

Unemployment Guide to Community Resources



Public Service
of New Hampshire
The Northeast Utilities System



**Food
Fuel/Electric Assistance
Housing:**

- Rent Assistance**
- Mortgage Guidance**

Clothing Assistance

Medical Assistance

- Mental Health**
- Prescriptions**

Holiday Assistance

Financial Counseling

Employment/Job Training



The Mental Health Center
OF GREATER MANCHESTER



DOING
THE MOST
GOOD™



New Hampshire
Catholic Charities



Updated as of May 6, 2011



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Introduction

“I never thought I’d be here.”

“I don’t even know where to begin.”

These are words heard all too often as a result of the challenges of today’s economic times. Knowing how overwhelming the situation can truly feel, it is our hope to provide you with guidance and knowledge to forge ahead. The following is a collaborative effort by many agencies who serve Greater Manchester to provide information about these services.

It is our every hope that as you access these services you will find practical means of assistance. Allowing you to free up your limited cash resources and apply them toward expenses we cannot assist with.

If you are a member of a faith community, please do not hesitate to communicate your needs within that community.

We wish you every success as you work through this time of challenge; remembering that there are better days ahead.

For Service Providers:

In addition to the information indicated above, some agencies have provided instructions for interagency referral which will help to create a smoother referral process. If you would like to include information about your agency in this toolkit, or if you are included, but need to make changes, please contact Susan Poulin at susan.poulin@use.salvationarmy.org.



Information and Referral Networks

2-1-1 New Hampshire

Tel: 2-1-1; from outside NH dial 1-866-444-4211

TTY: 603-634-3388

www.211nh.org

2-1-1 is the United Way's statewide, Comprehensive Information and Referral service providing assistance to New Hampshire residents 24/7 every day of the year.

For everyday needs and difficult times, 2-1-1 is your connection to thousands of resources available in New Hampshire. 2-1-1 is a free and confidential call from anywhere in New Hampshire, and offers person to person assistance with language translation available in over 170 languages. 2-1-1 is the number to dial when you need help and don't know where to call.

Hillsborough County ServiceLink

603-644-2240

555 Auburn Street

Manchester, NH 03103

www.nh.gov/servicelink

The **ServiceLink Resource Centers** network consists of thirteen community-based ServiceLink Resource Centers and many satellite offices with the common purpose of providing information and supportive referrals about resources for older adults, adults living with disabilities, chronic illness, and their families and caregivers.

ServiceLink Resource Centers are trusted places in your community to get answers about healthcare and other services for older adults, people with disabilities and caregivers. The ServiceLink Resource Center team is one phone call away. We'll listen to your needs, respect your privacy and help you find answers.



Food

The most available resource in Southern NH is food. Utilizing programs like food stamps, WIC, and school lunch will help reduce your monthly expenses. This will allow you to use your income in areas where assistance is less available. The first resource to consider when attempting to stretch your family income is to apply for food stamps and utilize area pantries. When utilizing food pantries, keep in mind most will only offer non-perishable items – with the exception of Food for Children and New Horizons (see below). Try to stock up on items you will need to save your cash or food stamps for fresh vegetables, meats, and dairy.

Food Stamps:**Department of Health and Human Services**

603-668-2330

195 McGregor Street, Suite 110

Manchester, NH 03102

Service Area: Auburn, Bedford, Chester, Goffstown, Manchester, New Boston, Pinardville, Weare **(each community has an office which serves them, residents of towns not listed here should locate their local DHHS office)**

Monthly food assistance to help families and individuals purchase a nutritionally adequate diet.

WIC:**Southern NH Services**

603-668-8010

40 Pine Street

Manchester, NH 03103

Service Area: Hillsborough County **(CAP agencies are located in every county, residents of other counties should locate their local CAP agency)**

Women Infants Children (WIC) offers income eligible families nutrition education and information in addition to vouchers that can be redeemed for food staples like milk, eggs, cereal and infant formula. Parents of children under five, pregnant, post-partum and breast-feeding women can all benefit from WIC.

