



# RESIDENT RESOURCE GUIDE

Please note that this guide is meant to be a starting point for you should you be looking for resources in your area; it does not include all services that exist.

Should you have questions or need further assistance, do not hesitate to contact the Alliance Asset Management Resident Services Coordinator.

**PROPERTY: FRANKLIN LIGHT & POWER MILL APARTMENTS**

**MAINTENANCE CONTACT: (603) 228-0810** *(after hours answered by a service)*

**PROPERTY MANAGER CONTACT: Peter Lotman- (603) 228-0810**

**RESIDENT SERVICES COORDINATOR CONTACT: Brooke Noonan- (603) 715-8562**



**603.223.0810 · [alliancenh.com](http://alliancenh.com)**



***What is the difference between a Resident Services Coordinator and a Property Manager?***



**RSC** assist residents with:

- Making healthy choices
- Maintaining tenancy
- Accessing resources & supports

**Property Manager**

- Maintains the property
- Enforces the lease
- Responds to resident complaints



## **Area agencies and programs**

### **Child Care, After-School and Youth Services**

- *Boys & Girls Clubs of Central NH- Franklin Center @ Paul Smith School*  
*K-8 Afterschool programming 2:30p-6:00p (603)410-5184*
- *Franklin Parks & Recreation @ Bessie Rowell Community Center*  
*K-8 Before & Afterschool programming 6:30a-8:30a and 2:30p-6:00p (603)934-2118*
- *Franklin Parks & Recreation offers several youth programs throughout the year*
- *Child Care Aware of NH- Registry of licensed child care facilities in the state*  
*1-855-393-1731*

### **Department of Children, Youth and Families**

*DCYF services to Franklin, NH are managed out of the Concord district office*

- *For assistance or questions contact (800) 852-3345; to report abuse or neglect contact (800) 894-5533*

### **Bureau of Developmental Services**

*BDS services to Franklin, NH are in Region IV and managed in the Concord catchment area by designated agency Community Bridges*

- *For BDS assistance or questions contact (800) 852-3345 ext. 5034*
- *Community Bridges (603) 225-4153*

### **Family Assistance (emergency assistance) – including Medicaid, cash assistance, and**

#### **Food stamp information**

*Family assistance services delivered by NH Dept. of Health & Human Services for Franklin, NH are managed out of the Concord district office*

- *In-person office hours are M-F 8:00a-4:00p at the 40 Terrill Park Drive, Concord NH office and phone is (800) 322-9191*

### **Employment Services – job training, job seeking, job retention**

*Employment services delivered by NH Dept. of Health & Human Services for Franklin, NH are managed out of the Concord district office, i.e. NHEP*

- *In-person office hours are M-F 8:00a-4:00p at the 40 Terrill Park Drive, Concord NH office and phone is (800) 322-9191*

*Employment services delivered by NH Employment Security for Franklin, NH are managed out of the Concord office on 45 South Fruit Street*

- *NH Employment Security office hours are M-F 8:00a-4:30p and phone is (603)228-4100*

## **English as a Second Language**

*There are two agencies providing classes to improve speaking, listening, reading, and writing of English for people whose first language is not English*

- *Ascentria, call Amy Marchildon at (603) 224-8111*
- *Second Start, call Joanne Deldeo at (603) 228-1342 ext. 4205*

## **Financial Services – how to budget and maintain a bank account; credit**

### **Services; taxes and financial planning; money managers; rep payees**

- *HOMETeam is a collaborative program of NeighborWorks of Southern NH, Concord Area Trust for Community Housing, and Laconia Area Land Trust that hosts a year-round calendar of education opportunities regarding finances. Best to reach via their website at <http://www.hometeamnh.org/contact-us/>.*
- *Many local banks, such as Franklin Savings Bank and Meredith Village Savings Bank offer homebuyer education, finance management, and small business start-up education options. Contact an area location for more information.*
- *Representative Payee budgets client's money and disburses the funds to pay for current living needs including housing, utilities, food, medical expenses, personal care and clothing. Any funds left over after meeting the client's current needs are kept in an interest-bearing account for future needs. A “rep payee” can be self-selected by an individual or services can be arranged with an agency.*

*Contact Tri-County CAP at (603)224-0805 for assistance or questions.*

## **Higher education and GED**

- *Franklin High School offers Adult Basic Education, Franklin Adult High School Diploma Program, Enrichment Program, and General Educational Development (GED) Test Site; contact at (603) 934-5441 ext. 3451*

