



# State Fiscal Year 2007 Annual Report Highlights

July 1, 2006 to June 30, 2007

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

<p><b>What is ServiceLink?</b></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 to 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. Using the national toll-free number will connect people to a ServiceLink near them. Each SLRC office is part of a statewide coordinated network. There are no “wrong doors.”</p> <p>Free information, referrals, and assistance are available via phone, email and personal meetings. Home visits to people who are homebound or those lacking transportation are available, as well as follow-up regarding referrals.</p>
<p><b>Help Available for Consumers</b></p>	<p>The ServiceLink Resource Center provides connections to a wide range of services including:</p> <ul style="list-style-type: none"> <li>• Long-Term Support Options</li> <li>• Prescription Drug Assistance with trained Medicare Specialists</li> <li>• Mental Health Services</li> <li>• Housing Options</li> <li>• Chore Services and Home Delivered Meals</li> <li>• Financial/Retirement Planning</li> <li>• Available Transportation</li> <li>• Caregiver and Family Supports</li> <li>• Disability Services</li> <li>• Community Involvement Opportunities</li> </ul>
<p><b>More Than Just Information and Referral</b></p>	<p>Also available at each ServiceLink Resource Center site:</p> <ul style="list-style-type: none"> <li>• Medicare Learning Centers to help you understand your benefits and receive Medicare counseling. These centers have a computer with internet access and a lending library for you to use; and</li> <li>• A Family Caregiver lending library supplied with useful tools and resources that can be mailed to you or available to you at the ServiceLink Resource Center sites.</li> </ul>

## 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.

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



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

# ACCOMPLISHMENTS SFY 2007

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 NH.

## IN SFY 2007, SERVICELINK:

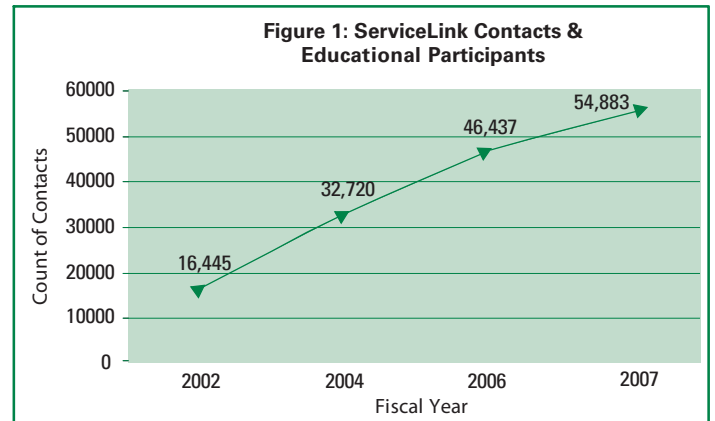
- Responded to 54,883 inquiries; a 15% increase from SFY 2006.
- Contributed 12,298 hours in volunteer time.
- Provided 202 public educational sessions on varying topics.
- Met with over 1,766 people in their home or other community settings.

## MEDICARE LEARNING CENTERS:

In SFY 2007 the SLRC took on the State contract to provide Medicare health insurance counseling and education to the residents of New Hampshire. Of the total 54,883 contacts made at the SLRC, 10,316 were Medicare related.

## SFY 2008 GOALS:

- Continue providing quality information, referral and assistance;
- Further develop the SLRC model to enhance the person-centered focus;
- Continue implementation of a publicly accessible resource database of long-term care services, disability services and caregiver supports;
- Review implementation benchmarks and staff development programs to ensure quality and continuous process improvement;
- Continue to educate people about caregiver support and resources by integrating a Caregiver Resource Specialist into the SLRC model;
- Improve quality of telecommunications at local sites; and
- Add additional staff and operational support to higher volume sites.



**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. In 2006, the State of NH became the first state in the Nation to provide statewide Aging and Disability Resource Centers (ADRC).**

## My Local ServiceLink Resource Center is:

Name: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
Local Line: \_\_\_\_\_  
Fax: \_\_\_\_\_

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The Bureau of Elderly and Adult Services  
with the ServiceLink Resource Center Network  
For more information or questions call:  
1-866-634-9412