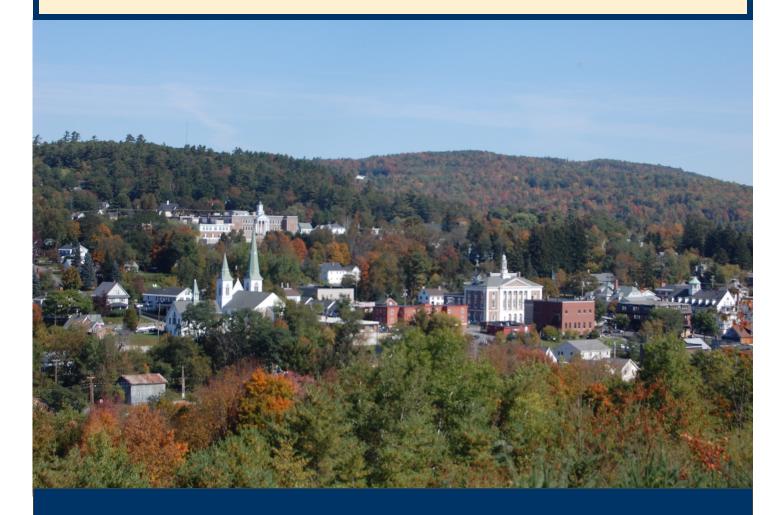


2011 Annual Report



262 Cottage Street, Suite 230 Littleton, NH 03561

> (603) 259-3700 www.nchcnh.org

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Dear Friends and Colleagues,

We are happy to present the North Country Health Consortium 2011 Annual Report. It was a busy year for the Consortium with continued focus on the mission of the organization - to lead innovative collaboration to improve the health status of the region.



Nancy Frank, MPH Interim Executive Director

2011 has been a year of change for the North Country Health Consortium. In March, our office moved from Whitefield, NH to Littleton, NH. We now have a wonderfully spacious office that can accommodate all of our staff as well as the Littleton Molar Express community clinic. Our Berlin office also relocated to Androscoggin Valley Home Care, where the Berlin Molar Express community clinic is held.

North Country Health Consortium said good-bye to some long-time employees who will forever have an impact on the organization. Martha McLeod, North Country Health Consortium Executive Director since 1999, was instrumental in bringing rural issues and health disparities of the North Country to the attention of state legislators and policy makers. Under Martha's leadership and vision North Country Health Consortium formed a rural health network, became a member organization, and expanded its focus to population health. We wish Martha all the best as she continues to advocate for rural health issues and the citizens of New Hampshire and the North Country.

Gretchen Nellson Bunker, a dedicated and loyal Program Assistant for ten years, retired this year. Dr. Jeremy Draper, the first full-time dentist for Molar Express, also left the area over the summer. Jeremy's dedication to public health dentistry expanded Molar Express services and enabled it to become a true dental home for many North Country residents.

Our funders and partners have continued to provide generous support for all of our program areas, including the Northern New Hampshire AHEC, the North Country Public Health Network, the North Country Regional Prevention Network, and Molar Express. Dr. Brett Hill joined our Molar Express staff, bringing fresh ideas for Molar Express services and sustainability. In collaboration with many partners, and funding from HRSA's Office of Rural Health Policy, we launched *Live, Learn, and Play in Northern New Hampshire*, an enhanced clinical rotation experience for health professions students. New community relationships were formed as the regional Chronic Disease Self-Management Program was initiated. NCHC received over \$330,000 in grants and contracts to carry out public health essential services in the North Country, and the Prevention Network expanded its outreach and support for area youth.





Adele Woods, MS, CEO NCHC Board President

With gratitude and special recognition to our dedicated staff, board members, and community partners, we look forward to a productive new year working together to strengthen and grow the North Country Health Consortium.