## **Independent Living services and home care**

- *Granite State Independent Living is a nonprofit promoting life with independence for seniors and people with disabilities through Home Care, Disability Services and Employment Services. Contact (800) 826-3700 for assistance and questions.*
- *Franklin VNA & Hospice is a non-profit, independent Home Care agency providing in home care for skilled nursing, therapies, hospice, and medical social worker. Contact (603) 934-3454 for assistance and questions.*
- *Home Care Association of NH offers individuals information about home health options and resources to connect them to home care agencies in their communities. Contact (800) 639-1949 for assistance and questions.*

## **Social security administration**

- *The nearest SSA office to Franklin is Concord Social Security Administration office located at 70 Commercial Street, Concord and hours vary. Contact 1-888-397-9798 for information.*

## **Visiting nurse**

- *Franklin VNA & Hospice is a non-profit, independent Home Care agency providing in home care for skilled nursing, therapies, hospice, and medical social worker. Contact (603) 934-3454 for assistance and questions.*

## **WIC program**

- *Apply for Women, Infants, and Children program at Franklin Area Center of the Belknap-Merrimack County Community Action Program. Office hours M-F 8:30a-4:30p, phone (603) 934-3444.*

## **Civic and Religious organizations in your community**

### **Churches, synagogues, temples, congregations**

- *Congregational Christian Church of Franklin, 25 S. Main St. (603) 934-4242*
- *St. Gabriel Catholic Church, 108 School St., Franklin (603) 934-5013*
- *Baptist Church of Franklin, 21 Church St. (603) 934-0230*
- *United Church of Christ, 206 Central St., Franklin (603) 934-2141*
- *Franklin United Methodist, 88 Franklin St. (603) 934-6110*
- *Hope Community Chapel, 108 Hill Rd., Franklin (603) 671-5986*
- *Kingdom Hall of Jehovah Witnesses, Babbitt Rd., Franklin (603) 934-3582*
- *Temple B’Nai Israel, 210 Court St., Laconia (603) 524-7044*
- *Temple Beth Jacob, 67 Broadway, Concord (603) 228-8581*

## **Community Development Corporations and civic associations**

- *Franklin Business & Industrial Development Corporation is located at 124 Memorial St. and hours are by appointment. Contact (603) 455-6662 for assistance and questions.*
- *PermaCityLife is located at 361 Central St. and office hours are M-F 9:00a-5:00p. Contact (603) 934-1491 for assistance and questions.*
- *Choose Franklin (inclusive citizen's group focusing on promoting Franklin by building on past achievements to facilitate future success) meets at Franklin Public Library the first Thursday of each month at 8:00a. Contact (603) 934-8343.*
- *Business & Professional Women's Club of Franklin meets the third Wednesday of each month September-June at 6:00p. Consult website for most recent contact.*
- *Franklin Area Lions Club meets at the Soda Shoppe the first and third Mondays at 5:30p*
- *Franklin Elks Lodge #1280 is moving to S. Main Street in 2018. Contact (603)934-3661.*
- *Meridian Masonic Lodge is located at 58 S. Main St. Contact (603) 934-2804.*

## **Community organizations, such as New American Africans, that serve particular Linguistic, racial or ethnic minorities**

- *New American Africans is an area non-profit designed to strengthen and sustain immigrants by gathering for mutual support and education, promoting leadership development and sharing values and culture that will enrich the broader community. They are located in Concord NH and can be contacted via their website at <https://newamericanafricansnh.org/contact/>.*
- *Catholic Charities of NH operates NH Immigration & Refugee Services (you do not need to be Catholic) welcomes newcomers and provides casework, support and guidance for various immigration-related issues. Contact (603) 889-9431 for assistance and questions.*
- *Ascentria care alliance offers the Services for New Americans programming out of their Concord NH office and they can be contacted (603) 224-3011.*

## **Merchants and Vendors**

### **Area shopping**

- *Cumberland Farms, 239 Central St. Open 24 hours, (603)934-4613*
- *Family Dollar, 785 Central St., (603) 934-4818*
- *Aubuchon Hardware, 880 Central St., (603) 934-6000*
- *AutoZone, 856 Central St., (603) 934-9735*

### **Banks**

- *Franklin Savings Bank, 933 Central St. & 387 Central St. (603) 934-4445*
- *Citizens Bank, 921 Central St.(603) 934-7600*
- *Service Credit Union, 886 Central St. (603) 934-6323*

### **Grocery Stores**

- *Hannaford supermarket, 952 Central St. (603) 934-2515*
- *Dollar General, 639 W. Main St., Tilton (right next to Hannaford) (603) 729-3168*