New Hampshire Food Bank

603-669-9725 X240

700 East Industrial Park Drive

Manchester, NH 03109

Contact: Kaytlynn Brewster

The NH Food Bank provides:

- applications for food stamps
 - locations to have them processed
 - information about where to access food pantries in your area.
-

Pantries

Bedford Four Square Church
12 Station Rd (off Hawthorne)
Bedford, NH 03110
622-6306 (anyone in need)

REDUCED PRICE FOOD
Variety of pkgs from which to choose
Cash, EBT, Food stamps accepted

For order & distribution times CALL: Monday 9:00-1:00, Friday 9:00-3:00

Birthright
307 Kelley Street, 1st floor
Manchester, NH 03102
668-3443

Maternity & baby clothes

Blessed Sacrament
14 Elm Street
Manchester, NH

Wednesdays
Food, clothing (children's clothing only)

622-5445 (Manchester residents only – service area - Valley Street south to Litchfield line and from the Merrimack River to Mammoth Road)

Wednesday 1:00 PM to 3:00 PM, 1st and 3rd Wed A-L / 2nd and 4th Wed M-Z

Carenet Pregnancy Center
50 Bridge Street, Suite 104
Manchester, NH 03101
623-5534

Maternity & baby clothes, baby furniture
(first-time mothers, NB-6 mos)

1st Assembly of God
45 Myles Drive
Auburn, NH
483-2272 (anyone in need)
Saturday 7:00 AM to 8:30 AM

Every Saturday
No clothing

1st United Methodist
961 Valley Street
Manchester, NH
622-8863 (service area – Greater Manchester, Hooksett, and Allenstown)
Tuesday 9:00 AM to 11:30 AM

Every Tuesday
No clothing

Food for Children
JFK Coliseum
303 Beech Street
Manchester, NH

Every Saturday – 9:30 AM
Sign in between 8:00-8:30 AM
(anyone in need)

9:30 AM Sign in between 8:00-8:30

Manchester Christian Church
1308 Wellington Road
Manchester, NH 03104
622-9677

By Appointment Only

No clothing
(Anyone in need)

Call by 9:00 AM on Monday for Wednesday evening pick-up.

New Horizons Soup Kitchen
199 Manchester Street
Manchester, NH
668-1877

Proof of residency & income
Social security cards for adults
Birth certificates for children

Manchester residents only

Monday, Wednesday, Friday 12:00 PM to 1:00 PM

Thursday 6:00 PM to 7:00 PM

Parish of the Transfiguration
305 Kelley Street
Manchester, NH 03102
628-6859

Once a month

Call for appointment

Manchester Westside Only

Sacred Heart Catholic Church
247 South Main Street
Manchester, NH 03102
625-9525

Call for appointment

Manchester Westside Only (Conant St to Boynton St)

Pick-up will be on Tuesdays

The Salvation Army
121 Cedar Street
Manchester, NH
627-7013

By appointment only, weekdays

Once every 3 months

Manchester and Bedford residents only

St. Andrew's Episcopal Church
102 Main Street
Manchester, NH 03102
622-8632

1st and 3rd Tuesday of each month

Call for appointment

Proof of residency required

Manchester residents only

8:45 AM – 10:30 AM

St. Anthony Church
172 Belmont Street
Manchester, NH 03103
625-6409

Call for appointment

Must be parish member or live within the parish area

St. Marie's Catholic Church
133 Wayne Street
Manchester, NH 03102
622-4615

Manchester West Side only (between Conant St & Biron Bridge)

Call for appointment, leave name & phone number. Calls will be returned between 4:30-7:00 p.m. only.

St. Pius X Catholic Church
575 Candia Road
Manchester, NH 03103
622-6510

Parish members only

Call for appointment

St. Raphael's Church
103 Walker Street
Manchester, NH 03102
623-2604

7:00 PM – 8:00 PM

Manchester West Side Only

Mondays

Must prove West side residency & social security card

St. Joseph Community Services

St. Joseph Community Services offers Community Dining and Meals-on-Wheels at 3 locations in Manchester. Community Dining is available for any person age 60 or above. Community Dining is a great opportunity to meet others and participate in site events. Meals on Wheels Home Delivery is available for any person who is over 60 and homebound or any person who is under 60 and meets the financial and homebound criteria. All program participants need to complete intake paperwork. A donation of \$2 per meal is requested but not required. Transportation to our meal sites is available and arrangements can be made by calling 669-1699.

