



PRSS Facilitating Organization

Annual Report FY 2020

July 2019- June 2020

Cheryle Pacapelli, Project Director – PRSS FO
HARBOR HOMES, INC

Elyssa Clairmont, Asst. Project Director – PRSS FO
HARBOR HOMES, INC

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PRSS Terms Defined

Peer Recovery Support Services (PRSS): Social support designed and delivered by people who have experienced Substance Use Disorder and recovery. This peer-based model helps individuals engage in the recovery process and embodies a message of hope for the recovering community (SAHMSA, 2009).

Recovery Coaching (RC): One-to-one mentoring wherein focus is to work with the service recipient in development and accountability with a personal Recovery Wellness Plan. Help with barrier reduction and systems navigation is also expected. Relationship is ongoing until terminated by either party.

Telephone Recovery Support (TRS): Weekly outgoing calls to individuals for brief check-ins on his/her/their status and progress in recovery. Referral to other resources is expected. Relationship usually lasts the length of each call, with multiple RCO representatives calling daily lists of program participants.

Digital Recovery Support Services (DRSS): PRSS services that are provided through online or telephonic platforms in lieu of face to face contact. This type of service has become very popular during the 2020 COVID-19 Pandemic and has allowed NH Recovery Community Organizations to continue to safely provide guidance and connection to their recovery communities.

Recovery Community Organization (RCO): “An independent, non-profit organization led and governed by representatives of local communities of recovery. These organizations organize recovery-focused policy advocacy activities, carry out recovery-focused community education and outreach programs, and/or provide peer-based recovery support services” (P. Valentine, W. White, P. Taylor, 2007).

Recovery Community Center (RCC): Peer operated centers that serve as local resources of community-based recovery support and help build recovery capital among individuals and the community (Recovery Research Institute). A single RCO can have multiple centers.

Recovery Capital: Conceptually linked to protective factors and wellness, Recovery Capital can be divided into three categories; personal, family or social, and community. These categories encompass factors such as physical health, basic needs, social relationships, attitudes, policies, and other resources (W. White, W. Cloud, 2008).

Summary

Harbor Homes, Inc. was contracted in July 2016 to serve as the Facilitating Organization (FO) for the State of New Hampshire's effort to support the sustainable and integrated development of Recovery Community Organizations (RCO) and their delivery of Peer-Based Recovery Support Services (PRSS). RCOs and Recovery Community Centers (RCCs) were known elsewhere in the country to fill gaps in addiction treatment and recovery infrastructures and to grow numbers of people accessing vital supports to achieve and sustain long-term recovery. New Hampshire's innovation of funding a Facilitating Organization to aggressively grow a collaborative workforce of community-based PRSS providers is sure to contribute to an improved system of care for people affected by addiction.



From *Housing As Health Care: A Road Map for States*, <http://ngahousingroadmap.cwsit.org/housingroadmap.pdf>

The PRSS field, though new relative to clinical disciplines and unorganized peer support fellowships, has demonstrated measurably improved outcomes for program participants before, during, after, and in lieu of traditional addiction treatment services. Dramatic outcomes are demonstrated in New Hampshire by way of personal accounts and the beginnings of measurable outcome data through use of new peer friendly data platforms.

In summer 2016, the FO completed an environmental scan to identify grassroots organizations' preparation for accreditation by the Council on Accreditation of Peer Recovery Support Services (CAPRSS). Those organizations

deemed “most ready” for CAPRSS accreditation were subcontracted under the FO with state funding. In September 2016, the FO subcontracted three organizations in three different Public Health Network Regions, providing those organizations with technical and operational support, start-up funding, and monthly reimbursement-based funding after the first two months. Two additional organizations were subcontracted in December 2016; two more between January and May 2017, two more were contracted in July 2018, and one additional RCO was contracted in March 2020 to position FO-supported RCOs in nine of the state’s thirteen Public Health Regions. We have identified and are working with multiple organizations and grassroots efforts to continue to expand quality peer recovery support services in underserved areas of the state for the upcoming fiscal year.

Prior to the FO Contract, only one organization had opened an RCC which offered PRSS in New Hampshire. Since the FO began offering support and funding in 2016, there are seventeen RCC’s in New Hampshire that are open, active, and receiving support from the FO through various funding revenues (see table below).