### **Pharmacies**

- *CVS pharmacy, 861 Central St. (603) 934-0225*
- *Rite Aid pharmacy, 951 Central St. (603) 934-6862*

### **Auto Repair Services**

- *Monro Muffler Brake & Service, 936 Central St. (603) 934-3314*
- *Colcord Auto body, 155 Central St. (603) 934-4630*
- *W&J Auto repair, 41 Nelson St. (603) 934-3567*
- *Bill Hamel Car Care, 1 Doughtinett St. (603) 934-1050*

## **Health Care**

### **AA and NA meetings and other substance abuse services**

- *NH Alcohol and Drug Treatment Locator contact by phone 1-844-711-4357*
- *NH 2-1-1 contact by phone 2-1-1 to seek substance abuse services*
- *NH Alcoholics Anonymous hotline will help you locate local meetings (800) 593-3330*

*As of 11/26/17: AA meeting for Tilton/Franklin located at Tilton Senior Center, 11 Grange Rd., every Friday evening 8:00p-9:15p and Franklin Regional Hospital every Sunday evening 7:30p-8:30p (closed meeting, only those with desire to not drink).*

- *Granite State Narcotics Anonymous maintains lists of active meetings throughout the state but there may not be any active in city of Franklin but instead nearby. Utilize their website for a search at <http://qsana.org/meeting-list/>.*
- *Chrysalis Recovery offers Impaired Driver Care Management Program to former DUI individuals that are eligible to restore their privileges. There is a site located in Franklin at 20 Canal Street. Contact Chrysalis at (603)998-4210 for intake.*

### **Recovery centers**

- *Greater Tilton Area Family Resource Center operates SOBER THREADS, includes Peer Recovery Supports (Recovery Coaching, Telephone Recovery Support, and various support groups and trainings), Family Supports & Parent Education, and Trainings. Call (603) 286-4255 for more information.*

### **Community Health Centers**

- *Westside Healthcare (an LRGH affiliate) located at Franklin Regional Hospital campus, open M-Th 8a-7p and F 8a-5p. Family Medicine providers offering comprehensive and continuing healthcare for individuals and families. Contact at (603) 934-4259.*
- *Health First Family Care Center, Franklin (federally qualified health center) offers primary healthcare, treatment, prevention and education services regardless of ability to pay or insurance status. Contact at (603) 934-1464 for assistance and questions.*



## **Hospitals**

- *Franklin Regional Hospital is located at 15 Aiken Ave. and is a 25-bed critical access hospital affiliated with Lakes Region General Healthcare (LRGH). Contact at (603) 934-2060.*
- *Lakes Region General Hospital is located at 80 Highland St., Laconia and is also affiliated with LRGH. This is a larger 132 -bed acute care facility. Contact at (603) 524-3211.*
- *Concord Hospital is located at 250 Pleasant St., Concord and has an extensive network of providers and services. Contact at (603) 225-2711.*

## **Lesbian, Gay, Bisexual and Transgender Health Services**

- *Health First Family Care Center, Franklin (federally qualified health center) offers primary healthcare, treatment, prevention and education services regardless of ability to pay or insurance status. Contact at (603) 934-1464 for assistance and questions.*
- *Manchester VA Medical Center is committed to providing top quality care to all Veterans, including those who identify as lesbian, gay, bisexual, transgender, and/or questioning (LGBTQ). VAMC recognizes that diverse populations have distinct needs, and staff is trained in culturally and clinically competent care for LGBT Veterans. Open M-F 8a-4:30p, contact at (603) 296-5363 for assistance and questions.*

## **Mental Health and Counseling Resources**

- *Riverbend Community Mental Health Center, Franklin site is located at 53 Kendall St., open M-Th 8a-6p and F 8a-5p with after hour and weekend emergency services available. Contact center for intake at (603) 934-3400. Adult and child behavioral health services are provided.*
- *Health First Family Care Center, Franklin (federally qualified health center) offers behavioral health services through adult, child & family, and social services with in-house providers and relationships with local behavioral health providers. Contact at (603) 934-1464 for assistance and questions.*

## **Rehab Hospitals**

- *Ray House and Webster Place at Farnum North, Franklin is a substance abuse rehabilitation program for men and women 17 years old and up with total 63-bed capacity. Ray House has specific programming designed for military veterans and first responders. Contact at (888) 840-4243 for assistance and questions.*

- *Healthsouth Rehabilitation Hospital, Concord is a specialized healthcare dedicated to improving, maintaining or restoring physical strength, cognition and mobility following an illness, injury, or surgery. Contact at (603) 226-9800.*