Manchester locations:

William B. Cashin Senior Activity Center
151 Douglas Street
Manchester, NH 03102
603- 668-0254
Lunch is served at 11:30 am

Carpenter Center
323 Franklin Street
Manchester, NH 03101
603-669-1699
Lunch is served at 11:30

First Congregational Church
508 Union Street
Manchester, NH 03104
603-626-6016
Lunch is served at 11:30



Fuel and Electric

Another way that New Hampshire residents can take a proactive approach to expanding their income is to apply for fuel assistance through their local CAP agency. The idea here is to get the utility help you qualify for whether oil, gas, electric, or some other type of utility. This will reduce your expenses making more cash available to you. Additional resources are available in the case of an emergency (see below). A situation is considered an emergency when a disconnect notice has been issued or an oil tank is empty. Most agencies require that you have applied for fuel assistance before considering heating assistance. A denial from one agency does not necessarily mean that another agency will also issue a denial.

Southern NH Services – Fuel Assistance

603-647-4470
160 Silver Street
Manchester, NH

Service Area: Hillsborough County (**CAP agencies are located in every county, residents of other counties should locate their local CAP agency**)

Winter heating fuel assistance benefits range from \$150 to \$1125. Fuel assistance is available once a year depending on household income and heating costs. This benefit can also be used toward rent when heat is included in the rent and the rent is not subsidized.

Electric Assistance: Year round discount on household electricity bill. Discounts range from 5% to 70% depending on household income.

Weatherization: Weatherization of the household to make the home safe, comfortable, and less costly to heat. Electric usage will also be discussed to reduce non heating electric base load costs.

NHN: The Neighbor Helping Neighbor fund will help clients who do not qualify for Fuel Assistance but have a utility disconnect notice or a broken payment arrangement and a financial hardship.

Other various energy assistance programs are available. These may help with utility or heating costs for families in an emergency situation with a financial hardship.

Manchester City Welfare

603-624-6484
1528 Elm Street
Manchester NH 03101

Service Area: Manchester Residents

Temporary emergency assistance to Manchester city residents for the basic necessities of life



Housing-Rent

The Way Home

(603) 627-3491
214 Spruce Street
Manchester NH 03103

Security Deposit Loan Program: The Way Home is a local administrator for New Hampshire's Housing Security Guarantee Program for households with incomes no more than 50% of the area's median income. Through this program the landlord is guaranteed a portion or all of the security deposit. The guaranteed amount is the security deposit loan for which the tenant agrees to make monthly payments to The Way Home. Those seeking a security deposit loan are to make an appointment with a housing counselor for a housing affordability counseling session. For a loan transaction to be closed, an applicant must be able to pay the ongoing costs and demonstrate the ability to be successful tenants, the condition of the apartment must be acceptable, the landlord must agree accept the Letter of Guarantee. Often applicants are approved contingent on specific steps designed to make housing affordable.

Homelessness Prevention and Rapid Re-Housing (HPRP). This special program designed to rapidly transition low income renters to stability, either through their own means or through public assistance has two parts:

Homelessness Prevention is available to households in need of assistance to remain housed. The Way Home is administering HPRP Homelessness Prevention for Manchester households. Applicants meet with a housing counselor to work out a housing affordability plan. If the housing unit is not safe and affordable, the applicant may be assisted to relocate. If HPRP rental assistance is approved, it will be short-term, shallow assistance, which may be used toward current or back rent to prevent an eviction. Continued financial assistance requires effective use of housing stabilization services provided by the Housing Counselor to coach the participant on their housing stability goals.

Rapid Re-Housing for New Hampshire households who are homeless or victims of domestic violence is also administered by The Way Home. Program participants are assisted to locate a safe, affordable apartment and to take steps toward housing stability. Financial assistance is available for moving costs, security deposit, and short-term rental assistance.

Southern NH Services Housing and Homeless Outreach

603-668-8010

40 Pine Street

Manchester, NH 03103

Contact: Michael DeFabio

The homeless outreach specialist at SNHS works to help individuals who are homeless to find housing and to help to prevent homelessness for those in danger of eviction.

The Salvation Army

603-627-7013

121 Cedar Street

Manchester, NH 03101

Contact: Susan Poulin**Interagency Referral:** Denial letter is required from City Welfare.**Service Area:** Manchester and Bedford

Housing assistance is available to individuals or families who have become unemployed after a consistent employment history. Applicants must have applied to City Welfare, provide a photo ID, and proof of Manchester/Bedford residency.



