

# PRSS FACILITATING ORGANIZATION

ANNUAL REPORT FY 2021

*July 2020- June 2021*



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HARBOR CARE

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HARBOR CARE

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## Definitions

- **Digital Recovery Support Services (DRSS):** PRSS services that are provided through online or telephonic platforms in lieu of face to face contact.
- **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:** a process of change through which people improve their health and wellness, live self-directed lives, and strive to reach their full potential (SAMHSA, 2020). There are four major dimensions that support recovery:
  - **Health**—overcoming or managing one’s disease(s) or symptoms and making informed, healthy choices that support physical and emotional well-being.
  - **Home**—having a stable and safe place to live.
  - **Purpose**—conducting meaningful daily activities and having the independence, income, and resources to participate in society.
  - **Community**—having relationships and social networks that provide support, friendship, love, and hope.
- **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). Recovery Capital is measured through the Brief Assessment in Recovery Capital (BARC-10) assessment tool.
- **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.
- **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 Recovery Community Organization can have multiple centers.
- **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).
- **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.

## Project History

Harbor Care (formerly Harbor Homes) 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 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. In September 2016, the FO subcontracted three organizations in three different Public Health 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 between January and May 2017, two were subcontracted in July 2018, one in March 2020, and two additional centers in March of 2021 to position FO-supported RCOs in ten of the state’s thirteen Public Health Regions. The FO continues to identify and work with multiple organizations and grassroots efforts to continue to expand quality peer recovery support services in underserved areas of the state.

| <b>RCO</b>   | <b>Original Contract Date</b> | <b>Public Health Region</b> |
|--|-------------------------------|-----------------------------|
| <b>Addiction Recovery Coalition of NH</b><br><i>180 Elm St. Suite E Milford, NH 03055</i>  | March 2021                    | Greater Nashua              |
| <b>Greater Tilton Area Family Resource Center</b><br><i>5 Prospect St. Tilton, NH 03276<br/>175 Center St. Franklin, NH 03235<br/>202 N. State St. Concord, NH 03301</i> | February 2017                 | Winnepesaukee, Capital      |
| <b>Hope for NH Recovery</b><br><i>267 Wilson St. Manchester, NH 03103</i>  | March 2020                    | Greater Manchester          |
| <b>Keene Serenity Center</b><br><i>34 Mechanic St. Keene, NH 03431</i>   | December 2016                 | Greater Monadnock           |
| <b>MWV Supports Recovery</b><br><i>1620 E. Main St. Center Conway, NH 03813</i>  | July 2018                     | Carrol County               |
| <b>Navigating Recovery of the Lakes Region</b><br><i>102 Court St. Laconia, NH 03246</i>   | July 2017                     | Winnepesaukee               |
| <b>North Country Serenity Center</b><br><i>33 W. Main St. Littleton, NH 03561</i>  | May 2017                      | North Country               |
| <b>Plymouth Area Recovery Connections</b><br><i>258 Highland St. Plymouth, NH 03264</i>  | October 2019                  | Central NH                  |
| <b>Reality Check</b><br><i>17 Turnpike Rd. Jaffrey, NH 03452</i>   | October 2019                  | Greater Monadnock           |
| <b>Revive Recovery Resource Center</b><br><i>263 Main St. Nashua, NH 03060<br/>6 Railroad Ave. Derry, NH 03038</i>   | December 2016                 | Greater Nashua              |
| <b>Safe Harbor Recovery Center</b><br><i>865 Islington St. Portsmouth, NH 03801</i>  | September 2016                | Seacoast                    |
| <b>SOS Recovery Community Organization</b><br><i>4 Broadway Dover, NH 03820<br/>63 S. Main St. Rochester, NH 03867<br/>1 Lafayette Rd. Unit 1 Hampton, NH 03842</i>      | September 2016                | Strafford County            |
| <b>*TLC Recovery Programs</b><br><i>62 Pleasant St. Claremont, NH 03743</i>  | July 2018                     | Greater Sullivan            |
| <b>White Horse Recovery Center</b><br><i>68 NH-16B Center Ossipee, NH 03814<br/>2977 White Mountain Hwy. N. Conway, NH 03860</i>   | September 2016                | Carrol County               |

*\*TLC Recovery Programs, formerly the Center for Recovery Resources.*

## FY21 Project Summary

Harbor Care was contracted to complete an environmental scan in the state of New Hampshire to identify the readiness of Peer Recovery Support Services (PRSS) based on standards set forth by the Council on Accreditation of Peer Recovery Support Services (CAPRSS) in Recovery Community Organizations (RCO). Upon completion of the readiness scan, we will continue to develop infrastructure and provide program support to NH RCOs through the following actions:

- Subcontract with 13 existing RCCs in at least 9 Public Health Regions.
- Subcontract with two new RCCs located in underserved regions that do not having existing centers.