### **Women's health clinics**

- *Health First Family Care Center, Franklin (federally qualified health center) is home to the Franklin Family Planning clinic and women's health programs available often regardless of ability to pay or insurance status. Contact at (603) 934-1464 for assistance or questions.*
- *Caring for Women is a clinical department of LRGH and located at Franklin Regional Hospital offering OB/Gyn care and women's health services (such as bone density testing and mammography). Contact at (603) 527-1855 to schedule an appointment.*
- *Equality Health Center is located in Concord at 38 S. Main St. and provides quality, non-judgmental healthcare with expertise in sexual, reproductive, and gender-affirming services. Medical and surgical abortion services provided. Contact at (855) 502-3858.*

### **Recreation and Leisure**

#### **Adult Education Centers**

- *Franklin High School offers Adult Basic Education, Franklin Adult High School Diploma Program, Enrichment Program, and General Educational Development (GED) Test Site; contact at (603) 934-5441 ext. 3451*

#### **Concert and stage**

- *Franklin Opera House, arts & entertainment center offers a variety of productions and events throughout the year at 316 Central Street, which is also home to city hall offices. Contact at (603) 934-1901 or see the website at <http://www.franklinoperahouse.org/>*
- *Capitol Center for the Arts is located on Main St. in Concord and offers a variety of productions and events; including a summer series for children. Contact at (603) 225-1111 or see the website at <https://ccanh.com/>*
- *Bank of New Hampshire Pavilion (formerly Meadowbrook) is a 9,000-seat amphitheater not far from Franklin on the shores of beautiful Lake Winnepesaukee in Gilford that attracts performing artists from around the world. Contact at (603)293-4700 or see the website at <https://www.banknhpavilion.com/>*

## Health clubs

- *Snap Fitness is a 24/7-member fitness center and health club located at 880 Central St., contact at (603) 671-7008.*
- *MBS Elite Fitness is a gym and physical fitness center located at 949 Laconia Rd., Tilton, contact at (855) 627-4348.*

## Library

- *Franklin Public Library is located at 310 Central Street and operates Tue 11a-8p, W-Sat 8a-5p; closed Mondays. Contact at (603) 934-2911 for assistance and questions.*

## Movie theatres

- *Smitty's Cinema is located at 630 W. Main St., Tilton and offers a unique experience to dine at tables while enjoying full-length feature films for an average ticket cost of \$9.50. Contact at (603) 286-4444.*

## Museums

- *Franklin, NH does not have any established museums, however, as a library card holder you can access free museum passes to a select number of museums in the state.*

## Organized teams and youth activities

- *Local schools sponsor a variety of organized teams and youth activities, speak to the school directly for more information*
- *Franklin/Tilton COUGARS Pop Warner Football and Cheer is local sports league; contact via their Facebook page at <https://www.facebook.com/Franklin-Tilton-Pop-Warner>*
- *Franklin Parks & Recreation @ Bessie Rowell Community Center hosts a number of organized team and youth activities, contact at (603)934-2118 for assistance and questions*
- *Cub Scouts/Boy Scouts in Franklin are a part of the Wannalancit district of the Daniel Webster Council for Scouting. To learn more about local leadership and joining scouts contact the District Chairman Phil Donovan at (603) 848-6511.*
- *Brownies/Girl Scouts in Franklin are a part of the Girls Scouts of the Green & White Mountains. To learn more about local leadership and joining scouts contact their administrative office at (888) 474-9686.*

## **Recreation facilities**

- *Franklin Parks & Recreation @ Bessie Rowell Community Center hosts a number of recreational programs and activities for adults and youth, contact at (603)934-2118 for assistance and questions.*

## **Senior centers, teen centers**

- *Franklin Parks & Recreation @ Bessie Rowell Community Center is home to the TRIP (Twin Rivers Intergenerational Program) senior center and hosts a number of programs and activities for seniors M-F 8a-2p, contact at (603)934-4151 for assistance and questions. In addition, there is wheelchair accessible door to door senior transportation available for a \$2.00 donation.*
- *Franklin Junior Youth Group (ages 11-14) gathers @ Bessie Rowell Community Center most Fridays 7p-9p and is absolutely FREE. Music, games, sports, and friendship! Contact Karen Darling (603) 770-1851 for more information.*
- *Open Gym & Game Room (exclusive to 5<sup>th</sup>-12<sup>th</sup> graders) @ Bessie Rowell Community Center M-F 2:30p-3:30p; FREE snack and supervised.*