Housing-Mortgage

NH Housing Finance Authority (NHHFA)

603-472-8623

32 Constitution Dr,
Bedford, NH 03110

www.nhhfa.org

New Hampshire Housing Finance Authority's mission is to promote, finance and support affordable housing opportunities and related services for New Hampshire families and individuals through the efficient use of resources and the building of effective partnerships, thereby contributing to the economic and social development of the State and its communities.

The Way Home

603-627-3491

214 Spruce Street
Manchester NH 03103

Housing Counseling for Home Owners. The Way Home's HUD Housing Counseling Specialist teaches financial management skills to make housing affordable. The Housing Counselor will work with both the homeowner and the mortgage servicing personnel on strategies to prevent foreclosure. The process includes reviewing options that may be available through specific investors, mortgages servicers and government resources, providing a financial assessment of family income/expenses, outlining a menu of cost cutting options, reviewing programs available to assist client to consolidate debt, and setting up payment plans. Once financial management issues have been reviewed with the client, the Housing Counselor will advocate with the mortgagor on resolutions that may be available. The first effort is to keep the home with reinstatement of the mortgage which may be accomplished up to the date of auction / sale by servicer. If the client has to give up the home, efforts are made to reduce the loss through pre-foreclosure sale, short-sale or deed-in lieu of foreclosure. The Way Home's rental housing counseling and homelessness prevention services are available to assist the client to relocate.

NeighborWorks Greater Manchester

603-626-4663

www.nwgm.org

20 Merrimack Street
Manchester, NH 03101

NeighborWorks(r) Greater Manchester is a non-profit organization dedicated to the lives of individuals and families living in the Greater Manchester region by providing access to quality housing services, revitalizing neighborhoods and supporting opportunities for personal empowerment. NeighborWorks(r) Greater Manchester has helped thousands of people break the cycle of poverty and improve their financial stability through either home ownership or sustaining home ownership.

On the first and third Tuesday of every month, we open our doors for a FREE information workshop on foreclosure prevention and intervention. If you are a homeowner experiencing financial difficulty, it is important to understand your options in regards to your home. Topics covered in the Making Homes Affordable Program are loan modifications and alternative solutions to foreclosure.



Clothing

The Salvation Army

603-627-7013

121 Cedar Street

Manchester, NH 03101

Contact: Susan Poulin

Manchester and Bedford

Clothing closet is accessible by appointment and distribution is based on availability. Coats are available during the winter months and no appointment is required.

Warm Clothing is an opportunity for children to shop for seasonal needs each November. Families must be nominated for this program so an appointment is necessary.

St. Vincent DePaul Thrift Store

603- 627-1412

177 Wilson Street

Manchester NH 03103

Gently used clothing, blankets and small appliances (at reduced cost).

Family Outfitters Thrift Store

603-641-6691

186 Granite Street

Manchester, NH 03101

Gently used clothing, blankets and small appliances (at reduced cost).

Child & Family Services- Teen Resource Center

603- 518-4304

99 Hanover Street

Manchester, NH 03101

Resource: Clothing assistance for ages 12-22 who are homeless, runaway or at-risk of becoming homeless.

Time: Mon., Wed. & Thursday 10-6pm; Tuesday 11-6pm and Friday 12-5pm

Blessed Sacrament

14 Elm Street

Manchester, NH

622-5445

Manchester residents only
Children's clothing only – call for appointment

Many churches in each community offer warm clothing during the winter months. Contact 211 or your local church/parish to learn more about what is available in your area.



Medical / Prescriptions/ Mental Health

Dealing with the Economic Downturn

We are all feeling the effects of these tough economic times. With the crisis on Wall Street, we've seen savings plummet, home foreclosures in unprecedented numbers, bankruptcies on the increase and the cost of everything going up. With unemployment on the rise there is worry about job security and layoffs. With all the uncertainty and no quick fix on the horizon, it's no surprise that people are feeling angry, anxious and depressed.

"One of the things that can really get to people in these economic times is the uncertainty and the loss of a sense of control over their circumstances. The economy has impacted people who never would have imagined they could be in this situation, struggling with financial losses or job loss for the first time. For others, the added stress has placed even greater pressure on relationships that may have already been strained or on their ability to cope with existing issues such as depression or substance abuse," notes Rik Cornell, MSW, ACSW, LICSW, Clinical Director and therapist with Bedford Counseling Associates.