Sincerely,

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Adele Woods, MS, CEO, President

Nancy Frank, Interim Executive Director



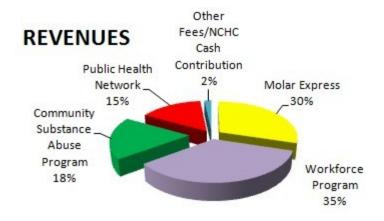
Financials

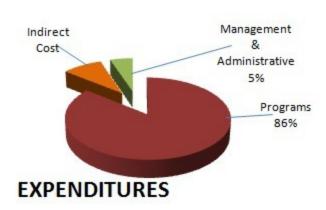
Ensure funding is available for the Consortium in order to maintain administrative and financial oversight of programs and development capacity to address key issues areas.

2011 Accomplishments

- Indirect Cost Rate Re-awarded
- Telecommunications and Video Conferencing Infrastructure Improvements
- Relocation of Office









Financials cont...

Revenues & Expenditures October 1, 2010 - September 30, 2011					
Revenues		Expenditures			
Molar Express 30%	\$594,083	Grant Income 65%			
Fee for Service	\$480,737	Contracts/Fee For Service Incom	e 35%		
Tilltoson Fund	\$65,053	Salaries/Consultants	\$946,098		
Grafton County Commissioners Contracts	\$42,141	Program Expenses	\$179,859		
Other Contracts	\$6,152	Travel/Conferences	\$53,748		
Workforce Program 35%	\$692,703	Partner Contract	\$274,598		
US DHHS	\$208,348	Marketing	\$13,834		
Dartmouth Medical School	\$75,055	Other Direct Costs	\$239,520		
The Dartmouth Institute	\$181,947				
UMASS	\$37,400	Indirect Cost 9%	\$179,835		
MERCK Foundation	\$13,691				
Tillotson Fund	\$44,708	Management &			
Contractual Agreements	\$87,921	Administrative 5%	\$102,402		
CEU Program Income	\$43,633				
Community Substance Abuse Program 19%	\$369,267				
NH Bureau of Drug and Alcohol Services US DHHS Substance Abuse / Mental Health Services Admin	\$192,130				
	\$125,000				
Juvenile Justice Program	\$50,000				
Other Revenue	\$2,137				
Public Health Network 15%	\$300,110				
NH DHHS	\$290,310				
National Association of County and City Health Officials	\$5,000		Sea.		
Community Health Rankings	\$4,800		1		
Other Fees/In-Kind Contribution 2%	\$33,731		-		
Total Operating Revenue	\$1,989,894	Total Operating Expenditures	\$1,989,894		
2011 (pre audit)Revenue & Expenditure					

Workforce Development



Ensure rural challenges and solutions are included in workforce policy development both in NH and nationally. Ensure an adequately trained workforce exists in rural New Hampshire by providing continuing medical education and other training programs for all levels of North Country health care providers and expanding opportunities for North Country young people to learn about and pursue careers in the health professions.

2011 Accomplishments

Northern New Hampshire Area Health Education Center (AHEC) Continuing Education and Professional Training Programs

- Maintained accreditation by the NH Nurses' Association and the NH Medical Society
- Presented or partnered to provide 58 continuing education programs, conferences, "Lunch and Learns" and workshops attended by 1239 participants including:
 - » 19th Annual Mud Season Nursing Symposium 167 professionals attended.
 - » 12th Annual Rural Health Symposium 60 physicians and mid-level providers attended.
 - » 24 programs for 522 participants.
- Partners in providing continuing education in 2011 included:
 - » NH Department of Health and Human Services
 - » Southern New Hampshire Area Health Education Center
 - » Appalachian Mountain Club
 - » Northeastern Vermont Area Health Education Center
 - » Lakes Region General Hospital
 - » Franklin Regional Hospital
 - » Speare Memorial Hospital
 - » White Mountains Community College
 - » Plymouth State University, Dartmouth College
 - » Community Health Access Network (CHAN)
 - » Coos Family Support Project, Weeks Medical Center
 - » Littleton Regional Hospital
 - » National Alliance on Mental Illness NH (NAMI).
- Facilitated and coordinated the Student/Resident Experiences and Rotations in Community Health Program (SEARCH) for sixteen healthcare professional students in two North Country Community Health Centers.
- Pearson Vue Testing was utilized by 115 participants.

