Power

Come get a more in-depth understanding of mental illness and resources available. Our educational programs are taught by staff and individuals with lived experience.







#### A Class for Everyone:

#### **Courses for Families & Friends**

- . NAMI Basics for any parent or caregiver of a youth (age 21 and younger) with a mental health condition
- . NAMI Family-to-Family for family and friends who have an adult in their life with mental illness
- . NAMI Peer-to-Peer for adults with mental health conditions who are looking to better understand themselves and their recovery
- . Side by Side for families and caregivers of older adults diagnosed with a mental health condition
- Connect Suicide Prevention Program a National Best Practice training program in suicide prevention, intervention, and response to a suicide death



- NAMI In Our Own Voice a presentation given by trained individuals sharing a personal perspective of mental health conditions to educate the public on recovery from mental illness
- Ending the Silence a presentation geared towards middle & high school students, school staff & parents.
- Life Interrupted a recovery education presentation featuring trained presenters who have a family member with a mental health condition
- SurvivorVoices trained presenters share their story of suicide loss to promote healing and understanding
- Professional Development workshops and trainings on mental health and suicide prevention are available for educators, businesses, and community organizations
- · Crisis Intervention Team Program mental health awareness and de-escalation training for law enforcement and first responders





To learn more about our education programs, scan the QR code, or call NAMI NH's Info & Resource line:

O 1-800-242-6264 EXT4

NAMI NH Information & Resource Line

1-800-242-6264 press 4 or 8 for Spanish info@NAMINH.org

#### Support

### Advocacy Education

#### #Act4MentalHealth

Advocate for change by collaborating to fight stigma and discrimination while advancing positive solutions.







#### **Your Voice Matters:**

#### **Advocacy Opportunities**

- . It's Your Move Advocacy Training (Basic 1.0 & Advanced 2.0) provides participants with the skills and confidence to engage local officials one-on-one or within a group such as a community legislative forum; learn how your story can be a vehicle for change
- · Public Policy Alerts legislative updates delivered directly to your inbox with action steps for urgent policy matters; opportunities include sending emails, making calls, and attending hearings
- · Public Policy Committee take a seat at the (virtual) table to plan and monitor advocacy initiatives
- . 603 Stories share your story with this anti-stigma campaign designed to connect folks with help and hope
- · Get in touch advocacy@naminh.org

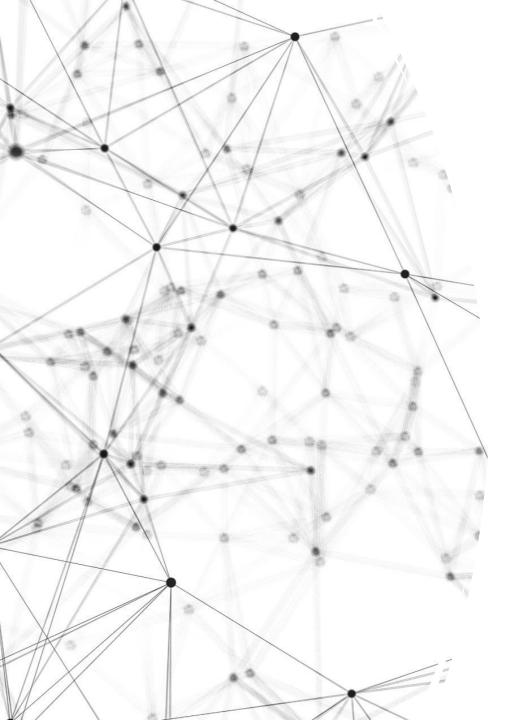




1-800-242-6264 EXT4

#### NAMI NH Information & Resource Line

1-800-242-6264 press 4 or 8 for Spanish info@NAMINH.org



# How can public health partners support you?

- Connect to and help understanding additional resources such as local, regional, state and national data
- Identifying vetted, trusted programs and speakers
- Evidence-based prevention strategies, trainings, curriculum and consulting with Certified Prevention Specialists staff
- Connection to resources and providers across prevention, intervention, treatment and recovery
- Following rapid changes in the landscape of mental health, substance use disorder and suicide prevention, intervention, treatment, recovery, insurance issues, other trends
- Increased collaboration with other providers and services to better serve your community

## What can Libraries do?

- Change our own language
- Become informed and empowered through training
- Host community education sessions
- Reduce stigma
- Know where to refer
- Join community collaboratives (RPH, 988, SPC)
- Trainings (connect, QPR, MHFA)
- Connect with NAMI, AFSP, DHHS, DBHRT, CMHC to assist the community
- NaloxBox
- Narcan training and availability

- Keep resource cards available for community members
- Post public awareness campaigns
- Have materials available to help community members understand behavioral health
- Create a safe and supportive place for all
- Become a Recovery Friendly Workplace
- Workplace wellness/recovery friendly
- Host books clubs on the topics
- Normalize help-seeking

# **Words Matter**

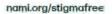


Use the guide below as a simple and caring approach to bust myths and stereotypes.