- Provide a minimum of 82,000 RCO generated services.
- Assure each RCO meets or exceeds CAPRSS accreditation standards.
- Provide technical assistance, compliance monitoring, and data quality assurance for all subcontractors.
- Provide technical assistance to contracted RCOs to enroll in Medicaid upon the establishment of a Peer Recovery Program provider type by the New Hampshire Medicaid Program based on Federal Center for Medicaid and Medicare Services (CMS) and other federal and state requirements.
- Determine the RCOs ability to establish a recovery center.
- Provide technical assistance and trainings to subcontractors as needed including but not limited to capacity development, quality improvement, administrative support, organizational coaching, compliance monitoring, and data quality assurance.
- Assist subcontractors with ongoing back-office functions as needed (HR, financial, billing, IT, grant writing etc.).
- Encourage communication and cooperation among RCOs through a “community of practice”.
- Assist RCOs to engage with Regional Public Health Network (RPHN) continuum of care development work and local mental health peer support agencies (MHPS).
- Develop workplans with each subcontractor and monitor progress on goals including funding and sustainability, PRSS service development, CAPRSS, Medicaid, data collection, and staff development.
- Assist subcontractors in developing sustainability plans and applying for appropriate funding.
- Promote PRSS throughout the state by managing the NH Recovery Hub Facebook Page, developing and distributing an e-newsletter, and presenting in meetings and workshops.

## 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 8<sup>th</sup> 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. COVID-19 required 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 and are working to sustain that method of service delivery in the future. SOS Recovery Community Organization has capitalized on this unique circumstance by partnering with RCOs from other states to provide digital recovery support groups. These support groups now engage people in recovery across the country.

RCOs slowly started to reopen in the first half of FY21 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. The FO facilitated weekly meetings sharing updates on COVID related protocols and best practices to ensure public safety. NH began distributing COVID-19 vaccines in December 2020 for first responders and high-risk medical staff. RCO staff were considered non-emergent health care workers under phase 1B and were permitted to get vaccinated as of February 2021. Now that vaccines are readily available to all adults and many COVID protocols have been lifted or significantly reduced, RCOs have started to transition back to normal operations as of May 2021.

## Funding Breakdown

The FO currently manages two different contracts: PRSS FO and SORII. The PRSS FO contract is overseen by the NH Department of Health and Human Service (DHHS), Bureau of Drug and Alcohol Services (BDAS) and currently provides funding to fifteen RCCs. The SORII contract provides funding from the Substance Abuse and

Mental Health Association (SAMHSA) through the NH DHHS and helps support thirteen RCCs. There are currently eight RCCs that receive funding through both contracts.

## PRSS FO

The PRSS FO contract was originally awarded to Harbor Care in July 2016 and serves as the primary source of funding and technical assistance for fifteen out of twenty subcontracted RCCs. 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 11% general funds, 22% federal funds and 67% other funds according to public record on Governor and Executive Council Agenda on June 16, 2021, item #15.

## SORII

The SORII contract is a combination of the PRSS Community Contract and the Parenting Education contract from prior fiscal years. The former Parenting Education contract (now funded through SORII) was awarded to Harbor Care in November 2018. This contract was awarded to RCOs to support evidence informed family programming for parents in recovery. As of June 2020, seven RCOs are offering 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. The former PRSS Community contract (now funded through SORII) was originally awarded to Harbor Care in September 2019. This funding source provides support to ten RCOs for various recovery programming with the overarching 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 aids in the expansion of various programming including local transportation services and recovery coach dispatch services to emergency departments. The SORII contract is comprised of 100% federal funds according to public record on Governor and Executive Council Agenda on January 22, 2021, item #21.