Community Health Education Programs

- Chronic Disease Self Management Program: The Better Choices, Better Health workshop series is available to adults age 60+ through a federal grant received by the NH Department of Health and Human Services from the U.S. Administration on Aging. 12 local leaders were recruited and trained to facilitate this program in Coos, Grafton, Carroll, and Belknap counties. Eight mini-grants have been awarded to area organizations to support infrastructure and continued development of the program. Fifty-three participants have completed the series.
- National Alliance on Mental Illness NH (NAMI) Connect TMSuicide Prevention Program:
 - » conducted 11 prevention trainings for 274 people.
 - » trained 6 youth as peer leaders to provide trainings to students.
 - » 2 individuals completed a train-the trainer program to build capacity.





Workforce Development cont...



Rural Health Workforce Development

- Implemented *Live*, *Learn*, *Play in Northern NH*, a rural clinical rotation training program designed to provide community based educational and health training encouraging recruits and retaining emerging health professionals in our rural communities.
- Offered:
 - » Technical support for clinical site placements
 - » Community mentors
 - » Opportunities for community service projects
 - » Extensive information about local communities
 - » Small stipends to support the students in the rural training experience.



Health Care Occupations Initiative

- Health Career Presentations 145 Health Career Catalogues were distributed.
- Health Career Summer Camps
 - » In collaboration with White Mountains Community College in Berlin STEM-HEALTH 2011 camp was created merging our health camp with their Science, Technology, Engineering, and Math (STEM) Camp which 20 students participated.
 - » Partnerships between the Hugh J. Gallen Career and Technical Center and Northern NH AHEC created a camp in Littleton which 13 students participated.
 - A fourth week of camp was held in Colebrook, which 11 students participated.
 - » Students took part in field trips, hands-on simulator experiences, and CPR training.
- Youth Health Service Corps
 - » 13 students from two area high schools participated in this volunteer service program for students interested in pursuing a future health career.
 - » Included:
 - ⇒ Preparing meals for local homeless shelter
 - ⇒ Developing and presenting public health information sessions for middle school students
 - ⇒ Volunteering at a local nursing home.
- Health Careers Occupation Program (HCOP)NCHC/NNH AHEC
 - » Partnered with University of Massachusetts AHEC to focus on dental health career exploration.
 - » A Registered Dental Hygienist from Molar Express:
 - ⇒ Presented oral health education programs to over 240 students.
 - ⇒ Met with school nurses and trained them to present an oral health curriculum to their students.
 - ⇒ 532 students screened in grades K-8.





Workforce Development cont...



- \$600,000 federal Rural Health Workforce Development grant (year two of three years)
 - » Expansion of the Live, Learn, Play in Northern NH program.
- Partnership with New Hampshire AHEC at The Dartmouth Institute (year two of five years)
 - » Brings \$150,000 of funding, continuing the work on the statewide Public Health Training Center program.
- SEARCH (Student/Resident Experiences and Rotations in Community Health) funding (year three)
 - » NCHC remains a liaison between participating community health centers and academic centers. This program is a partnership with The Dartmouth Institute and Policy Studies.
- Develop and coordinate new continuing education programs based on the 2011 continuing education needs assessment and the needs of the Public Health Training Center.
- Utilize video conferencing equipment and other technology to deliver continuing education programs.
- 20th Annual Mud Season Nursing Symposium
 - » Sponsoring partners Lakes Region General Hospital, Franklin Regional Hospital, Speare Memorial Hospital, White Mountains Community College and Plymouth State University.
- 13th Annual Rural Health Symposium
 - » Partner with Northeastern Vermont Area Health Education Center.
- "Better Choices, Better Health" Chronic Disease Self-management Program,
 - » Expand to train additional community leaders
 - » Encourage ongoing workshops in local communities, and explore sustainability options.
- NAMI *Connect* TM suicide prevention and postvention trainings
 - » Continue to reach target goal of 500 Coos County participants trained by 9/30/2012.
 - » 401 people trained since the beginning of the contract.
- Health Care Occupations Initiative
 - » Continue existing health careers programming
 - » Identify new program opportunities
 - » Address sustainability and funding for the Health Care Occupations Initiative.