Inclusive language can help people feel more comfortable and reach out for support when needed.

PRINCIPLE	DESCRIPTION	CONSIDER SAVING	AVOID
Person-First Language	Person First means using language to recognize a person's experience with mental health as only part of them as a person, and not the whole.	Person living with schizophrenia. My brother living with OCD.	A schizophrenic.  My OCD brother.  She is an addict.
		She is a person recovering from addiction.	
Normalizing Language	Normalizing what one is going through and not minimizing or judging their experience with mental health can help people open up more	It's understandable to be feeling down with everything going on. What you're going through is challenging.	Depression is not a bad illness to have. Some people have it way worse. Why can't you just chill out?
Colloquial Language	Words and phrases that are second-nature to us (slang or colloquial expressions) may be rooted in problematic assumptions, which can hurt those around us.	I'm having trouble focusing. The weather is fluctuating a lot today. I like things done in a particular way. That's unreal/wild!	I have such ADD right now. This weather is bipolar. I'm so OCD about this kind of stuff. That's crazy/insane
Language Around Suicide	As one of the most stigmatized topics, it's helpful to have the right language when talking about suicide. Research shows that talking about and explicitly asking about suicide can greatly reduce the risk of someone dying by suicide.	Died by suicide. Ended their own life. Attempted suicide. Sometimes when people feel this way, they think about ending their life. Are you having these thoughts? That was so hard (avoid mentioning suicide casually).	Committed suicide Successful suicide. Unsuccessful suicide. You're not thinking of killing yourself, are you? OMG I wanted to kill myself, that was so hard.







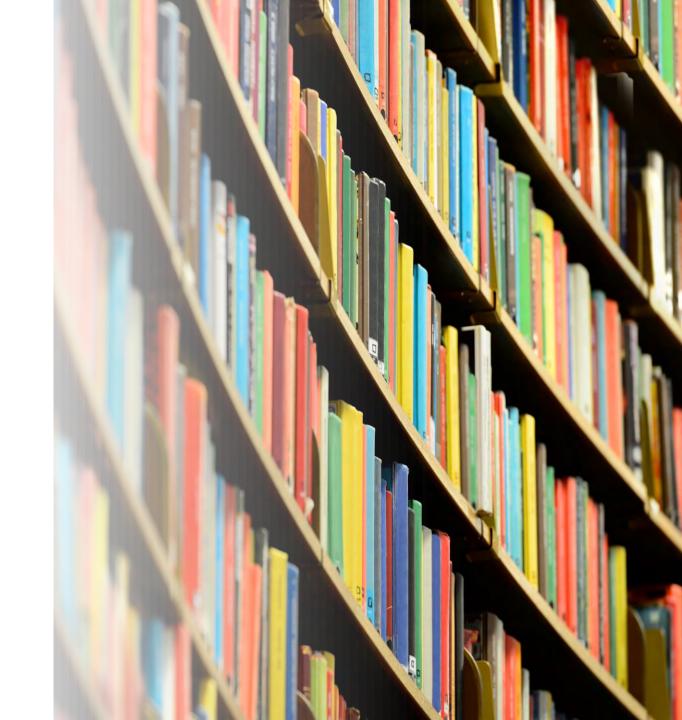
# **Suggested Books for Circulation**

- Katie Arnold, BRIEF FLASHINGS IN THE PHENOMENAL WORLD
- Ken Duckworth, You Are Not Alone: The NAMI Guide to Navigating Mental Health—With Advice from Experts and Wisdom from Real People and Families
- Christine M. Crawford, MD, You Are Not Alone for Parents and Caregivers – With Advice from Experts and Wisdom from Real Families
- Craig Miller, This is How it Feels
- Ned Vizzini, Its Kind of a Funny Story