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

| <b>RCO/ Address</b>  | <b>PRSS FO</b> | <b>SORII</b> |
|--|----------------|--------------|
| <b>Addiction Recovery Coalition of NH</b><br>180 Elm St. Suite E Milford, NH 03055   | 100%           | N/A          |
| <b>Greater Tilton Area Family Resource Center</b><br>5 Prospect St. Tilton, NH 03276<br>*175 Center St. Franklin, NH 03235<br>202 N. State St. Concord, NH 03301 | 61%            | 39%          |
| <b>Hope for NH Recovery</b><br>267 Wilson St. Manchester, NH 03103   | 100%           | N/A          |
| <b>Keene Serenity Center</b><br>34 Mechanic St. Keene, NH 03431  | 72%            | 28%          |
| <b>MWV Supports Recovery</b><br>1620 E. Main St. Center Conway, NH 03813   | 100%           | N/A          |
| <b>Navigating Recovery of the Lakes Region</b><br>102 Court St. Laconia, NH 03246  | 60%            | 40%          |
| <b>North Country Serenity Center</b><br>33 W. Main St. Littleton, NH 03561   | 61%            | 39%          |
| <b>Plymouth Area Recovery Connections</b><br>*258 Highland St. Plymouth, NH 03264  | N/A            | 100%         |
| <b>Reality Check</b><br>*17 Turnpike Rd. Jaffrey, NH 03452   | N/A            | 100%         |
| <b>Revive Recovery Resource Center</b><br>263 Main St. Nashua, NH 03060<br>*6 Railroad Ave. Derry, NH 03038  | 47%            | 53%          |

|   |     |     |
|---|-----|-----|
| <b>Safe Harbor Recovery Center</b><br>865 Islington St. Portsmouth, NH 03801  | 88% | 12% |
| <b>SOS Recovery Community Organization</b><br>4 Broadway Dover, NH 03820<br>63 S. Main St. Rochester, NH 03867<br>*1 Lafayette Rd. Unit 1 Hampton, NH 03842 | 51% | 49% |
| <b>TLC Recovery Programs</b><br>62 Pleasant St. Claremont, NH 03743   | 72% | 28% |
| <b>White Horse Recovery Center</b><br>68 NH-16B Center Ossipee, NH 03814<br>2977 White Mountain Hwy. N. Conway, NH 03860                                    | 52% | 48% |

\*RCC is 100% SORII funded.

## Medicaid Reimbursement

The FO attended multiple webinars and Q&A sessions with NH Department of Health and Human Services and Program Integrity regarding policies and procedures for RCOs to bill Medicaid for reimbursement. An RCO Billing Manual was developed and approved by DHHS that summarizes the relative He-W 513 SUD provider rules for subcontracted RCOs to reference as they each work towards eligibility for Medicaid reimbursement. Subcontracted RCOs are supported by the FO and Harbor Care throughout this entire process including applying for Medicaid IDs, contracting with individual Managed Care Organizations, and providing monthly billing reports for each eligible RCO. There are currently nine RCOs actively billing Medicaid. They have collectively accumulated \$327,575.23 in Medicaid reimbursement funds. The table below details each RCO, their current Medicaid billing status, and their annual reimbursement amount.

| RCO/ Address   | Medicaid Status    | FY21 Total Reimbursement |
|--|--------------------|--------------------------|
| <b>Addiction Recovery Coalition of NH</b><br>180 Elm St. Suite E Milford, NH 03055   | Medicaid ID        | 0\$                      |
| <b>Greater Tilton Area Family Resource Center</b><br>5 Prospect St. Tilton, NH 03276<br>*175 Center St. Franklin, NH 03235<br>202 N. State St. Concord, NH 03301 | Billing            | \$36,311.64              |
| <b>Hope for NH Recovery</b><br>267 Wilson St. Manchester, NH 03103   | Billing            | \$21,804.40              |
| <b>Keene Serenity Center</b><br>34 Mechanic St. Keene, NH 03431  | Billing            | \$749.89                 |
| <b>MWV Supports Recovery</b><br>1620 E. Main St. Center Conway, NH 03813   | Eligible to Bill   | \$0                      |
| <b>Navigating Recovery of the Lakes Region</b><br>102 Court St. Laconia, NH 03246  | Billing            | \$36,829.96              |
| <b>North Country Serenity Center</b><br>33 W. Main St. Littleton, NH 03561   | Billing            | 0\$                      |
| <b>Plymouth Area Recovery Connections</b><br>*258 Highland St. Plymouth, NH 03264  | Contracting w/MCOs | 0\$                      |
| <b>Reality Check</b><br>*17 Turnpike Rd. Jaffrey, NH 03452   | Eligible to Bill   | \$0                      |
| <b>Revive Recovery Resource Center</b><br>263 Main St. Nashua, NH 03060<br>*6 Railroad Ave. Derry, NH 03038  | Billing            | \$157,002.78             |
| <b>Safe Harbor Recovery Center</b><br>865 Islington St. Portsmouth, NH 03801   | Billing            | \$2,144.58               |
| <b>SOS Recovery Community Organization</b><br>4 Broadway Dover, NH 03820<br>63 S. Main St. Rochester, NH 03867<br>*1 Lafayette Rd. Unit 1 Hampton, NH 03842      | Medicaid ID        | 0\$                      |