RCO/ Address	Original FO Contract Date	Public Health Region
Greater Tilton Area Family Resource Center <i>5 Prospect St. Tilton, NH 03276 175 Center St. Franklin, NH 03235</i>	February 2017	Winnepesaukee
Hope for NH Recovery <i>267 Wilson St. Manchester, NH 03103 823 Main St. Berlin, NH 03570</i>	March 2020	Greater Manchester
Keene Serenity Center <i>34 Mechanic St. Keene, NH 03431</i>	December 2016	Greater Monadnock
MWV Supports Recovery <i>1620 E. Main St. Center Conway, NH 03813</i>	July 2018	Carrol County
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>	July 2017	Winnepesaukee
North Country Serenity Center <i>33 W. Main St. Littleton, NH 03561</i>	May 2017	North Country
Plymouth Area Recovery Connections* <i>258 Highland St. Plymouth, NH 03264</i>	October 2019	Central NH
Reality Check* <i>17 Turnpike Rd. Jaffrey, NH 03452</i>	October 2019	Greater Monadnock
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060 6 Railroad Ave. Derry, NH 03038</i>	December 2016	Greater Nashua
Safe Harbor Recovery Center <i>865 Islington St. Portsmouth, NH 03801</i>	September 2016	Seacoast
SOS Recovery Community Organization <i>4 Broadway Dover, NH 03820 63 S. Main St. Rochester, NH 03867 1 Lafayette Rd. Unit 1 Hampton, NH 03842</i>	September 2016	Strafford County
The Center for Recovery Resources <i>1 Pleasant St. Suite 104 Claremont, NH 03743</i>	July 2018	Greater Sullivan
White Horse Recovery Center <i>68 NH-16B Center Ossipee, NH 03814 2977 White Mountain Hwy. N. Conway, NH 03860</i>	September 2016	Carrol County

*RCO has not received a subcontract for the PRSS FO state contract. Contract date represents their initial subcontract under the PRSS Community SOR state contract.

Funding Breakdown

Since the FO originally started in 2016, funding revenues for both the individual RCOs and for the FO have expanded and become more complex. The FO now has four different contracts; PRSS FO, PRSS Community, PRSS Parenting Education, and AmeriCorps. Three of these contracts provide funding directly to subcontracted RCOs through state contracts with the NH Bureau of Drug and Alcohol Services (BDAS). Although the AmeriCorps program does not provide direct funding to the RCOs, it does offer valuable workforce development services by increasing the number of trained Certified Recovery Support Workers (CRSWs) across the state.

The PRSS FO contract was originally awarded to Harbor Homes Inc. in July 2016 and serves as the primary source of funding and technical assistance for 11 RCOs as of June 2020. This funding provides support for grass roots organizations to help sustain peer recovery support services provided at each organization. The funding sources that comprise this contract include 24% general funds, 36% federal funds and 40% other funds according to public record on Governor and Executive Council Agenda on June 26, 2019, item #29C.

The PRSS Parenting Education contract was awarded to Harbor Homes Inc. in November 2018. This contract was awarded to RCOs to support evidence informed family programming for parents in recovery. As of June 2020, six RCOs hold subcontracts to provide support for the specified family programming, Parenting Journey in Recovery (formerly Sober Parenting Journey). Parenting Journey in Recovery is a 14-week, strength-based curriculum that supports healthy relationship building for parents in recovery from substance use disorder. Free family style meals, complimentary childcare, and transportation to and from the 14-week group is offered at no cost for all participants. This programming was originally supported through 100% federal funding as listed on the November 14, 2018 Governor and Executive Council Agenda, item #12. However, this contract has since transferred over to receiving state funding through the State Opioid Response (SOR) initiative.

The PRSS Community contract was originally awarded to Harbor Home Inc. in September 2019. This funding source provides support to ten RCOs for various recovery programming with the over arching goal to expand the delivery of new and existing peer recovery support services throughout NH. This funding not only supports five brand new RCCs but also various programming including local transportation services and recovery coach dispatch services to emergency departments. This contract is also funded through the SOR initiative.

The chart below depicts all seventeen of the RCCs and the percent that each state contract managed by the FO contributes to their overall FO budgets. Please note that these three FO funding options might not account for 100% of the RCO's budget. RCOs also have independent grants and funding revenues that are not managed by the FO that are not accounted for in this report.

RCO/ Address	PRSS FO	PRSS Community (SOR)	PRSS Parenting Education (SOR)
Greater Tilton Area Family Resource Center 5 Prospect St. Tilton, NH 03276 *175 Center St. Franklin, NH 03235	42%	35%	23%
Hope for NH Recovery 267 Wilson St. Manchester, NH 03103 **823 Main St. Berlin, NH 03570	100%	N/A	N/A
Keene Serenity Center 34 Mechanic St. Keene, NH 03431	71%	29%	N/A

MWV Supports Recovery 1620 E. Main St. Center Conway, NH 03813	100%	N/A	N/A
Navigating Recovery of the Lakes Region 102 Court St. Laconia, NH 03246	47%	28%	25%
North Country Serenity Center 33 W. Main St. Littleton, NH 03561	41%	28%	31%
*Plymouth Area Recovery Connections 258 Highland St. Plymouth, NH 03264	N/A	100%	N/A
*Reality Check 17 Turnpike Rd. Jaffrey, NH 03452	N/A	100%	N/A
Revive Recovery Resource Center 263 Main St. Nashua, NH 03060 *6 Railroad Ave. Derry, NH 03038	61%	39%	N/A
Safe Harbor Recovery Center 865 Islington St. Portsmouth, NH 03801	58%	N/A	42%
SOS Recovery Community Organization 4 Broadway Dover, NH 03820 63 S. Main St. Rochester, NH 03867 *1 Lafayette Rd. Unit 1 Hampton, NH 03842	51%	14%	35%
The Center for Recovery Resources 1 Pleasant St. Suite 104 Claremont, NH 03743	42%	26%	32%
White Horse Recovery Center 68 NH-16B Center Ossipee, NH 03814 2977 White Mountain Hwy. N. Conway, NH 03860	52%	48%	N/A