# **Suggested Books for Circulation**

- Carl Hart, High Price
- Geoffry Hunt (ed), *Drug Treatment in International Perspective*
- Philippe Bourgois, In Search of Respect
- Maia Szalavitz, Unbroken Brain
- Nancy Campbell, Discovering Addiction
- Sam Quinones, DreamLand
- SAMHSA has a ton of stuff that can be ordered or downloaded on their website that's written for the general public: <a href="https://store.samhsa.gov/facet/Issues-">https://store.samhsa.gov/facet/Issues-</a> Conditions-Disorders/term/Substance- Abuse?narrowToAdd=For-the-General- Public&pageNumber=3



#### **Contact Information**

NAMI New Hampshire

Michele Watson, Volunteer Engagement Program Manager

mwatson@NAMINH.org

NH Department of Health and Human Services

Jenny O'Higgins, Senior Policy Analyst

Jennifer.ohiggins@dhhs.nh.gov





## WELCOME to the

# Libraries as a Third Place ECHO: Navigating Community Health

Session 3, Social Drivers of Health, April 10, 2025



# Today's Program

- Brief housekeeping
- Didactic: Social Drivers of Health
  - -Employment Jackie Pogue
  - Housing Dee Pouliot
  - Food/Nutrition- Chelsey Canavan
  - -Transportation Teri Palmer
  - Legal Aid Services Emma Sisti
- Case: Seddon Savage
- Discussion
- Summary
- Up Next



# **Employment Resources**

**Jackie Pogue** 

Jacqueline.a.Pogue@Dartmouth.edu



# **American Job Centers**

- https://www.careeronestop.org/localhelp/americanjobcenters/find-american-jobcenters.aspx
- Good for everyone and locations in most communities
- Called "NH Works" in New Hampshire, varied names in other communities
- Employment assistance
- Access to training and hiring events
- Referrals to resources
- Computer space
- Special services for Veterans and Youth



# State Vocational Rehabilitation

- All states: <a href="https://rsa.ed.gov/about/states">https://rsa.ed.gov/about/states</a>
- NH: <a href="https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-vocational-rehabilitation">https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-vocational-rehabilitation</a>
- NH process overview: <u>https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/vr-toolkit.pdf</u>
- VT: <a href="https://www.hireabilityvt.com/">https://www.hireabilityvt.com/</a>



# Community Mental Health Centers

- Individual Placement and Support (IPS) supported employment programs
- In all NH and VT mental health centers, programs in most other states too



# **Benefits Counseling**

- Helps people receiving public benefits like SSI, SSDI, and Medicaid understand how working will impact their benefits
- Granite State Independent Living (GSIL) <a href="https://gsil.org/services/benefits-counseling/">https://gsil.org/services/benefits-counseling/</a>
- Online tool: <a href="https://www.db101.org/">https://www.db101.org/</a>



# Recovery Friendly Workplaces

- NH: <a href="https://www.recoveryfriendlyworkplace.com/designees">https://www.recoveryfriendlyworkplace.com/designees</a>
- List of state programs: <a href="https://www.dol.gov/agencies/eta/RRW-hub/Additional-resources">https://www.dol.gov/agencies/eta/RRW-hub/Additional-resources</a>

# Apprenticeship USA

https://www.apprenticeship.gov/





#### Housing

Dee Pouliot, Managing Director

New Hampshire Housing Finance Authority



### Housing Choice Vouchers and Public Housing

#### **Housing Choice Vouchers**

- 11,034 Housing Choice Vouchers (Section 8) available in New Hampshire
- Administered by 18 local public housing authorities (PHAs)
- Each PHA maintains its own waiting list. Applicants can apply to more than one PHA
- Over 9,000 applicants on NH Housing's waiting list
- 4,361 vouchers administered by New Hampshire Housing
  - Vouchers can be used for homeownership assistance
  - Special voucher allocations for Veterans, Mainstream, Family Reunification, Foster Youth to Independence and Emergency Housing Voucher Programs

#### **Public Housing**

- 3,508 units of housing available
- New Hampshire Housing does not own Public Housing