Public Health



Improve the health status indicators of the population of northern New Hampshire through a public health approach to emergency preparedness and wellness.

2011 Accomplishments

North Country Public Health Network

- \$311,000 in grants received for public health development, emergency response & preparedness, immunization initiative and disaster behavioral health response.
- The Consortium is the regional public health entity for emergency health planning and serves Coos and Northern Grafton Counties.
- Two Public Health Community Response Trailers were purchased and are housed in Errol and Colebrook, NH.
- The Regional Public Health Emergency Plans for Coos County and Northern Grafton County response regions were submitted to the state. Three Memorandums of Agreement were signed with regional partners identifying response roles in a public health emergency.
- Provided the following exercises and trainings to regional partners:
 - » Multi-Agency Coordinating Entity (MACE)
 - ⇒ 101 Workshop
 - ⇒ Call Down Drill
 - ⇒ Activation Tabletop Exercise
 - » Media Contact Drill
 - » Bedbugs Health Officer Training
 - » Ticks and Mosquitoes Health Officer Training

Northern New Hampshire Medical Reserve Corps (MRC)

- The Medical Reserve Corps organizes and trains volunteers in health related fields to respond to public health concerns in our North Country communities. The training and continuing education that volunteers receive prepares them to respond to disasters and to help in addressing other health-related issues in the region. There are 79 members of the Northern New Hampshire MRC Unit; 48 are licensed or certified health professionals.
 - » 2010-11 Trainings:
 - ⇒ Orientations
 - ⇒ Family Emergency Preparedness Train the Trainer
 - ⇒ Psychological First Aid Training
 - ⇒ CPR Training
 - ⇒ MRC TRAIN the Basics



Public Health cont...



2011 Accomplishments cont...

New Hampshire Immunization Initiative Program

- 2010-2011 School Based Influenza Vaccination Clinics: Eight out of 9 School Administrative Units participated for a total of 5,462 possible students to be vaccinated. Of this group, 6.3% or 388 were immunized.
- The Immunization Coordinator provided education to local child care agencies and Head Start programs about updated information on immunizations, and tracking and meeting new reporting requirements.
- <u>The Flu and You</u> children's book was distributed to 27 daycare centers, 3 Head Start preschools and one library.
- The Molar Express program distributed 250 pencil cases with immunization information to schools visited during the 2010-2011 school year.
- Distribution of over 1000 Educational Materials about Immunizations, required school vaccinations, and information about influenza immunizations.
 - » 2010-11 Trainings:
 - ⇒ Immunizations 101 Training
 - ⇒ Immunization in Child Care: Improving Tracking and Meeting New Reporting Requirements



- The School-based clinic initiative will be supported by the Community Health Institute (CHI). North Country schools needing a school based immunization clinic will work directly with NCHC staff in coordinating such clinics.
- A Healthy Homes Lead Prevention Home Visiting Program will be developed in Coos County.
- North Country Public Health Emergency Response personnel will continue monthly participation in Public Health Emergency Response Annex development and revisions.
- Integrate development of public health network training programs with public health training center initiatives.
- Collaborate with the Regional Prevention Network to develop comprehensive prevention programming.

Substance Abuse Prevention



Develop and support the infrastructure to support regional planning and program development for substance abuse prevention in Northern NH.