Knowing how to make the best of these difficult times can go a long way in helping to cope. One of the healthiest things people can do is not deny the stress, but recognize it and take healthy steps to manage it. "Not to minimize the difficult realities many people are facing, but there are some very simple steps people can take to help maintain their emotional balance and overall well-being," notes Cornell. Some simple self-care steps include the following:

- Recognize the difference between the things you do and do not have control over. Take stock of your personal situation and make a specific plan to address those things that you can control. Concentrate on things that are doable.
 - Get some exercise; go for walks, run or other physical activities.
 - Eat a healthy diet and avoid the tendency to overindulge in food, alcohol or other drugs as a misguided way to "reduce stress."
 - Get enough sleep.
 - Monitor and adjust your breathing pattern. Shallow breaths increase tension.
 - Try simple relaxation techniques like yoga or meditation.
 - Turn to your spiritual or religious community as a source of support.
 - Allow your support system of family, friends or work colleagues to provide positive emotional support. Looking directly at people when conversing makes you feel more connected to them.
-

- Reach out to help others; giving of yourself can go a long way in restoring your own sense of self-worth and purpose.

“Depending on a person’s personality type, some individuals will be naturally more optimistic, resilient and adaptable in the face of uncertainty. These folks will respond to the economic downturn by coming up with a strategy for how they will get by with less money or see an opportunity to take stock and make needed changes in their life. While others who are more anxious or depressed to begin with may find these uncertain times overwhelming,” observes Cornell.

Stress and anxiety during these tough times is normal. But if negative feelings prevent you from doing your daily activities or interacting with family; cause major changes in your sleep, appetite or energy level; provoke excessive guilt or worry; or make you so distracted that you can’t concentrate or focus, you should consider seeking professional help. If you or someone you know has thoughts of suicide or becomes preoccupied with death, then an immediate response is required to help them regain control of their life.

In closing, it is very important for people affected by the economic downturn not to perceive their changed state of affairs as a personal failure. Rather, it must be accepted as an unfortunate consequence of turbulent times that are beyond any one person’s control. We must find ways to support one another as we adjust to changing circumstances in our lives. To move this agenda along, do something unexpectedly nice for someone today. If they seem to value what you’ve done, suggest that they pay it forward.

For more information, contact Bedford Counseling Associates at 603.623.1916.

Bedford Counseling Associates, an affiliate of The Mental Health Center of Greater Manchester, provides a full-range of outpatient counseling for children, adolescents and adults, including naturopathic medicine.

Medical:**Mobile Community Health Team Project**

603 663-8718

Resource: Health care for the homeless in Manchester providing medical care, physical exams, blood pressure screening, lab work, TB/HIV testing and counseling. Eye care and Dental referrals available on a limited basis. Ask about a flu shot!

New Horizons:

(for men and women)

Mon/Tues 8:00-12:00PM

Wed 8:00-5:00PM

Thurs 8:00-11:00AM

Fridays 8:00-5:00PM

Families in Transition:

(families, women and children)

Tues 1:30-5:00PM

Wed 8:30-12:00PM

Thursdays 1:30-5:00PM

Manchester Health Department

603- 624-6466

1528 Elm Street

Manchester NH 03101

Flu shots for infants and children up to 18 years (cost Free) adults (cost \$15.00)

NH Healthy Kids**Manchester and surrounding area:**

Department of Health and Human Services

603-668-2330

195 McGregor Street Suite 110

Manchester, NH 03102

Statewide:

877-464-2447

1 Pillsbury Street Suite 300

Concord, NH 03301-3556

New Hampshire Healthy Kids (NHHK) provides access to low-cost and free health coverage options for New Hampshire's uninsured children and teens. NHHK works in partnership with the New Hampshire Department of Health and Human Services, Harvard Pilgrim Health Care, Northeast Delta Dental, hospitals, community health centers, healthcare providers, schools and social service agencies across New Hampshire to connect uninsured children with the healthcare services they need to stay healthy and go to school ready to learn.