**RCC is 100% SOR funded **HOPE Berlin closed March 2020*

Impact of COVID-19 Pandemic

COVID-19, a coronavirus, causes respiratory illness in varying degrees of severity. In early 2019 this virus spread across the globe and reached every corner of the United States. Governor Chris Sununu declared a State of Emergency on March 13, 2020 following the World Health Organizations declaration of COVID-19 reaching pandemic status and in response to the increasing number of cases within New Hampshire. The State of Emergency orders required the closure of all non-essential businesses and encouraged people to stay at home. On March 18, 2020 Governor Sununu released his 8th emergency order allowing for the expansion of telehealth services through “all modes of telehealth”.

In response to the Governor’s State of Emergency, RCOs closed their doors to the public. All workers were allowed to work from home and provided digital peer recovery support services primarily over the phone or through video conferencing platforms such as Zoom. The overall impact of COVID-19 to NH’s recovery community was negative. It led to a reduction in peer support services in the state, including the closure of one Recovery Center in Berlin, NH. The negative impact in services provided can be seen clearly in FY20 fourth quarter data collected from each RCO. COVID-19 also impeded out of state travel which inevitably postponed Revive’s final accreditation assessment for CAPRSS. While the final numbers regarding overdoses and overdose deaths during this time frame have yet to be finalized, RCOs repeatedly reported a feeling of loss of community connection during the necessary closures in response to COVID-19.

COVID-19 forced RCOs to adapt very quickly and explore the realm of digital recovery support services. As a result, many centers have expanded their reach and community for online support meetings and recovery groups. SOS Recovery Community Organization in particular has capitalized on this unique circumstance and has partnered with

other RCOs all over the nation to provide digital recovery support groups that now engage people in recovery across the country.

As RCOs slowly start to reopen following strict guidelines and recommendations from the Department of Health and Human Services, the State of New Hampshire, and The Center for Disease Control and Prevention, many are working on sustaining their new digital programming in order to continue to offer low barrier access points to a variety of peer recovery support services.

FY 2020 Highlights

- HHI continues to subcontract with six RCOs to provide Parenting Journey in Recovery through the PRSS Parenting Education contract.
- HHI subcontracted with five new RCCs; Reality Check, Plymouth Area Recovery Connections, SOS in Hampton, Greater Tilton Area Family Resource Center in Franklin, and Revive in Derry.
- HHI continues to maintain information on NHRecoveryhub.org in partnership with BDAS.
- HHI continues to provide Community of Practice trainings quarterly with Technical Assistance being provided by CHI
- HHI released an e-newsletter every quarter connected to NH recovery Hub known as the Recovery Fix.
- Seven centers have now received CAPRSS accreditation.
- HHI continues to provide updated procedures, training, and TA for data input.
- HHI expanded our staff; adding an additional Program manager completing our team of eight.
- HHI continues to provide up to date information and best practice recommendations to all subcontracted RCOs during the COVID-19 pandemic.
- HHI coordinated or facilitated 56 RCO trainings totaling 402 hours and 934 participants.
- HHI engaged in 351 activities regarding RCO training, program development, site visits, outreach, or education.
- HHI sent 5 FO staff to 11-week leadership training developed by SOS Recovery and Granite State College.
- HHI sent 30 RCO staff/volunteers to the New England School of Addition Studies on full scholarships.
- HHI conducted 46 site visits for individualized TA to subcontracted recovery community organizations. Note: this number does not include any TA provided over Zoom or other digital platforms.
- HHI provided back-of-office services and technical assistance to all RCOs.
- HHI assisted RCOs in drafting an Anti-Racism letter in support of the Black Lives Matter movement and will continue to work with RCOs on cultural competency and racial awareness through trainings, policy and procedure revisions, and advocacy opportunities.
- HHI renewed AmeriCorps contract graduating 15 RecoveryCorps members and placing 9 RecoveryCorps members at 8 different RCOs for a year-long service contract.
- HHI continues to support RCO's in Medicaid applications and MCO applications, 9 RCOs have their Medicaid ID and 5 RCOs are fully credentialed.
- HHI continues to work with MCOs and East Coast Reimbursement to establish and finalize billing procedures with RCOs. Five RCOs started regularly billing Medicaid and receiving reimbursements totaling \$23,042 for the fiscal year.
- Provided "We are All Human" training to FO and RCO Directors to discuss culture competency and racial awareness.