2011 Accomplishments

- Received \$250,000 in continuation grant awards for community substance abuse prevention activities.
 - » \$75,000 from Regional Prevention Network Grant from NH Bureau of Drug and Alcohol Services (BDAS)
 - » \$125,000 per year from Drug Free Communities Support Program funding at
 - » \$50,000 award for the Sober Truth in Prevention of Underage Drinking (STOP Act) Program;



- Coordinated participation by all high schools in the North Country in the 2011 Youth Risk Behavior Survey (YRBS), which measures the incidence and attitudes of risk behaviors by high school students;
- The Community Substance Abuse Prevention (CSAP) projects provided assistance and support for region-wide, community based, alcohol, tobacco and other drug prevention activities;
- Youth Leadership Project (YLP)
 - » Supported six teams of young people in the region to implement environmental strategies to prevent substance abuse,
 - » Activities included:
 - ⇒ Alcohol awareness projects
 - ⇒ Prescription drug take back days
 - ⇒ Alternative activity projects
 - ⇒ PhotoVoice community assessment project
- Provided funding assistance for eight Gorham Middle School students to receive training in youth leadership and empowerment at the "Leaders in Prevention" weekend retreat presented by the NH Teen Institute;
- Convened members of the North Country Health Consortium Prevention Coalition for a Strategic Planning session for the purpose of receiving guidance and direction from members on all planned prevention strategies and implementation plans in the North Country Region;
- The North Country Regional Prevention Youth Councils received the New Futures' "Youth In Advocacy" award, in recognition of being the outstanding youth Substance Abuse Prevention group in New Hampshire in 2011.



Substance Abuse Prevention cont...



- Youth Leadership Project
 - » Providing funds for six Youth Grants to youth groups
 - » Providing Leaders in Prevention training for eight middle school students;
- PYC funding will provide:
 - » Stipends for Adult PYC Advisors
 - » Funding and technical assistance for Youth Leadership Development trainings
 - » Funding for the Annual Middle School Prevention Youth Council Conference held at the Appalachian Mountain Club
 - » Funds for the Annual High School Prevention Youth Council Conference at the Merrowvista Education Center
- NH Charitable Foundation Planning Grant award will provide:
 - » Assistance to the Community Substance Abuse Prevention Team to develop a region wide Strategic Plan to submit to the Bureau of Drug and Alcohol Services in June 2012
- Neil and Louise Tillotson fund of the New Hampshire Charitable Foundation
 - Year 3 of \$160,814 award will be used to support and sustain existing Prevention Youth Councils in eight North country Middle and High Schools
 - » Providing evidence-based youth and adult training opportunities in environmental prevention activities.



Molar Express



Improve access to health services for underserved populations: sustain oral health services for children on Medicaid and complete strategic plan for oral health services for low income adults in northern New Hampshire.

2011 Accomplishments

- Dr. Brett Hill, DDS joined the Molar Express staff in July 2011 as the new staff dentist
- Held 79 community clinics. The four community clinic sites include The Morrison Nursing Home, Androsgoggin Valley Home Care, North Country Health Consortium, and Grafton County Nursing Home.
- Molar Express completed a total of 173 clinic days. There were 50 clinics at 17 different schools spanning from Pittsburg to Orford. The Molar Express provided 23 nursing home clinic days to two area nursing homes – Grafton County Nursing Home and Lafayette Nursing Home.
- The Hygiene program serves patients in schools, nursing homes, and in community clinics. Four new schools were added to the Hygiene program.
- Molar Express Dental Assistants were certified in oral preliminary inspection and certified to apply sealants.
- Molar Express provided restorative care to 13 uninsured and underinsured children in Coos County with funding from the Healthy New Hampshire Foundation.

Over 7,000 Northern Grafton and Coos County residents have been treated by the Molar Express since it began offering services in July 2005. During these appointments, over 21,000 oral health care procedures have been completed, including over 3,000 cleanings, more than 4,200 oral exams, 3,500 x-rays, 4,200 restorative visits, and close to 2,000 sealants.