## Waiting List Preferences at NH Housing

- Higher Ranking Preferences: 1-3 years possible wait
  - Terminal Illness Households with a family member who has a terminal illness
  - Home and Community Based Service Waivers. This preference is capped at 50 vouchers per calendar year and includes the following eligibility criteria:
    - Developmental disabilities (DD Waiver)
    - In-home support for children with developmental disabilities (HIS Waiver)
    - Acquired brain disorder (ABD waiver)
    - Adults with nursing home level care (CFI Waiver)
    - Individuals under 62 years of age who are transitioning out of a nursing home to a more independent setting
- Longer Wait: 7-9 years
  - People who are rent burdened / at risk of homelessness come after the higher-ranking preferences
  - This includes victims of domestic violence and veterans



## How to apply at New Hampshire Housing









Apply at NHHousing.org/apply

Application is available in English and Spanish

Call **1-800-439-7247**, select call center for information or to request application

Applicants are placed on HCV list by date of application and preference



### Housing Search

Search for Housing https://www.nhhfa.org/rental-assistance/search-for-housing/

 New Hampshire Housing has partnered with <u>AffordableHousing.com</u>, which provides an enhanced program to list rental properties online. Listings are available to potential Housing Choice Voucher holders or tenants looking for affordable apartments, duplexes, single-family homes, or townhomes nearby.

#### **Directory of Assisted Housing**

• Our Directory of Assisted Housing lists rental properties that offer income restrictions or rent subsidies for low-income families and seniors. It is updated on a regular basis by New Hampshire Housing to provide consumers, housing interest groups, and others with a guide to rent-assisted housing properties throughout the State. The publication is organized by county and community.



#### Resources for Renters

• <u>Emergency Shelter/Housing</u>: Call 2-1-1 or visit **211NH.org** for information on shelters and other housing information.

211 NH is the connection for NH residents to receive resources they need from specially trained Information and Referral Specialists. 211 NH is available 24 hours, 365 days a year. Multilingual assistance and TDD access is also available. For those outside of New Hampshire, call 1.866.444.4211.

- <u>603 Legal Aid</u>: If you need assistance with an eviction, contact 603 Legal Aid, which provides free civil legal services to low-income people.
- <u>CAPNH.org:</u> Community Action Partnership (CAP) agencies offer housing, food, weatherization, child care, energy assistance and other services.



## Food and nutrition support

ECHO April 9, 2025

Chelsey Canavan, MSPH

Manager, Center for Advancing Rural Health Equity

Population Health Department

Dartmouth Health

Food security means access by all people at all times to enough food for an active, healthy life.

Nutrition security means consistent access to and availability and affordability of foods and beverages that promote well-being, while preventing—and, if needed, treating—disease.

Prevalence of household food insecurity (2023)