- HHI has identified multiple opportunities to fund new RCCs to continue to expand peer recovery support services in underserved areas of the state.
- HHI presented on the FO and RCO service delivery at NAMI Conference in November 2019.
- HHI worked with VFR Consultants to provide an in-depth statistical analysis of both intake and ongoing outcomes data that was finalized in partnership with BDAS, HHI, and the Community Health Institute. Results of analysis are summarized in ‘Participant Outcomes’. The both written analyses are also available as attachments: [Exhibit A Intake Data Analysis](#) and [Exhibit B Outcome Data Analysis](#).
- HHI is working with Recovery Link, a peer-based data platform, and is implementing a transition plan to have all subcontracted RCOs switch their data entry over to Recovery Link. RCOs will no longer be utilizing the Recovery Data Platform (RDP) starting July 1, 2020. Recovery Link is better tailored to peer recovery support services, will help RCO’s focus their service delivery, and provide outcome metrics that were non-existent in the previous data platform.
- HHI has rapidly expanded social media presence through Facebook and new Instagram account:
 - Facebook Data:
 - New Page Likes: 1,315
 - Average Daily Reached: 1,135
 - # Engagements: 42,992

Accreditation

To date, seven of the subcontracted RCOs are accredited through the Council on Accreditation of Peer Recovery Support Services (CAPRSS), a program of Faces & Voices of Recovery. SOS Recovery Community Organization, which had been assessed as ‘most ready’ for accreditation during our initial RCO scan, received an Exemplary five-year accreditation status in June 2018. Navigating Recovery of the Lakes Region and Safe Harbor received Standard three-year accreditation status in January 2019. Greater Tilton Area Family Resource Center, Keene Serenity Center, and White Horse Recovery Center all received CAPRSS accreditation during fiscal year 2020. Hope for NH Recovery, who was previously accredited by CAPRSS in 2016 for a five-year accreditation, joined the Facilitating Organization as a subcontractor during the second half of fiscal year 2020. Unfortunately, due to COVID-19 and the pandemic that hit NH in March 2020 Revive Recovery Resource Center (Revive) was forced to post-pone their CAPRSS site visit. Revive is expected to receive their site visit once both parties are comfortable traveling and conducting the in-depth service analysis.

CAPRSS’s accreditation measures include four core areas of standards (Principles, People, Practices, Performance) and thirty domains of those standards that are assessed by the RCOs themselves and through a peer review process. Each RCO is currently engaged in the accreditation process at an appropriate stage relative to its organizational capacity and maturity in developing, delivering, and documenting PRSS. Of the tasks involved in the accreditation process, completion of the Organizational Profile on the CAPRSS online portal requires the most preparation and time to complete with authentic data and documentation. In addition to client demographics, fifty-five documents are required of each RCO, ranging from a weekly schedule of events to strategic and risk management plans. The authenticity of all submitted materials is evaluated during the accreditation site visit. Site visits also include interviews of clients, the organization’s Peer Advisory Council, staff, board members, and community stakeholders. (Note: In March 2017 CAPRSS instituted a policy that an organization must demonstrate two years of PRSS delivery before establishing a site visit.) RCO progression towards CAPRSS Accreditation is as expected given their individual capacities and contract dates. We expect at least two more RCOs, Revive and North Country Serenity Center, to receive CAPRSS accreditation in FY21.

Of the remaining RCO's, Revive Recovery Center has completed the Organizational Profile, all Welcome Walk-throughs, and the Tier II Self-Assessment. They will be next to schedule site visits for the end of this calendar year or as soon as site visits resume due to COVID-19. North Country Serenity Center has elected their Accreditation team, are updating their Policy and Procedure Manual, and are in the process of their Tier I Self-Assessment. Mount Washington Valley and The Center for Recovery Resources have begun tracking participant data in RDP, compiling for their Organizational Profile and engaging in a monthly CAPRSS Accreditation Development Meeting for technical assistance with FO staff to assist in meeting the requirements of their Tier I Self-Assessment. Plymouth Area Recovery Connections and Reality Check are brand new centers. They are also attending the monthly CAPRSS Accreditation Development meeting preparing their Organizational Profile and concentrating on providing PRSS services for the required time before accreditation.

The FO provides accountability and technical assistance for each RCO's progress towards CAPRSS accreditation. Moving forward the FO will develop a process to ensure RCO's are meeting CAPRSS' set standards. Subcontractors will then have the option of moving forward with receiving their formal accreditation status or not.