	FUNDERS	
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SDH	the Neil and Louise Tillotsor the New Hampshire Charitable For HRSA-FORHP IS Health Resources and Services A Openial Thanks to Dr. Jeremy Draper, DMD	ındation

% Patients by Age					
Age	FY 2010	FY 2011			
Age 1-15	39%	54%			
Age 16-25	16%	10%			
Age 26+	45%	35%			
Payment Source					
Source	FY 2010	FY 2011			
NH Health Kids-Gold	28%	48%			
NH Medicaid	10%	7%			
NH Health Kids-Silver	1%	2%			
Sliding Fee Scale	44%	20%			
Delta Dental	5%	6%			
All other insurance	12%	7%			
Clinic (Outcomes				
Outcome	FY 2010	FY 2011			
Cleanings	648	843			
Oral Exams	763	904			
Fluoride treatments	327	435			
x-rays	698	925			
Restorative visits	781	905			
Extractions	429	475			
Sealants	292	259			
Denture adjustment	18	7			



Molar Express cont...



Percentage of patients seen throughout the Molar Express service area in fiscal year 2011:

Woodsville, North Haverhill, Monroe, Lisbon	23%
Berlin, Gorham, Milan	11%
Littleton, Bethlehem, Franconia, Gilman	30%
Whitefield, Lancaster, Jefferson, Twin Mountain	22%
Lincoln, Warren, Woodstock	3%
Colebrook, N. Stratford, Pittsburg	4%
Other	5%



- Increase the number of school-based, and community clinic days and the number of patients served.
- Ensure eligible children enroll in New Hampshire Healthy Kids
- Continue to identify uninsured and underinsured children to provide restorative care
- Implement a dental sealant initiative in all school clinics
- Explore funding opportunities and models to sustain Molar Express





Health Information Technology

Facilitate involvement of NCHC and its members in the NE Telehealth Consortium, the NH Telehealth Program and other technology opportunities. (KI 3) (SRI, III)

2011 Accomplishments

- North Country Health Consortium collaborated with the Geriatric Center at Dartmouth Medical School to implement improved technology capabilities at the Littleton site for educational programming. Teleconferencing equipment has been installed at NCHC.
- The New England Telehealth Consortium (NETC) released an RFP for design and operations of the network, reviewed the responses and submitted vendor selections to the FCC/USAC for review and approval and funding release.
- NCHC worked with Mass E-Health Collaborative to do outreach and education of providers and clinicians in northern New Hampshire
- NCHC and members monitored and participated in the HIE/HIT process at NH DHHS.

- Expand continuing education opportunities utilizing teleconferencing equipment.
- Continue to follow the HIE/HIT process at NH DHHS.
- Maintain work with NETC to monitor and ensure implementation of the broadband system.





Advocacy

Build political and public policy influence for rural health through advocacy at the state and national level. Ensure rural challenges and solutions are included in health care policy development both in NH and nationally.

2011 Accomplishments

- North Country Health Consortium staff served on the Steering Committee, Policy Committee and Health Care Reform (ACA) Implementation Work Group of NH Voices for Health. Work focused on integrating the needs of rural providers and rural populations into policy work, providing outreach to rural populations on the impact and opportunities of the ACA, and working with the NH Federal delegation on rural needs and the impact of policy.
- Monitored the work of the Primary Care Workforce Issues Commission, the legislative Commission that plans and advocates for policy changes related to maintaining and strengthening an effective primary care workforce in New Hampshire, with special concern for rural and other underserved areas.
- Worked with the New England Rural Health Round Table (NERHRT) to advocate for rural health needs with NH's federal delegation; assisted with the development of a funding request for the NERHRT AmeriCorps VISTA program. NCHC is currently hosting the New Hampshire VISTA member, and assisting with planning and implementation of NH's National Rural Health Day Celebration.
- NCHC staff attended the National Rural Health Association Policy Institute, representing both the NERHRT and NCHC.
- Serve on the Oral Health Coalition Steering Committee and strategic planning workgroup. Molar Express exhibited/participated in the Oral Health Legislative Day at the State House meeting with Legislators and Advocates to discuss the oral health needs of North Country children, adults and elderly.
- NCHC partnered with NH Cares during the State Budget process to provide North Country organizations
 timely information and materials to advocate with their legislators; organized community meetings and
 served as a point of contact for NH Cares in the North Country.