|  |         |             |
|--|---------|-------------|
| <b>TLC Recovery Programs</b><br>62 Pleasant St. Claremont, NH 03743  | Billing | \$61,416.76 |
| <b>White Horse Recovery Center</b><br>68 NH-16B Center Ossipee, NH 03814<br>2977 White Mountain Hwy. N. Conway, NH 03860 | Billing | \$11,315.22 |

*\*RCC is 100% SORII funded.*

## FY 2021 Highlights

- Harbor Care continues to subcontract with seven RCOs to provide Parenting Journey in Recovery through SORII funding.
- Harbor Care subcontracted with two new RCCs Addiction Recovery Coalition of NH in Milford and Capital Area RCO in Concord.
- Harbor Care continues to help update information on [NH Recovery Hub](#) in partnership with BDAS.
- Harbor Care continues to provide Community of Practice trainings quarterly with Technical Assistance being provided by Growth Partners.
- Harbor Care regularly attends the LADC Board, Recovery Task Force, and Governor's Commission on Alcohol and Other Drug meetings.
- Harbor Care is collaborating with Growth Partners to establish a consistent and unbiased way to determine if RCOs meet CAPRSS standards.
- Harbor Care released an e-newsletter every quarter known as the [Recovery Fix](#).
- Eight organizations have now received CAPRSS accreditation.
- Harbor Care continues to provide updated procedures, training, and TA for data input into RecoveryLink.
- Harbor Care continues to provide up to date information and best practice recommendations to all subcontracted RCOs relative to the COVID-19 pandemic.
- Harbor Care coordinated or facilitated 38 RCO trainings totaling 192 hours and 695 participants.
- Harbor Care engaged in 922 activities regarding RCO training, program development, site visits, outreach, or TA.
- Harbor Care facilitates a biweekly meeting for all RCO Directors to discuss program and contract updates.
- Two of Harbor Care staff completed Project Management Professional training.
- One Harbor Care staff completed a Leadership Development Program.
- FO staff are active members of Harbor Care's QA/QI and Emergency Preparedness work groups.
- Harbor Care hosted multiple trainings on racial diversity/inclusion and cultural competency in partnership with Deo Mwano.
- Partnered with Main Stay Technologies to provide organizational assessments and trainings to aid RCOs in meeting Exhibit K requirements.
- Harbor Care offered TA and organizational coaching to the state of Maine's network of RCOs.
- Harbor Care offered support and TA to North Suffolk Mental Health in Boston, MA as they transitioned to RecoveryLink's data platform.
- Harbor Care implemented a new training software, MedTrainer, to ensure all RCO staff complete required trainings.
- Harbor Care meets regularly with NH DHHS, BDAS, and Arkansas Foundation for Medical Care (AFMC) to develop and formal evaluation plan to evaluate NH PRSS and associated outcomes.
- Harbor Care, NH DHHS, BDAS, and AFMC are in collaboration to create a public facing dashboard displaying aggregate service numbers.
- Harbor Care conducted 41 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.*
- Harbor Care provided back-office services and technical assistance to all RCOs.
- Harbor Care successfully transferred all subcontracted RCOs onto new data platform, RecoveryLink.
- Harbor Care created and distributed guidance documents and templates that aligned with RecoveryLink metrics.
- Harbor Care continues to support RCO's in Medicaid applications and MCO applications, 11 RCOs are fully credentialed and are ready to bill.