RCO/ Address	CAPRSS Accreditation Status
Greater Tilton Area Family Resource Center <i>5 Prospect St. Tilton, NH 03276</i> <i>175 Center St. Franklin, NH 03235</i>	Standard 3-Year Accreditation (July 2019)
Hope for NH Recovery <i>267 Wilson St. Manchester, NH 03103</i> <i>823 Main St. Berlin, NH 03570</i>	Exemplary 5-Year Accreditation (2016)
Keene Serenity Center <i>34 Mechanic St. Keene, NH 03431</i>	Standard 3-Year Accreditation (July 2019)
MWV Supports Recovery <i>1620 E. Main St. Center Conway, NH 03813</i>	Organizing your Organization
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>	Standard 3-year Accreditation (January 2019)
North Country Serenity Center <i>45 Union St. Littleton, NH 03561</i>	Tier I Self-Assessment
Plymouth Area Recovery Connections <i>258 Highland St. Plymouth, NH 03264</i>	Organizing your Organization
Reality Check <i>17 Turnpike Rd. Jaffrey, NH 03452</i>	Organizing your Organization
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060</i> <i>6 Railroad Ave. Derry, NH 03038</i>	Ready and Scheduling Site Visit
Safe Harbor Recovery Center <i>865 Islington St. Portsmouth, NH 03801</i>	Standard 3-year Accreditation (January 2019)
SOS Recovery Community Organization <i>4 Broadway Dover, NH 03820</i> <i>63 S. Main St. Rochester, NH 03867</i> <i>1 Lafayette Rd. Building 1 Hampton, NH 03842</i>	Exemplary 5-year Accreditation (June 2018)
The Center for Recovery Resources <i>1 Pleasant St. Suite 104 Claremont, NH 03743</i>	Organizing your Organization
White Horse Recovery Center <i>68 NH-16B Center Ossipee, NH 03814</i> <i>2977 White Mountain Hwy. N. Conway, NH 03860</i>	Standard 3-Year Accreditation (April 2020)

Data Collection

After many difficulties finalizing an appropriate software platform for data collection and reporting, Harbor Homes contracted with Faces & Voices of Recovery for licenses, training, technical assistance, and use of the Recovery Data Platform (RDP) in June 2018. All RCOs under the FO contract are expected to report activities and outcomes data using RDP as of July 1, 2018 through June 30, 2020.

The Recovery Data Platform (RDP) was developed in part by Faces and Voices of Recovery (FAVOR) and Recovery Trek. RDP is a cloud-based data system that allows easy access to manage and complete participant information and forms. It includes several evidence-based assessment tools to help collect recovery data on a systemic, regional, and/or national scale.

Until FY2019, only activities, or ‘outputs’ have been reported. RDP has allowed RCOs to capture client-level outcomes related to their activities and services provided. It has provided a framework for RCOs to capture comprehensive demographic and recovery related metrics in compliance with standards set by the New Hampshire Bureau of Drug and Alcohol Services (BDAS). Metrics collected during FY2020 in RDP include participant demographics, substance use information, criminal justice involvement, RCO services provided, and referrals.

Participant Demographics

Participant demographics include age, gender, race, ethnicity, and veteran status. The below data tables represent total demographic information for 1,682 new participants in FY2020. The primary demographic for peer recovery support services at subcontracted RCOs are 25-44-year-old, white, non-Hispanic, men who are not veterans.

Age					
	FY20Q1	FY20Q2	FY20Q3	FY20Q4	FY Totals
<i>17 and Under</i>	13	8	1	0	22
<i>18-24</i>	64	41	29	11	145
<i>25-44</i>	403	346	256	110	1115
<i>45-64</i>	109	109	88	45	351
<i>65+</i>	15	9	12	11	47

Gender					
	FY20Q1	FY20Q2	FY20Q3	FY20Q4	FY Totals
<i>Male</i>	342	294	230	73	939
<i>Female</i>	259	220	154	104	737
<i>Non-binary</i>	1	1	1	0	3
<i>Other</i>	2	0	1	0	3

Race					
	FY20Q1	FY20Q2	FY20Q3	FY20Q4	FY Totals
<i>White</i>	553	481	360	166	1560
<i>Hispanic/Latino</i>	23	12	9	0	44
<i>Black/African American</i>	10	6	8	3	27
<i>Middle Eastern/North African</i>	0	0	0	1	1
<i>Asian</i>	1	0	1	0	2
<i>Multi-racial</i>	6	8	2	4	20
<i>Other</i>	6	5	4	3	18

Ethnicity					
	FY20Q1	FY20Q2	FY20Q3	FY20Q4	FY Totals
<i>Hispanic</i>	28	17	16	3	64
<i>Non-Hispanic</i>	516	460	356	161	1493
<i>Other</i>	18	15	14	13	60

Veteran Status					
	FY20Q1	FY20Q2	FY20Q3	FY20Q4	FY Totals
<i>Veteran</i>	24	25	12	7	68
<i>Not a Veteran</i>	571	480	374	170	1595