Advocacy cont...

- Participate as an active member of the NERHRT NH Board of Directors.
- Maintain and strengthen relationship with NH Voices for Health and follow the impact of Health Care Reform Implementation on rural New Hampshire.
- Follow and support member involvement in Accountable Care Organizations and Medical Home pilot programs in our region.
- Monitor NH policy and state budgets as they impact rural health and NCHC programs.



North Country Health Consortium Board, 2010-2011

Board President

Adele Woods

Coos County Family Health Services

Board Vice President

Charlie Cotton

Northern Human Services

Secretary

Gail Tomlinson

North Country Home Health & Hospice Agency

Treasurer

Russell Keene

Androscoggin Valley Hospital

Asst. Secretary

Roxie Severance

Morrison Nursing Home

Directors

Sharon Beaty, Mid-State Health Center

Eileen Bolander, Grafton County Nursing Home

Gail Clark, Littleton Regional Hospital

Alisa Druzba, NH DHHS, Rural Health & Primary Care Section

James Michalik, Family Resource Center

Tony Poekert, NH Catholic Charities

Ed Shanshala, Ammonoosuc Community Health Services

Margo Sullivan, Androscoggin Valley Home Care

Lucille Tremblay, AOD Prevention, TCCAP

Charlie White, Upper Connecticut Valley Hospital

North Country Health Consortium Staff

Nancy Frank, MPH

Interim Executive Director

April Allin, RPh

Workforce, Education and Development Program Manager

Kayla Aubut

Dental Assistant

Elaine Belanger, LPN, BA

Immunization Program Coordinator

Ciara Borghesi

PSU Intern

Becky Bowers, BA

Program Coordinator

Drew Brown, BA

Program Specialist/Systems Administrator

Ashley Croteau, RDH

Dental Hygienist

Diana Gibbs, BA, CPS

Youth ATOD Prevention Coordinator

Amy Goyette

Molar Express Dental Office Manager

Dr. Brett Hill, DDS

Molar Express Dentist

Amy Holmes, MHA

Community & Public Health Director

Amy Hucksoll

Dental Assistant

Kathleen Kennedy

Administrative Assistant

Kate McCosham, ECE, C

Program Specialist

Francine Morgan, MBA/HRM

AHEC Program Coordinator

Debra Simmons, BSc

Financial Director

Paige St. Cyr, BA

AmeriCorps VISTA

Bob Thompson, BSc, CPS

North Country Prevention Coordinator



North Country Health Consortium Membership

Asth Parallel EMS

Ammonoosuc Community Health Services

Androscoggin Valley Home Care

Androscoggin Valley Hospital

Center for New Beginnings

City of Berlin Public Health and Home Health Nursing

Coos County Family Health Services

Cottage Hospital

Dartmouth Medical School

Family Resource Center, Gorham

Franklin Pierce Physician Assistant Program

Grafton County Nursing Home

ranklin Pierce Physician Assistant Progran Grafton County Nursing Home Indian Stream Health Center Jane MacKay Littleton Regional Hospital

> LRGHealthcare Mid-State Health Center Morrison Nursing Home NH AHEC Program

NH Catholic Charities

NH DHHS, Rural Health & Primary Care Section
North Country Home Health & Hospice
Northern Human Services
Personal Touch Home Care
Plymouth State University Center for Rural Partnership

ServiceLink
Tri-County Community Action Program
Upper Connecticut Valley Hospital
Weeks Medical Center

White Mountains Community College