- Harbor Care worked with MCOs, East Coast Reimbursement, and NH DHHS to finalize billing procedures for RCOs. Nine RCOs are regularly billing Medicaid and received reimbursements totaling \$327,575.23 for the fiscal year.
- Harbor Care has rapidly expanded [NH Recovery Hub's](#) social media presence:
  - Facebook Data:
    - Total Page Likes: 2,243
    - New Page Likes: 493
    - # of People Engaged: 5,744
    - # Post Reaches: 74,713
- FO FY21 activities:

| Activity Type               | Activity Count | Sum of Attendees | Activity Duration (HH:MM) |
|-----------------------------|----------------|------------------|---------------------------|
| <b>Meeting</b>              | <b>553</b>     | <b>2250</b>      | <b>527:46:00</b>          |
| Externally Facilitated      | 180            | 715              | 210:15:00                 |
| FO Facilitated              | 373            | 1535             | 317:31:00                 |
| <b>Promotion</b>            | <b>21</b>      | <b>175</b>       | <b>24:45:00</b>           |
| Promotion                   | 21             | 175              | 24:45:00                  |
| <b>Technical Assistance</b> | <b>503</b>     | <b>2886</b>      | <b>400:42:00</b>          |
| Administrative Support      | 200            | 1478             | 113:55:00                 |
| Capacity Development        | 51             | 431              | 58:30:00                  |
| CAPRSS                      | 29             | 87               | 31:45:00                  |
| Contract Compliance         | 29             | 101              | 19:05:00                  |
| Data Quality                | 109            | 414              | 107:47:00                 |
| Organizational Coaching     | 66             | 219              | 38:25:00                  |
| Quality Improvement         | 19             | 156              | 31:15:00                  |
| <b>Training</b>             | <b>38</b>      | <b>695</b>       | <b>191:55:00</b>          |
| Training                    | 38             | 695              | 191:55:00                 |
| <b>Grand Total</b>          | <b>370</b>     | <b>1767</b>      | <b>1145:08:00</b>         |

## Accreditation

To date, eight 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 in 2016, 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 early 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. Revive Recovery Center received their 3-year accreditation in January 2021.

CAPRSS's accreditation measures include four core areas of standards (Principles, People, Practices, Performance) and thirty domains that are assessed by the RCOs themselves and through a peer review process. The four core areas of standards in the CAPRSS accreditation process – Principles, People, Practices, and Performance – refer to the mission, vision, and code of ethics that a center follows; the participants served by the center and the community the center is in; the way that the centers go about helping their participants and benefit the overall community; and the data showing that the centers are performing at the highest level – both through fiscal responsibility and overall outcomes for participants.

Together with Growth Partners, a third-party organization that provides technical assistance to non-profits, the FO began to develop a process to ensure NH RCOs meet CAPRSS standards without requiring the organizations to go through the formal and expensive accreditation process. The FO's five-step process includes organizational development, a desk review, site visit, findings report with accreditation status, and reassessment. During organizational development, RCOs will attend regular one-on-one meetings with FO staff to assist with preparing for the review. The center staff will be given opportunities to ask questions and have FO staff review documents informally prior to the desk review. After the center has indicated that they are ready for the desk review, we will review all relevant and required documentation from the centers to ensure that the centers' policies, procedures, and financials meet CAPRSS standards. Using information collected in the desk review, the FO will then develop a site visit agenda that is tailored to each center based upon the findings in previous steps. During the site visit, the center staff, board members, volunteers, and some participants will be interviewed about organizational policies and procedures. Based upon the findings of the desk review and site visit, the FO will score the organization, which will determine whether they meet or exceed CAPRSS standards. If so, the organization will be granted either a 3 or 5 year "accreditation" status before the standards are reassessed. The FO will provide a report to the organization with a summary of findings and recommendations. If a center is found to not meet standards, they are provided with recommendations and a period of six months to address necessary changes before the FO conducts a new desk review and site visit.