Participant Services

PRSS as they are defined for purposes of potential Medicaid billing are exclusive to Recovery Coaching and Telephone Recovery Support Services. However, PRSS as delivered by our state's RCOs include a broad array of services, including: police-assisted recovery response programs; housing and other basic needs assistance; treatment/health systems navigation; group facilitation at in/outpatient treatment programs; services delivered to family members; community outreach and education through the form of presentations and community events, adventure outings, naloxone training and distribution, etc. The FO collects and reports data for all PRSS activities and services. ***In FY20 subcontracted RCOs engaged 141,258 individuals through activities, interactions, outreach, and services.*** This fiscal year has shown significant enhancements in service capacity amongst center-based activities including an ***increase in number of referrals, an 248% increase in the number of recovery group attendees, a 234% increase in recovery coaching sessions, and a 193% increase in number of successful telephone recovery support contacts.*** The following tables offer fiscal year totals for services provided by subcontracted RCOs including interactions, interactions with referrals, telephone recovery support, recovery coaching, meetings, recovery groups, presentations, community events, and trainings.

Interactions are brief one on one engagements. They are commonly used to make quick referrals to outside resources and organizations. Interactions can take place over various modes of communication including in person, over the phone, text or chat features, emails, etc.

Interactions					
RCO	FY20Q1	FY20Q2	FY20Q3	FY20Q4	Total
GTAFCR	354	581	621	526	2082
Hope	1988	1531	2372	692	6583
KSC	1371	1781	1401	263	4816
MWV	125	209	127	0	461
NRLR	145	204	160	97	606
NCSC	70	44	95	109	318
PARC	0	0	3	17	20
Reality Check	5	27	48	32	112
Revive	688	587	467	408	2150
Safe Harbor	123	171	151	27	472
SOS	519	607	764	333	2223
CRR	609	400	211	69	1289
White Horse	263	170	183	41	657
TOTAL	6260	6312	6603	2614	21789

Interactions w/ 1+ Referrals					
RCO	FY20Q1	FY20Q2	FY20Q3	FY20Q4	Total
GTAFCR	210	334	532	437	1513
Hope	1968	1507	2344	661	6480
KSC	1345	1774	1350	211	4680
MWV	110	175	87	0	372
NRLR	124	85	74	35	318
NCSC	58	41	67	103	269
PARC	0	0	3	12	15
Reality Check	5	27	38	17	87
Revive	535	414	349	282	1580
Safe Harbor	41	122	121	1	285
SOS	240	381	556	148	1325
CRR	606	388	208	54	1256
White Horse	262	170	182	38	652
TOTAL	5504	5418	5911	1999	18832

Activities are group services that can cover a variety of topics. Some of the common group activities that RCOs host are anonymous step groups, family support groups, art, music, and writing groups, yoga, and other recovery support groups. RCOs are also able to track any trainings, outreach, or presentations they give to the public or their local communities.

FY20 Activity Totals

Meetings	Recovery Group	Presentations	Community Event	Training	Total
40032	46766	13148	24624	2765	127335

FY20Q2 Activities

RCO	Meetings	Recovery Groups	Presentations	Community Events	Trainings	Total
GTAFC	959	261	62	289	85	1656
Hope	7557	2222	34	759	146	10718
KSC	534	860	0	1203	0	2597
MWV	65	12	0	0	29	106
NRLR	645	181	0	18	20	864
NCSC	635	399	65	92	0	1191
Reality Check	138	14	54	204	86	496
Revive	661	623	20	430	194	1928
Safe Harbor	1105	416	165	55	0	1741
SOS	876	1084	128	3939	420	6447
CRR	6	414	0	0	4	424
White Horse	3	85	82	103	0	273
TOTAL SERVICES	13184	6571	610	7092	984	28441

FY20Q1 Activities

RCO	Meetings	Recovery Groups	Presentations	Community Events	Trainings	Total
GTAFC	923	99	32	640	48	1742
Hope	7054	2629	608	3421	319	14031
KSC	563	21	0	1334	0	1918
MWV	72	283	20	208	23	606
NRLR	596	462	20	517	0	1595
NCSC	963	0	21	137	0	1121
Reality Check	16	481	0	17	7	521
Revive	837	549	129	2293	59	3867
Safe Harbor	947	549	168	22	0	1686
SOS	978	1368	10676	4253	385	17660
CRR	23	646	0	155	0	824
White Horse	16	65	0	295	0	376
TOTAL SERVICES	12988	7152	11674	13292	841	45947

FY20Q3 Activities						
RCO	Meetings	Recovery Groups	Presentations	Community Events	Trainings	Total
GTAFC	655	280	0	13	41	989
Hope	6119	1776	65	947	62	8969
KSC	687	944	0	1278	0	2909
MWV	120	0	0	12	49	181
NRLR	789	155	0	0	0	944
NCSC	412	326	0	0	0	738
PARC	72	54	14	0	31	171
Reality Check	305	10	32	10	31	388
Revive	603	666	0	0	0	1269
Safe Harbor	891	472	123	54	0	1540
SOS	289	3645	446	968	274	5622
CRR	55	443	0	375	24	897
White Horse	0	40	121	176	0	337
TOTAL SERVICES	10997	8811	801	3833	512	24954