## **Summer camps**

- *Franklin Parks & Recreation @ Bessie Rowell Community Center hosts summer camps for youth, contact at (603)934-2118 for assistance and questions.*
- *Boys & Girls Clubs of Central NH- Franklin offers summer camps for youth, contact (603)410-5184 or see website <http://www.centralnhclubs.org/franklin-camp>*
- *Copper Cannon Camp is a overnight camp in Bethlehem, NH that offers FREE summer camp experiences to eligible NH youth ages 9-15. Contact (603) 823-8107 for assistance and questions.*

## **Walking and bike paths**

- *Franklin Falls Dam is located off Rt. 127 and boasts a network of trails fit for mountain biking, walking, running, snowshoeing and even horseback riding. Contact (603) 924-3431 for more information.*
- *Franklin is home to several recreational trails; the Winnepesaukee River Trail, Northern Rail Trail and WOW (Winnepesaukee, Winnisquam, Opechee) Trail. Each of these trails are desirable for walking and biking with varied restrictions. See individual trail information and contact online via sites and Facebook pages.*
- *Odell Park is neighboring to Franklin Light & Power apartments through the beautiful arch and has an accessible, peninsula walking course with exercise stations.*

## **Safety and Security**

### **Community Crime Watch**

- *Franklin is a part of the Greater Concord Regional Crimeline, call (603) 226-3100*
- *Franklin Police Department can be reached at (603) 934-2535 and operates a Facebook page with messaging option*

### **Emergency shelters**

- *Homeless Outreach Intervention/Prevention workers operate in each county of the state and can be contacted at NH Homeless Hotline at 211 or (866) 444-4211.*

### **Police, Fire, Ambulance**

- *Franklin Police Department (603) 934-2535 or 9-1-1 for emergencies*
- *Franklin Fire Department/Rescue & EMS (603) 934-2205 or 9-1-1 for emergencies*
- *Twin Rivers Ambulance (603) 744-1010*

### **City/town office**

- *Franklin city clerk office (603) 934-3109*
- *Franklin city welfare office (603) 934-3404 &/or (603) 934-3900 ext. 4*

### **Safe Houses – shelter for domestic violence**

*There is not a domestic violence shelter located in the city of Franklin; the nearest programs are as follows*

*New Beginnings, Laconia contact at (603) 528-6511*

*Crisis Center of Central NH operates a shelter in Concord and also manages a crisis hotline at (866) 841-6229*

## **Transportation**

### **Parking**

- *Franklin has parking restrictions and penalties that apply to public streets, it is suggested that drivers heed posted parking restrictions*

### **Public Transportation**

- *Senior Transit is available to those 60 years of age and older for transport to senior center, appointments, or shopping. 24-hour advance notice to schedule appointment is necessary and a \$2.00 donation for round trip is suggested. Contact at (603) 934-4151.*

- *CAP Volunteer driver program is sponsored by community action program and is transportation available to seniors 60+ and those living with a disability. Rides are available M-F 5a-6p and are scheduled by contacting (603) 225-1989.*

### **Taxi**

- *R & E Taxi, Franklin, contact (603) 934- 4414*

### **Rental cars**

- *Enterprise Rent-a-car, Tilton, contact (603) 286-7342*

## **Advocacy Organizations**

### **Disability Rights**

- *NH Disability Rights Center is located in Concord at 64 N. Main St. and can be reached by contacting (800) 834-1721. NHDRC provides information, referral, advice, and legal representation and advocacy to individuals with disabilities on a wide range of disability-related problems.*

### **Legal Services**

- *Legal Advice & Referral Center (LARC) is a private, nonprofit law firm that provides free legal services to eligible, low-income people anywhere in NH, mainly via telephone. Contact (800) 639-5290 for assistance and questions.*

### **Veterans Services**

- *State Office of Veterans Services assists veterans who are residents of NH or their dependents in securing all benefits or preferences to which they may be entitled under any state or federal laws or regulations. Contact (800) 624-9230 for assistance or questions.*
- *Easter Seals Military & Veterans Services, contact Program Coordinator at [vetscount@eastersealsnh.org](mailto:vetscount@eastersealsnh.org) or (603) 315-4354.*

### **Housing Consumer Education Center**

- *HOMETeam is an independent organization dedicated to providing consumers with objective tools and information that will help them prepare for and protect their biggest investment – their home. Contact HOMETeam via their website at <http://www.hometeamnh.org/contact-us/> and see what upcoming opportunities there are.*



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