Each RCO is engaged in the accreditation process at an appropriate stage relative to its organizational capacity and maturity in developing, delivering, and documenting PRSS. Of the remaining RCOs that are not currently accredited, we expect the North Country Serenity Center and Mount Washington Valley Supports Recovery will be ready to receive their accreditation in fiscal year 2022. The FO provides monthly meetings with recovery centers to provide support and technical assistance as they prepare their organization for their assessment of accreditation standards.

| <b>RCO/ Address</b>  | <b>CAPRSS Accreditation Status</b>           |
|--|--|
| <b>Addiction Recovery Coalition of NH</b><br><i>180 Elm St. Suite E Milford, NH 03055</i>  | Organizational Development                   |
| <b>Greater Tilton Area Family Resource Center</b><br><i>5 Prospect St. Tilton, NH 03276</i><br><i>175 Center St. Franklin, NH 03235</i><br><i>202 N. State St. Concord, NH 03301</i> | Standard 3-Year Accreditation (August 2019)  |
| <b>Hope for NH Recovery</b><br><i>267 Wilson St. Manchester, NH 03103</i>  | Exemplary 5-Year Accreditation (2016)        |
| <b>Keene Serenity Center</b><br><i>34 Mechanic St. Keene, NH 03431</i>   | Standard 3-Year Accreditation (July 2019)    |
| <b>MWV Supports Recovery</b><br><i>1620 E. Main St. Center Conway, NH 03813</i>  | Desk Review                                  |
| <b>Navigating Recovery of the Lakes Region</b><br><i>102 Court St. Laconia, NH 03246</i>   | Standard 3-year Accreditation (March 2019)   |
| <b>North Country Serenity Center</b><br><i>33 W. Main St. Littleton, NH 03561</i>  | Completed Site Visit with FO June 2021       |
| <b>Plymouth Area Recovery Connections</b><br><i>258 Highland St. Plymouth, NH 03264</i>  | Organizational Development                   |
| <b>Reality Check</b><br><i>17 Turnpike Rd. Jaffrey, NH 03452</i>   | Organizational Development                   |
| <b>Revive Recovery Resource Center</b><br><i>263 Main St. Nashua, NH 03060</i><br><i>6 Railroad Ave. Derry, NH 03038</i>   | Standard 3-year Accreditation (January 2021) |
| <b>Safe Harbor Recovery Center</b><br><i>865 Islington St. Portsmouth, NH 03801</i>  | Standard 3-year Accreditation (January 2019) |
| <b>SOS Recovery Community Organization</b><br><i>4 Broadway Dover, NH 03820</i><br><i>63 S. Main St. Rochester, NH 03867</i><br><i>1 Lafayette Rd. Unit 1 Hampton, NH 03842</i>      | Exemplary 5-year Accreditation (April 2018)  |
| <b>TLC Recovery Programs</b>   | Organizational Development                   |

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| 62 Pleasant St. Claremont, NH 03743  |  |
| <b>White Horse Recovery Center</b><br>68 NH-16B Center Ossipee, NH 03814<br>2977 White Mountain Hwy. N. Conway, NH 03860 | Standard 3-Year Accreditation (April 2020) |

## Data Collection

Data collected and summarized below come from two primary sources; organizational data from RCOs and service/participant level data collected in RecoveryLink™.

[RecoveryLink™](#) is a modern company with a mission to provide a suite of accessible and impactful recovery support tool designed to elevate collective impact. The platform “offers recovery community organizations, peer recovery support providers, and enterprise health systems a suite of digital tools platform designed to improve outcomes through systems transformation. Promoting long-term engagement with recovery support services is easy with our electronic recovery record platform with integrated telerecovery services delivered via HIPAA compliant video, voice, and messaging” (RecoveryLink, 2021). The cloud-based program offers a secure platform for recovery provides to record recovery data and outcomes and seamlessly engage with participants via video, voice, or messaging.

## RCO Baseline Data

Baseline metrics include PRSS Expertise, PRSS service delivery, organizational capacity, organizational sustainability, a fiscal year budget breakdown, CAPRSS accreditation standing, and Medicaid billing. Baseline data is collected from each subcontracted RCO within 90 days of contract execution and will be updated every quarter. The baseline data summarized below is current as of June 2021 and represents only FO funded RCOs.