FY20Q4 Activities						
RCO	Meetings	Recovery Groups	Presentations	Community Events	Trainings	Total
GTAFC	5	515	0	0	0	520
Hope	508	438	0	24	0	970
KSC	41	1682	0	53	0	1776
MWV	0	0	0	0	0	0
NRLR	183	115	0	0	0	298
NCSC	1129	628	0	0	0	1757
PARC	0	147	0	0	0	147
Reality Check	283	181	0	0	2	466
Revive	288	535	0	50	0	873
Safe Harbor	0	0	0	0	0	0
SOS	335	19699	63	280	426	20803
CRR	40	287	0	0	0	327
White Horse	51	5	0	0	0	56
TOTAL SERVICES	2863	24232	63	407	428	27993

Recovery Coaching (RC) is one-to-one mentoring wherein focus is to work with the service recipient in development and accountability with a personal Recovery Wellness Plan. Help with barrier reduction and systems navigation is also expected. Relationship is ongoing until terminated by either party.

Recovery Coaching						
RCO	FY20Q1 RC Sessions	FY20Q2 RC Sessions	FY20Q3 RC Sessions	FY20Q4 RC Sessions	FY20 Total RC Session	FY20 Total Unique Participants
GTAFCR	87	100	183	260	630	118
Hope	715	541	469	230	1955	437
KSC	126	180	126	24	456	92
MWV	23	12	7	0	42	9
NRLR	315	294	342	375	1326	251
NCSC	43	47	22	15	127	38
PARC	0	0	0	13	13	2
Reality Check	0	0	6	17	23	9
Revive	209	288	324	366	1187	120
Safe Harbor	32	10	6	0	48	21
SOS	191	177	146	283	797	275
CRR	72	27	11	92	202	47
White Horse	11	3	26	10	50	14
TOTAL	1824	1679	1668	1685	6856	1433

Telephone Recovery Support (TRS) is weekly outgoing calls to individuals for brief check-ins on his/her/their status and progress in recovery. Referral to other resources is expected. Relationship usually lasts the length of each call, with multiple RCO representatives calling daily lists of program participants.

Telephone Recovery Support						
RCO	FY20Q1 Attempted Contacts	FY20Q2 Attempted Contacts	FY20Q3 Attempted Contacts	FY20Q4 Attempted Contacts	FY20 Total Successful Contacts	FY20 Total Unique Participants
GTAFCR	520	530	784	629	974	172
Hope	1347	2025	614	655	887	467
KSC	82	171	71	61	100	34
MWV	0	6	1	0	7	4
NRLR	43	113	87	214	176	70
NCSC	371	321	159	167	352	89
PARC	0	0	2	38	19	4
Reality Check	0	0	0	0	0	0
Revive	43	71	85	119	241	90
Safe Harbor	0	1	34	0	23	24
SOS	1767	1801	1995	1705	2201	420
CRR	0	7	47	209	114	13
White Horse	6	19	26	35	49	32
TOTAL	4179	5065	3905	3832	5143	1419

Participant Outcomes

The FO continued to follow the evaluation protocols finalized in April 2019 in collaboration with the Center for Excellence, BDAS, and the Peer Recovery Support Service Facilitating Organization. The agreed upon outcome measures included probation and parole, recent arrests, current substance use, recent emergency room visits, Narcan use, treatment and recovery support utilization, stable living, employment, mental and physical health, recovery status, health insurance, etc. In July 2019, measures including voter registration, Narcan training and possession, tobacco use, and absenteeism were added to the evaluation protocol. Subcontracted recovery centers collect these measures monthly for participants who have received either recovery coaching or telephone recovery support at one month and six months after date of intake. All collected data is then submitted into a Survey Monkey where aggregate data is then exported and analyzed.

After complying with the agreed upon evaluation method for several months, the FO contracted with VFR Consultants to run a statistical analysis of the collected intake and outcomes data. The full summary of both the intake and outcome data analysis are available as attachments.

Intake Data Analysis

The summary of the RCOs' intake data showed that they are serving a diverse population that is proportional to statewide data for both gender and age. Opportunities to educate participants around access to healthcare and to increase services encompassing family coaching were found in the analysis. Other relationships found within the intake analysis will be utilized to improve service outreach and marketing and to reach populations identified as underserved.

Outcomes Data Analysis

After cleaning the data, 394 follow-up records were available to use for the analysis. This included data from 10 different RCOs, the most records coming from Navigating Recovery of the Lakes Region. Records that were not included after cleaning the data were those that refused to take the survey or the RCO was unable to contact. Out of all of the metrics collected within the outcomes survey, two were found statistically significant using chi-square tests. Individuals were more likely to be trained to administer naloxone after six months of engagement with an RCO compared to one month of engagement. Individuals were also more likely to be registered to vote following six months of engagement with an RCO compared to one month of engagement.