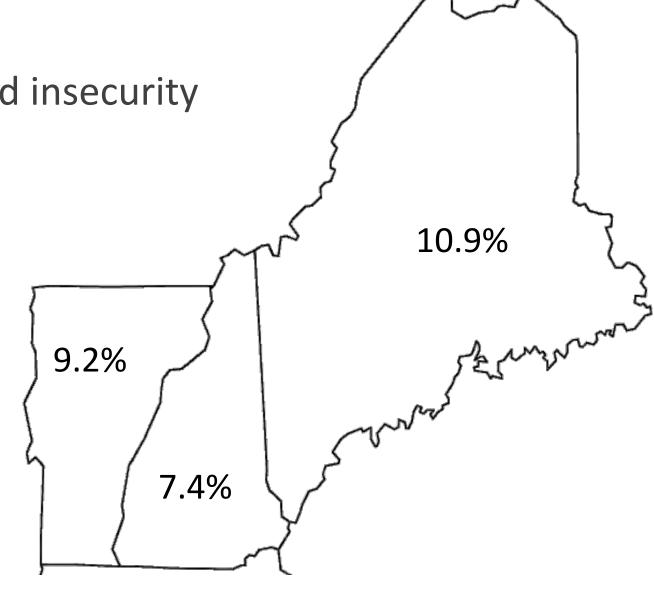
Nationally: 13.5%

Households with children: 17.9%

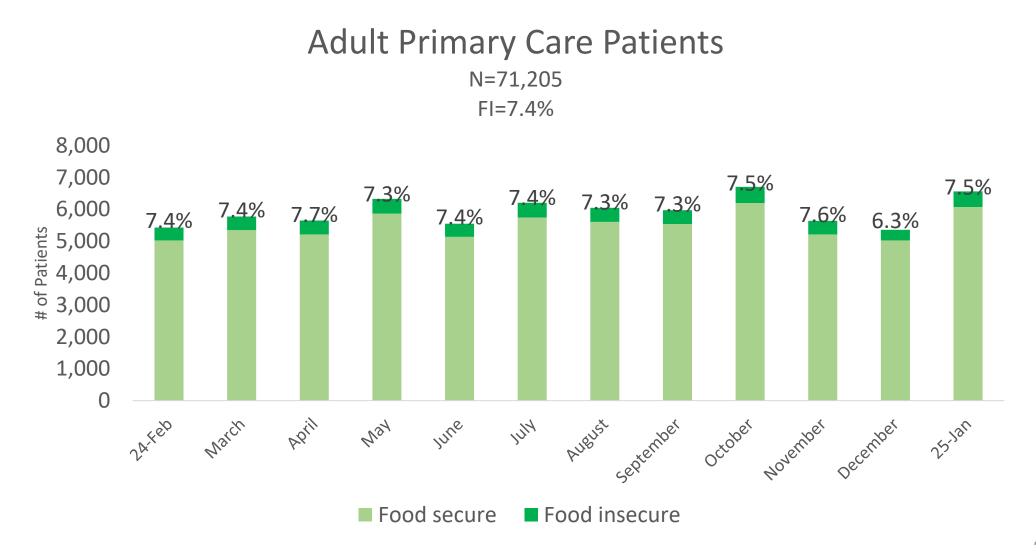
Higher in rural areas: 15.4%

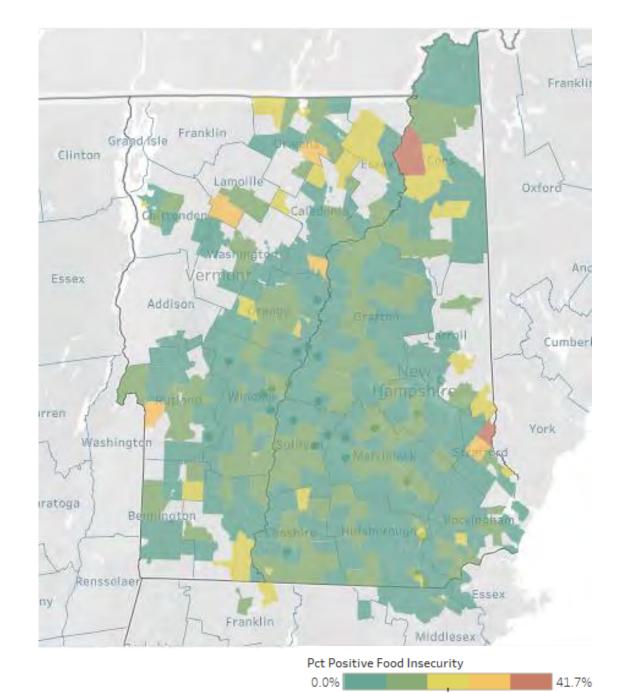
Hh with children: 20.3%

Lower in the northeast: 12.0%



#### Food Security Screening at Dartmouth Health





Food insecurity among adult DH primary care patients, by zip code, Feb 1 2024 – Jan 31 2025

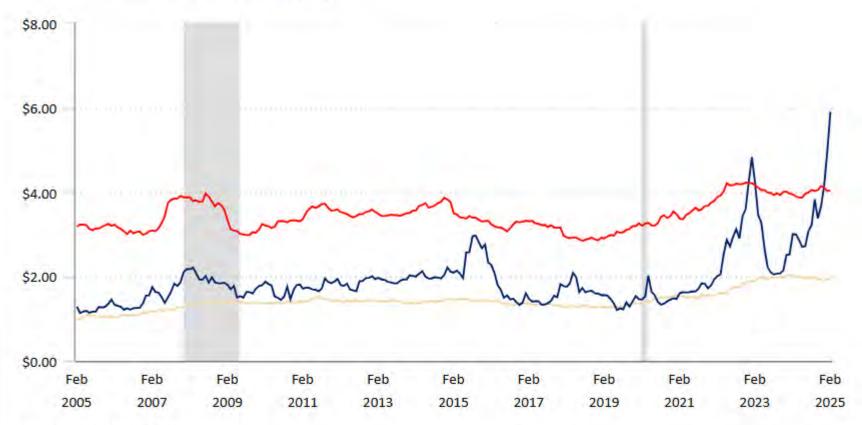
Hispanic/Latino: 17.3%

Black/African American: 18.2%

#### Average price data (in U.S. dollars), selected items

- Bananas, per lb.
- Bread, white, pan, per lb.
- Chicken, fresh, whole, per lb.
- Eggs, grade A, large, per doz.
- Ground chuck, 100% beef, per lb.
- Milk, fresh, whole, fortified, per gal.

