NH Department of Health and Human Services

129 Pleasant Street, Concord, New Hampshire 03301-3852
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1-800-852-3345 TDD-NH Relay 7-1-1

11/2025

Contact List for Constituent Referrals *(subject to change)*

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Scheduling for Commissioner & Deputy Commissioner

Kelly Cote, *Office Manager* 603-271-9300
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Scheduling for Associate Commissioners

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Human Resource Management

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Information Services

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Finance & Procurement

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Intergovernmental Affairs

Vacant, *Director* . . . . . .
Email:

Program Quality & Integrity

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Program Quality

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Program Integrity

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Legal and Regulatory Services

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Administrative Appeals Unit

Heather Cremmen, *Manager* 603-271-0198
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Administrative Rules Unit

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Estate Recoveries Unit

Janelle Laylagian 603-271-9227
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Legislative Affairs

John Williams, *Director* 603-271-9395
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Licensing and Certification (child care, health facilities)

Doreen Shockley, *Manager* 603-271-9645
Email: Doreen.P.Shockley@dhhs.nh.gov

Ombudsman

Jennifer Jones 603-271-3948
Email: Jennifer.R.Jones@dhhs.nh.gov

Office of the Long-term Care Ombudsman

Susan Buxton 603-271-4704
Email: Susan.C.Buxton@dhhs.nh.gov

Other Important Referral Numbers

Client Services: 1-800-852-3345 x9700
Elder Abuse and Neglect: 1-800-949-0470
Homeless Hotline of NH: 1-866-444-4211
Child Abuse and Neglect: 1-800-894-5533
NH 2-1-1 *(general information and referrals)*: 1-866-444-4211
ServiceLink *(for elders and adults with disabilities)* : 1-866-634-9412

Mission Statement: *To join communities and families in providing opportunities for citizens to achieve health and independence.*

DHHS Contact List for Constituent Referrals *(continued)*

Medicaid Services
(administers Medicaid services and conducts research on health care and related issues)

Henry Lipman, *Director* 603-271-9434
Email: Henry.D.Lipman@dhhs.nh.gov

Rob Berry, *Legislative Liaison* 603-271-9661
Email: Robert.F.Berry@dhhs.nh.gov

Dawn Tierney, *Legislative Liaison* 603-271-9315
Email: Dawn.I.Tierney@dhhs.nh.gov

Long Term Supports and Services
(administers long term support and services for developmental disabilities and elderly and adult services)

Melissa Hardy, *Director* 603-271-0643
Email: Melissa.A.Hardy@dhhs.nh.gov

Developmental Services
(services to individuals with developmental disabilities, acquired brain disorders, and children and adolescents with chronic health conditions)

Jessica Gorton, *Administrator* 603-271-8942
Email: Jessica.D.Gorton@dhhs.nh.gov

Melissa Nemeth, *Legislative Liaison* 603-271-5144
Email: Melissa.M.Nemeth@dhhs.nh.gov

Adult & Aging Services
(community services, veterans, nursing home and residential care)

Wendi Aultman, *Administrator* 603-271-9068
Email: Wendi.J.Aultman@dhhs.nh.gov

Brian Clark, *Legislative Liaison* *603-271-9202*
Email: Brian.Clark@dhhs.nh.gov

Client Services: 1-800-351-1888 ext. 7845

Behavioral Health

Katja Fox, *Director* 603-271-9406
Email: Katja.S.Fox@dhhs.nh.gov

Mental Health Services
(services for adults and seniors with mental health needs, aging issues and disabilities)

Carolyn Lewis, *Bureau Chief* 603-271-8378
Email: Carolyn.B.Lewis@dhhs.nh.gov

Substance Use Disorder Services
(community services for the prevention and treatment of substance use disorders)

Jill Burke, *Bureau Chief* 603-271-6108
Email: Jill.A.Burke@dhhs.nh.gov

Jenny O'Higgins, *Legislative Liaison*
Email: Jennifer.O'Higgins@dhhs.nh.gov

Children's Behavioral Health
(services for children with mental health needs and disabilities)

Daryll Tenney, *Bureau Chief* 603-271-5075
Email: Daryll.C.Tenney@dhhs.nh.gov

Homeless & Housing Services
(services to homeless individuals and housing needs)

Melissa Hatfield, *Administrator* 603-271-9197
Email: Melissa.L.Hatfield@dhhs.nh.gov

Jenny O'Higgins, *Legislative Liaison*
Email: Jennifer.O'Higgins@dhhs.nh.gov

Glencliff Home
(nursing home care for adults with emotional and behavioral needs)

Todd Bickford, *Chief Executive Officer* 603-989-5203
Email: Louis.T.Bickford@dhhs.nh.gov

New Hampshire Hospital
(hospital and residential care for people with severe mental illness)

Ellen Lapointe, *Chief Executive Officer* 603-271-5200
Email: Ellen.M.Lapointe@dhhs.nh.gov

Cynthia Babonis, *Legislative Liaison* 603-271-5350
Email: Cynthia.F.Babonis@dhhs.nh.gov

Children, Youth and Families
(adoption, child abuse and neglect, child care, domestic violence, foster care, and juvenile justice services)

Marie Noonan, *Director* 603-271-4455
Email: Marie.E.Noonan@dhhs.nh.gov

Susan Larrabee, *Legislative Liaison* 603-271-4694
Email: Susan.N.Larrabee@dhhs.nh.gov

Economic Stability

Karen Hebert, *Director* 603-223-4812
Email: Karen.E.Hebert@dhhs.nh.gov

Child Support Services
(collection of child support payments)

Lisa Dekutoski, *Administrator* 603-527-5937
Email: Lisa.M.Dekutoski@dhhs.nh.gov

Matt Hayes, *Legislative Liaison* 603-271-4808
Email: Matthew.J.Hayes@dhhs.nh.gov

Client Services: 1-800-852-3345 ext. 4427

Family Assistance
(client-centered services for access to financial and medical assistance including long-term care and supplemental nutrition assistance)

Debra Sorli, *Administrator* 603-419-0104
Email: Debra.E.Sorli@dhhs.nh.gov

Brian Clark, *Legislative Liaison* *603-271-9202*
Email: Brian.Clark@dhhs.nh.gov

Client Services: 1-800-852-3345 ext. 4238

Public Health Services
(health education, disease prevention, public health lab, communicable diseases)

Iain Watt, *Director* 603-271-4526
Email: Iain.N.Watt@dhhs.nh.gov

Abby Rogers, *Legislative Liaison* 603-271-4593
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