Manchester Community Health Center

603-626-9500

145 Hollis Street Manchester, N.H. 03101

MCHC is a private non-profit health center and offers services on a discount sliding-fee scale. If you do not have insurance, or have a large deductible, you may apply for financial assistance. Eligibility for the Medical Assistance Card will be determined by one of our Patient Account Representatives through an intake process. A discount will be applied to services offered by the Health Center as well as some of the services provided by the two local hospitals and Dartmouth Hitchcock, Manchester. If you would like to apply for the Medical Assistance Card, please call the Health Center (626-9500) and ask to speak to Patient Registration(extension 9516). Patient Registration will send you the appropriate paperwork to get you registered.

NH Health Access Network

603- 225-0900

Help in finding free medical care.

Prescriptions:**NH Catholic Charities**

603-624-4717

325 Franklin Street

Manchester, NH

Contact: Brother Paul Crawford

Medication Bridges is a program that will assist uninsured or underinsured in finding free or low cost prescription medication.

Partnership for Prescription Assistance

888-477-2669

For any person who does not have medical insurance (only for prescription medicines).

The Salvation Army

603-627-7013

121 Cedar Street

Manchester, NH

Contact: Susan Poulin

Assist with medical prescriptions once a year on emergency basis only

Catholic Medical Center

626-2626

Compensated Care Program

Elliot Hospital

663-2571

NH Health Access

Dartmouth Hitchcock

695-2798

Mental Health:**Mental Health Center of Greater Manchester**

603-668-4111

401 Cypress Street

Manchester, NH 03103

Mental Health counseling available to all individuals/families regardless of whether insurance is available. Counselors are able to assist unemployed individuals to cope with the stress of their situation so that they may remain motivated and ready to return to work.

NH Catholic Charities

603-624-4717

325 Franklin Street

Manchester, NH

Contact: Brother Paul Crawford / Steve Knight

Catholic Charities facilitates many English and Spanish speaking support groups for the unemployed across Manchester. Contact Brother Paul or Steve Knight to learn about locations and availability.

Stressed Out by the Economy? Reality Check/Coaching Sessions Offer Support

The economic downturn has affected nearly all of us in one way or another. Perhaps the hardest blow has been the unexpected severity of the impact on so many individuals who, despite doing all

the right things, have lost jobs or suffered significant financial hardships. According to Ken Snow, MSW, ACSW, Vice President of Community Relations, "In recent months we have experienced a surge in requests for mental health care by individuals and families who have been impacted by these changes in the economy. Many have lost jobs, homes, savings and, unfortunately, health insurance. We are seeing people who are proud, bright, capable, successful people who were just completely unprepared and inexperienced in dealing with this level of

financial distress and never imagined it could happen to them." "Our greatest concern is for individuals who are reluctant to seek the help they need because they have lost their health insurance and are concerned about creating another expense. We know that early intervention produces the best outcomes and can help prevent emotional distress from leading to more serious depression or psychological crises. As an agency, we are committed to respond to those people who, through no fault of their own, have been devastated and need to regain control of their lives," says Snow. That preventive support is now possible thanks to a \$5,000 grant from TD Bank, through the TD Charitable Foundation. By partnering with TD Bank, The Center is now offering outreach to any resident of the region who has experienced a serious psychological/emotional response in the midst of the ongoing economic downturn by providing a free **Reality Check/Coaching Session**. This one-hour session with a licensed mental health practitioner at Bedford Counseling Associates will assess the nature and severity of the person's emotional state, his resiliency and suggestions for follow-up when indicated. The session will also provide coaching on stress management, creating emotional supports and strategic planning. Participants will receive a Pocket Guide for

Managing Distress that includes helpful information on coping. The fact that the initial session is free eliminates the financial barriers to taking that first step in seeking support. "This gives us the opportunity to assess the person's emotional state and explore financial assistance options for appropriate follow-up care, when indicated," explains Snow.

For more information or to schedule a Reality Check/Coaching Session, please call Bedford Counseling Associates at 603.623.1916

1228 Elm Street, Suite 201, Manchester, NH 03101 603.623.1916
www.mhgcmm.org



Holiday Assistance

The Salvation Army

603-627-7013

121 Cedar Street

Manchester, NH

Thanksgiving and Christmas Baskets

Toy Shop

Contact: Susan Poulin

(Manchester and Bedford residents only)

NH Catholic Charities

603-624-4717

325 Franklin Street

Manchester, NH

Contact: Brother Paul Crawford

Toys for Tots

Many churches in each community offer holiday assistance. Contact 211 to learn more about what is available in your area.