- Oranges, Navel, per lb.
- Tomatoes, field grown, per lb.
- Electricity per KWH
- Gasoline, unleaded regular, per gallon
- Utility (piped) gas per therm



Hover over chart to view data.

Note: Shaded area represents recession, as determined by the National Bureau of Economic Research.

Source: U.S. Bureau of Labor Statistics.



MNEWSLETTERS & SIGN IN



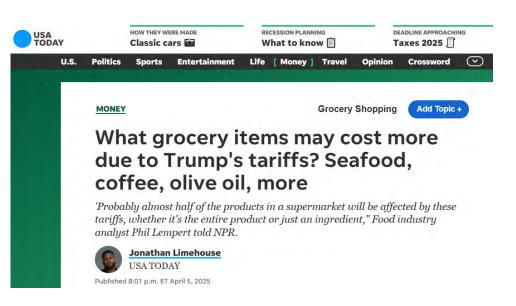
NATIONAL

#### Higher prices are likely for these 10 grocery items when tariffs hit

APRIL 4, 2025 - 12:24 PM ET

HEARD ON WEEKEND EDITION SATURDAY

By Scott Neuman





## Grocery prices will rise as much as 30% due to tariffs, expert says

#### Elissa Salamy

Mon. April 7, 2025 at 2:32 PM EDT · 2 min read



'Catastrophic' Honeybee Deaths In The U.S. Could Mean Higher Prices At The Grocery Store

#### **NBCUniversal**

Shoppers flock to generic grocery brands as prices soar

NBC

Thu, April 3, 2025 at 8:14 AM EDT





**ERIK ISAKSON/GETTY IMAGES** 

RD.COM → Money → Saving → Taxes

#### These 10 Foods Will Likely Cost More Thanks to Tariffs



By Kelly Bryant

Published On Apr. 03, 2025









#### What does food insecurity look like?

- Choosing between food and other basic needs
- Eating less; less frequently
- Prioritizing food among household members
- Cheap, highly processed and fast foods



### Food insecurity impacts diet and nutrition



Food insecurity affects dietary quantity and quality for adults and children



Low-income, food-insecure households spent less on food, purchased fewer calories overall, and had lower nutritional quality food purchases than low-income, food-secure households

#### Food insecurity impacts health outcomes

#### Children

- Asthma, anemia, colds, stomachaches
- Obesity
- Depression, anxiety
- Suicidal ideation, attempted suicide (in adolescence)
- Cognitive, academic, behavioral, and socio-emotional outcomes

#### Adults

- Overweight and obesity
- Diabetes, hypertension
- Depression, anxiety, sleep disorders
- Health-related quality of life
- Increased health care utilization and cost



# Get to know these food resources





#### Other public nutrition programs

- Child and Adult Care Food Program (CACFP)
   Healthy meals and snacks in child care centers, family child care homes, after school programs, emergency shelters, and adult day care programs
- National School Lunch Program & Breakfast Program Low-cost or free food for children at school
- Commodity Supplemental Food Program (CSFP)
   A monthly package of foods for low-income adults age 60+
- Old Americans Act / Meals on Wheels
   Daily meals for adults 60+ through congregate feeding or at home (MOW)

#### Food Banks

- Tons of resources
- Maps of member locations
- Mobile food pantry schedule
- SNAP assistance
- Job training
- Cooking Matters
- And more!



603-428-7474

9.52 miles
Directions

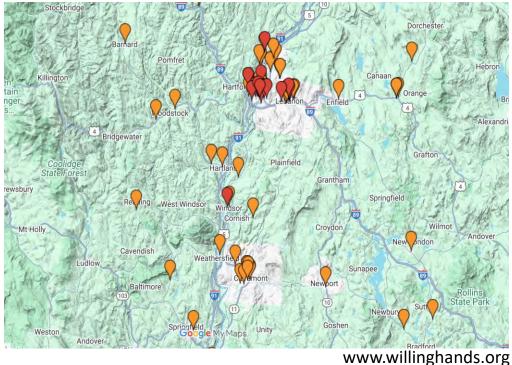
#### Other resources

- Local food pantries and food shelves
- Senior Centers
- Local school district
- NH Hunger Solutions
- Hunger Free VT











#### What else?

Make **brochures/materials** available to everyone & easy to access.