Since so much of the outcomes data was deemed insignificant during the statistical analysis, HHI notified all RCOs to stop collecting outcome surveys and reassessed our data collection methods. It was advised for the FO to reconsider their data platform because of the cumbersome limitations it provided in collecting individual outcome measures overtime. Utilizing this feedback, the FO found an alternative data platform that was built for peer support services and will be able to track individual outcome measures; RecoveryLink. All RCOs will start utilizing RecoveryLink as their primary data platform as of July 1, 2020.

Back Office Support

Harbor Homes, as the FO, is obligated to provide a variety of supportive functions including back office support. This ensures that small grass root and non-profit organizations have the resources needed to operate. The FO offers a wide range of back office and technical assistance (TA) that can vary based on the individual RCO's needs. The

chart below depicts different back office support and TA functions that the FO regularly provides and whether or not it is utilized by each RCO (indicated by an “X”).

Back Office Support				
RCO	Human Resources	Financial	Medicaid Billing	Technical Assistance
Greater Tilton Area Family Resource Center <i>5 Prospect St. Tilton, NH 03276</i> <i>175 Center St. Franklin, NH 03235</i>	X	X	X	X
Hope for NH Recovery <i>267 Wilson St. Manchester, NH 03103</i> <i>823 Main St. Berlin, NH 03570</i>		X	X	X
Keene Serenity Center <i>34 Mechanic St. Keene, NH 03431</i>	X	X	X	X
MWV Supports Recovery <i>1620 E. Main St. Center Conway, NH 03813</i>		X	X	X
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>		X	X	X
North Country Serenity Center <i>45 Union St. Littleton, NH 03561</i>	X	X	X	X
Plymouth Area Recovery Connections <i>258 Highland St. Plymouth, NH 03264</i>		X	X	X
Reality Check <i>17 Turnpike Rd. Jaffrey, NH 03452</i>		X	X	X
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060</i> <i>6 Railroad Ave. Derry, NH 03038</i>	X	X	X	X
Safe Harbor Recovery Center <i>865 Islington St. Portsmouth, NH 03801</i>		X		X
SOS Recovery Community Organization <i>4 Broadway Dover, NH 03820</i> <i>63 S. Main St. Rochester, NH 03867</i> <i>1 Lafayette Rd. Building 1 Hampton, NH 03842</i>		X		X
The Center for Recovery Resources <i>1 Pleasant St. Suite 104 Claremont, NH 03743</i>	X	X	X	X
White Horse Recovery Center <i>68 NH-16B Center Ossipee, NH 03814</i> <i>2977 White Mountain Hwy. N. Conway, NH 03860</i>		X		X

Training

Subcontracted RCOs have participated in diverse and practical trainings aimed at broadening the scope of PRSS and improving PRSS delivery, organizational capacity, and sustainability. The FO has collaborated with the NH Center for Excellence, BDAS, Faces and Voices of Recovery, New Futures, The NH Harm Reduction Coalition, RCOs, and independent contractors to provide RCOs with interactive in-person trainings and webinars on the following topics, *totaling 56 sessions and 402 hours.*

Trainings delivered in FY 2019 include:

- Recovery Coach Academy
- Ethical Considerations for Recovery Coaches
- HIV/AIDS Prevention
- Suicide Prevention
- Sober Parenting Journey Facilitation
- Recovery Data Platform

- Telephone Recovery Support
- Data Collection and Reporting
- Harm Reduction
- Human Trafficking
- Families Sharing without Shame
- Community of Practice
- Burnout
- Methamphetamines
- Motivational Interviewing
- Two Generations
- Harm Reduction
- FO Subcontractor Orientation
- Leadership
- Social Media
- We are All Human

Sustainability

Each RCO has been successful in leveraging FO funds for service contracts and grants which expand the beneficiaries' scope of work. RCOs are written into each Integrated Delivery Network regional plan for funded services touching the Medicaid population statewide. A Majority of subcontracted RCO's receive additional funding for a variety of programs including but not limited to recovery coaching in the emergency department, probation and parole relationships, Recovery Friendly Workplace initiatives, etc. All RCO's are in close working relationships with their regional Doorways. Most RCOs still face capacity issues relative to their expanded roles in their communities. Sustainability needs will become clear once regular and consistent service reimbursements are received from Medicaid MCOs. The FO will work individually with all RCOs to establish and maintain their unique sustainability plans with their unique revenue streams and programming.

HHI/Facilitating Organization Contact Information

CHERYLE PACAPELLI
PROJECT DIRECTOR
PRSS FO

ELYSSA CLAIRMONT
ASST. PROJECT DIRECTOR
PRSS FO

PETER KELLEHER
CEO
HARBOR HOMES

Tel: (603)459-4072

c.pacapelli@nhpartnership.org

Tel: (603)921-1475

e.clairmont@nhpartnership.org

Tel: (603)882-3616

p.kelleher@nhpartnership.org

