



State Fiscal Year 2006 Annual Report Highlights

Toll-Free: 1-866-634-9412
www.servicelink.org

<p>What is ServiceLink?</p>	<p>The ServiceLink Resource Center (SLRC) program was created to provide easier access to resource information to help people live fully and enable them to learn more about their options and make plans that support their independence.</p> <p>There are 13 ServiceLink sites around the state, with at least one SLRC in each county and many satellite locations throughout the state to provide greater access to consumers. Using the national toll-free number will connect you to a ServiceLink near you. Each SLRC site is part of a statewide network, there are no “wrong doors.”</p> <p>Information, referrals, and assistance are available via phone, email and personal meetings. Home visits to the homebound or those lacking transportation are available.</p>
<p>Help Available for Consumers</p>	<p>The ServiceLink Resource Center provides a connection to services including:</p> <ul style="list-style-type: none"> • Long-Term Support Options • Prescription Assistance • Mental Health Services • Housing Options • Chore Services and Home Delivered Meals • Financial/Retirement Planning • Available Transportation • Caregiver and Family Supports • Disability Services • Community Involvement Opportunities
<p>More than just Information and Referral</p>	<p>Also available at each ServiceLink Resource Center site:</p> <ul style="list-style-type: none"> • Medicare Learning Centers to help you understand your benefits. These centers have a computer with internet access and a lending library for you to use; and • Family Caregiver lending library supplied with useful tools and resources that can be mailed to you or available to you to access at the ServiceLink Resource Center sites.

For your Reference

Use this Rolodex card to contact the ServiceLink Resource Center.

There is also space on the back of the card to record the contact information for your local SLRC.

ServiceLink
Resource Center

**Your Link to Information and Support
Services Within Your Community**



1-866-634-9412 **www.servicelink.org**

ACCOMPLISHMENTS SFY 2006

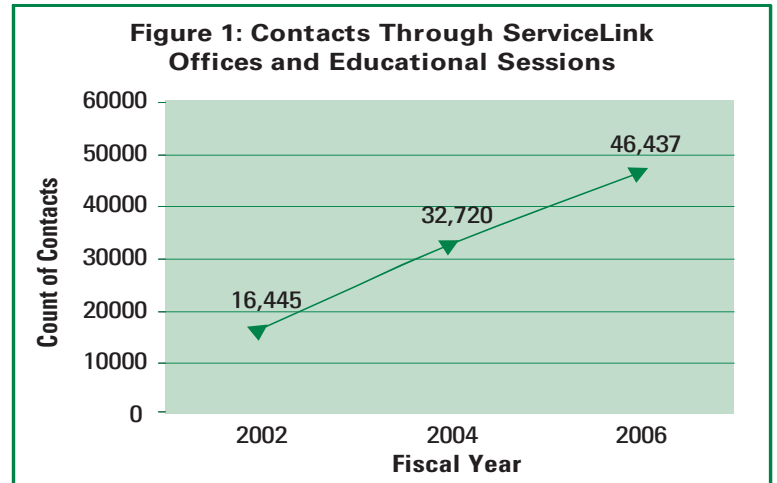
The ServiceLink team cares deeply about the community they serve. Staff takes pride in being responsive to their consumers and more especially in knowing their consumers trust the team to help them make good decisions. There are many conscientious and caring ServiceLink team members and volunteers working throughout the state.

IN SFY 2006 SERVICELINK:

- Responded to 46,437 inquiries; a 26.5% increase from SFY 2005.
- Contributed 13,836 hours in volunteer time.
- Met with over 1,459 consumers in their home or community setting because they were unable to travel to a ServiceLink office.

MEDICARE LEARNING CENTERS:

In 2006, ServiceLink partnered with community providers, the Department of Health and Human Services and the Health Insurance Counseling Education and Assistance Services (HICEAS) program to assist consumers in need of information and assistance with Medicare Part D. This year, ServiceLink Medicare Learning Centers continue to experience over a 50% increase in use. 17,499 of the total contacts in FY06 were Medicare inquiries or referrals.



GOALS:

Specific ServiceLink operating and programmatic goals for SFY 2007 have been established:

- To provide quality information, referral and assistance;
- Further develop SLRC model by enhancing the person-centered focus;
- To successfully transition the NH Medicare Counseling program into the SLRC model beginning in January of 2007;
- Continue implementation of a publicly accessible resource database of long-term care services, disability services and caregiver supports;
- To actively review implementation benchmarks and staff development programs to ensure quality and continuous process improvement; and
- Continue to educate consumers about caregiver support and resources by integrating a caregiver resource specialist into the SLRC model.

Over the next several decades, the number of Americans needing long-term care support services is expected to reach unprecedented levels as the baby boomers reach retirement age. NH's ServiceLink Resource Centers are ready to meet the challenge as a place for people to go in NH for information, referral and assistance.

My Local ServiceLink Resource Center is:

Name: _____

Contact: _____

Address: _____

Local Line: _____

Fax: _____

Published by:

The Bureau of Elderly and Adult Services (BEAS)
with the ServiceLink Resource Center Network

For more information or questions call:

1-866-634-9412