Help **normalize the conversation**: "A lot of people are having a hard time right now with these high food prices."

Consider **capacity to host** a food shelf, food drive, etc.

Host or promote **community gardens**.

Consider **books/events/activities** related to healthy eating for adults and children.





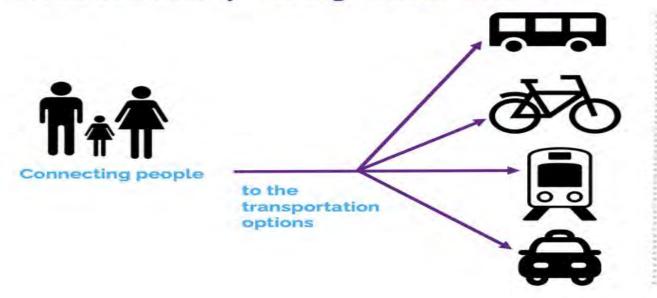
## Mobility Managers in New Hampshire

Teri Palmer, State of New Hampshire Mobility Manager



## **Mobility Management**

What is Mobility Management? Part 1





that can best get them to their destinations

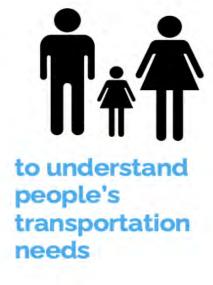


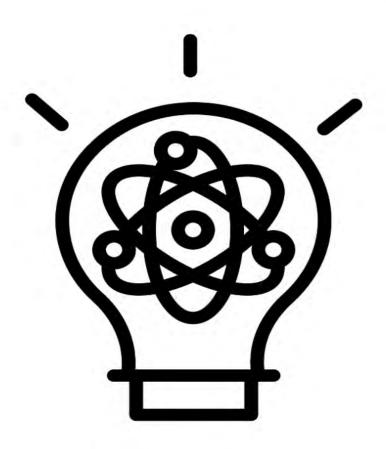
#### What is Mobility Management? Part 2



with

partners





and together create the new services that respond to those needs



**English** 



Keep NH Moving is the official website and transportation resource directory for the New Hampshire State Coordinating Council for Community Transportation and the Regional Coordination Councils.



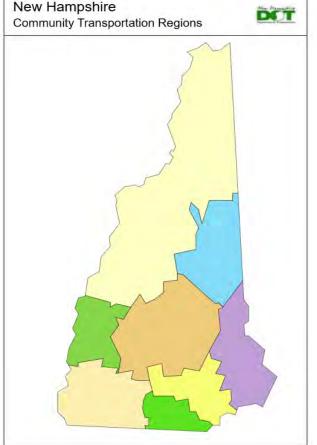








**●** 



Region 1 includes the following towns: Alexandria, Ashland, Bath, Benton, Berlin, Bethlehem, Bridgewater, Bristol, Campton, Canaan, Carroll, Clarksville, Colebrook, Columbia, Dalton, Dorchester, Dummer, Easton, Ellsworth, Enfield, Errol, Franconia, Gorham, Grafton, Groton, Hanover, Haverhill, Hebron, Holderness, Jefferson, Lancaster, Landaff, Lebanon, Lincoln, Lisbon, Littleton, Lyman, Lyme, Milan, Monroe, Northumberland, Orange, Orford, Piermont, Pittsburg, Plymouth, Randolph, Rumney, Shelburne, Stark, Stewartstown, Stratford, Sugar Hill, Thornton, Warren, Waterville Valley, Wentworth, Whitefield, Woodstock

#### Region 2 |

#### **Carroll County**

Region 2 includes the following towns: Albany, Bartlett, Chatham, Conway, Eaton, Effingham, Freedom, Hale's Location, Hart's Location, Jackson, Madison, Moultonborough, Ossipee, Sandwich, Tamworth, Tuftonboro, Wolfeboro

Region 3 | Cindy Yanski, Mobility Manager

#### Mid-State

Region 3 includes the following towns: Allenstown, Alton, Andover, Barnstead, Belmont, Boscawen, Bow, Bradford, Canterbury, Center Harbor, Chichester, Concord, Danbury, Deering, Dunbarton, Epsom, Franklin, Gilford, Gilmanton, Henniker, Hill, Hillsborough, Hopkinton, Laconia, Loudon, Meredith, New Hampton, New London, Newbury, Northfield, Pembroke, Pittsfield, Salisbury, Sanbornton, Sutton, Tilton, Warner, Webster, Wilmot, Windsor

Region 4 | Candy Reed, Mobility Manager

#### Sullivan County

Region 4 includes the following towns: Acworth, Charlestown, Claremont, Cornish, Croydon, Grantham, Goshen, Langdon, Lempster, Newport, Plainfield, Springfield, Sunapee, Unity, and Washington. Region 4 also covers the Sullivan County Transit service into Lebanon via Claremont and Newport.