Financial Counseling

Manchester Christian Church

Good Sense

603-622-9677

1308 Wellington Road

Manchester, NH 03104

Manchester Christian Church has trained, confidential counselors available to help individuals/families to work on their budget in the following areas: earnings, savings, debt payments, lifestyle spending, and more.

New Hampshire Food Bank

Operation Frontline

603-669-9725

700 East Industrial Park Drive

Manchester, NH 03109

Contact: Becca Story

Operation Frontline classes teach nutrition and actual hands on shopping on a budget.

NeighborWorks Greater Manchester

603-626-4663

www.nwgm.org

20 Merrimack Street

Manchester, NH 03101

NeighborWorks Greater Manchester is a HUD Approved Counseling agency that can help individuals/families take charge of their financial situation by teaching financial management and planning skills needed to make the most of their income, savings, obtaining assets and prepare participants for home ownership or to help sustain home ownership.



Employment and Job Training

NH Works

MANCHESTER OFFICE

603 627-7841

300 Hanover Street

Manchester, NH 03104-4957

Contact: Leanne Topolosky

www.nh.gov/nhes

NH Employment Security (NHES)

Visit our agency locations today. You don't have to be out of work to use our services. We've been serving Job Seekers and Employers since 1938.

Unemployment Compensation Bureau (UCB):

- Pay benefits to eligible claimants temporarily unemployed or underemployed through no fault of their own. Benefits are paid to former employees of private industry, state and local governments.

Employment Service Bureau (ESB):

- Operates a free public employment service through a statewide network of job and information centers, providing a broad range of assisted and self-directed employment and career related services and labor market information to all customers.

Workforce Investment

603-656-6503 Ginny Haley

603-656-6510 Kristie Henderson

603-656-6540 Emily Labonte

603-656-6520 Leo Poisson

300 Hanover Street

Manchester NH 03103

Workforce Investment Act (WIA) offers a wide range of employment and training services to individuals age 18 or older who meet program eligibility guidelines. Services available include skills assessment, job search and placement assistance, labor market information, individual and group counseling, case management, supportive services, and occupational skills training.

Veteran Services: Veterans are given preference in each of our local offices in the referral to job orders. Our Veterans Representatives are available on a scheduled basis to assist veterans. They network with other veterans' social and supportive service agencies as well to get assistance for veterans.

Older Worker Services: NH Works is a resource for employees of all ages. If you are an older worker and want to know what resources are available for you, click on one of the links below. Or, call us at 800-852-3400.

Disability Services: Resources are available to employers and employees to assist in finding good employee-job matches; on-the-job training; job analysis; and assistance on accommodating people with disabilities in the workplace.

New Hampshire Food Bank

603-669-9725 X145

700 East Industrial Park Drive

Manchester, NH 03109

Contact: Helen Costello

NH Food bank offers an 8 week culinary job training program to prepare unemployed and underemployed individuals to gain employment in the food service industry. There is no cost to attend this course.

Manchester Community Resource Center

603-647-8967

177 Lake Avenue

Manchester, NH 03103

EMPLOYMENT SERVICES:

- Local Job Postings
- Career Development
- Job Readiness
- Resume-Writing Assistance
- Job Development and Placement Assistance
- Basic Job Skills Training
- Career-Specific Training

EDUCATION SERVICES:

- Career Training
 - Certification/Workforce Credentials
 - GED Test Preparation Services
 - GED Practice Testing
 - English Classes (ESL/ESOL)- All Levels
 - Computer Skills Classes- All Levels
 - College Transition Services
 - Financial Management Education
 - Adult Basic Education
 - Life Skills Education
-



EMERGENCY/MEDICAL NUMBERS

9-1-1 for all EMERGENCIES

Manchester Police Department

351 Chestnut Street
Manchester, NH 03101
(603) 668-8711 Non-urgent general information
www.manchesternh.gov/police

Manchester Fire Department

100 Merrimack Street
Manchester, NH 03101
(603) 669-2256 Non-urgent general information
www.manchesternh.gov/fire

Poison Control Center

1-800-222-1222

Hospitals/ Medical Centers:

Catholic Medical Center (603) 668-3545
Elliot Hospital (603) 669-5300
Manchester Community Health Center (603) 666-8558