#### Teri Palmer

State of NH Mobility Manager

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#### Accessing civil legal services in New Hampshire

Beyond Books ECHO Libraries Supporting Community Health & Social Services

## How can you client get help?



Apply online AS SOON AS POSSIBLE! www.603legalaid.org

Or have your client call us at 603-224-3333

Monday-Thursday 9AM-2PM

#### Who we are



We are the mash up of the former Legal Advice & Referral Center and the Pro Bono Referral Service

We came into existence on June 1 2021

We do all of the things!

- Centralized intake for all civil legal service issues in the state
- Advice and counsel in house (for housing and family matters)
- Referral to pro bono attorneys
- Low Income Taxpayer Program
- DOVE
- Clinics

## Areas we can help with



Housing (evictions, foreclosures, etc)

IRS Tax issues

Domestic Violence

Family Law

Bankruptcy and consumer protection

Criminal Record
Annulment

Administrative Hearings

Wills, POA, estate planning, advanced directives

**Individual Rights** 



## Special Considerations-DOVE Project

This is a collaboration between 603LA and the crisis centers through the state to connect clients who need representation at final protective order hearings

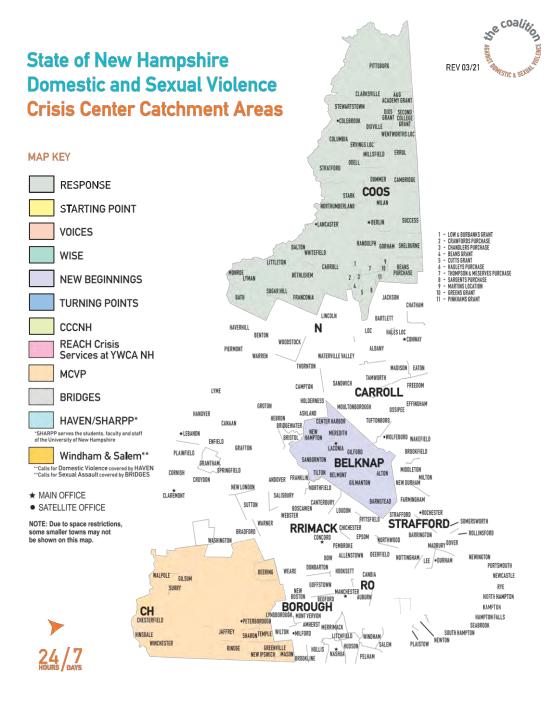
Volunteers commit for a limited scope of representation



## Special Considerations-DV cases

If your patron is the victim of domestic violence the best way to get them help is to direct them to, the local crisis center

Cases that come in through the crisis centers are screened by specially trained DV paralegals and the cases are routed to the appropriate in-house attorney, to NHLA for their DV project, or to a pro bono attorney through our DOVE Project







## Special Consideration-IRS Tax Cases

603LA has a Low-Income Taxpayer Project funded by a grant from the IRS

The entire mission of this project is to help people with their IRS tax issues

There are loads of free tax prep options for low-income people

- AARP provides free tax preparation for taxpayers regardless of age. 1-888-AARPNOW
  - Focus is on those over 50
- Can also receive fee tax preparation at their local Volunteer Income Tax Assistance (VITA) center--:
   https://www.graniteuw.org/our-work/granite-united-way-initiatives/volunteer-income-tax-assistance

Major take away: encourage your patrons to file their taxes, and if they need help, have them contact us! Our clients leave tons of money on the table because they are afraid of filing their taxes

If you have questions on behalf of your client, reach out to Adrianna Siniawski (asiniawski@603legalaid.org)

## Questions??

Call or email me ANYTIME. I mean it. I want to help you and your patrons.





603-584-4145 (this is my direct line)