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| <b>Addiction Recovery Coalition of NH</b>          |  | <u>Address(es):</u><br>180 Elm St. Suite E Milford, NH 03055 |
| <i>Original FO Contract: March 2021</i>            |  |  |
| <i>Service Hours:</i> Monday-Friday: 9:00AM-3:30PM |  |  |
| <b>PRSS Expertise</b>                              | <ul style="list-style-type: none"> <li>• <b>Harm Reduction:</b> integrated into the core of our recovery services, distribute Narcan, offers multiple pathways to recovery, all staff are trained in harm reduction.</li> </ul>  |  |
| <b>Service Development</b>                         | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>  |  |
| <b>Capacity</b>                                    | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 3</li> <li>○ # Staff w/CRSW: 0</li> <li>○ <b>% of Staff w/CRSW: 0%</b></li> <li>○ # of Active Volunteers: 2</li> <li>○ # of Volunteers w/CRSW: 2</li> <li>○ <b>% of Volunteers w/CRSW: 100%</b></li> </ul> </li> </ul>                  |  |
| <b>Sustainability</b>                              | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 61%</li> <li>○ Fundraising/Donations: 39%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not have an active sustainability plan, in development.</li> </ul> </li> </ul> |  |
| <b>CAPRSS</b>                                      | <ul style="list-style-type: none"> <li>• Completed self-assessment.</li> <li>• Developing documents, policies, and procedures</li> </ul>   |  |
| <b>Medicaid</b>                                    | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> No</li> <li>• <b>Enrolled w/MCOs:</b> No</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> No</li> </ul>  |  |

**Greater Tilton Area Family Resource Center**  
Original FO Contract: February 2017

Address(es):  
5 Prospect St. Tilton, NH 03276  
175 Central St. Franklin, NH 03235  
202 N. State St. Concord, NH 03301

**Service Hours:** Monday-Friday: 10:00AM-5:00PM

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| <b>PRSS Expertise</b>      | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD and family populations.</li> <li>• <b>Criminal Justice:</b> collaborates with Probation &amp; Parole to meet participant needs and provides support to participants throughout legal proceedings.</li> <li>• <b>Crisis Intervention:</b> regularly provide guidance and referrals to individuals for immediate needs such as housing, detox, treatment, etc. All staff is trained in suicide prevention, risk management, trauma informed care, and mandated reporting laws.</li> <li>• <b>Harm Reduction:</b> offers a variety of programming to support multiple pathways to recovery, all staff are trained in harm reduction, collaborates with homeless outreach programming, and distributes Narcan.</li> <li>• <b>Parenting Ed/Family Support:</b> PRSS is integrated into a family resource center. Provides evidence informed curriculums including Parenting Journey in Recovery, 2 Generation Approach t Supporting Families Affected by SUD, and Strengthening Families Framework™.</li> <li>• <b>Prevention:</b> received Quality Designation from the Wellness &amp; Primary Prevention Council of the state of NH. Offers prevention programing for kids, parents, grandparents, and families.</li> <li>• <b>Recovery Friendly Workplace:</b> GTAFCRC is a designated recovery friendly workplace and offers resources and support to other local recovery friendly workplace designees.</li> <li>• <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> <li>• <b>Service Integration:</b> nationally recognized for their integration of family and recovery support services. Also offers Christ-centered pathways.</li> <li>• <b>Christ-Centered Pathways:</b> offers Christ centered pathways within the peer assisted framework, closely integrated with local church and Good Samaritan Network.</li> <li>• <b>Early Childhood:</b> offers specific programing for children affected by SUD including but not limited to playgroups, home visiting, and family coaching.</li> <li>• <b>Training:</b> has established evidence informed and trademarked curriculums on family and SUD integration. Developed trainings have been become a core service and source of revenue.</li> </ul> |
| <b>Service Development</b> | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>  |
| <b>Capacity</b>            | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 15</li> <li>○ # Staff w/CRSW: 7</li> <li>○ <b>% of Staff w/CRSW: 47%</b></li> <li>○ # of Active Volunteers: 2</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul> </li> </ul>  |
| <b>Sustainability</b>      | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 24%</li> <li>○ SORII: 15%</li> <li>○ Other Programming: 61%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Active plan, will be revised during next strategic planning development in October.</li> </ul> </li> </ul>  |
| <b>CAPRSS</b>              | <ul style="list-style-type: none"> <li>• Accredited July 2019</li> </ul>   |
| <b>Medicaid</b>            | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> Yes</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> Yes</li> </ul>   |

**HOPE for NH Recovery**  
Original FO Contract: July 2019

Address(es):  
293 Wilson St. Manchester, NH 03103

Service Hours: Monday: 12:00PM-1:00PM, Tuesday-Friday: 12:00PM-1:00PM & 5:00PM-9:00PM, Saturday: 5:00PM-9:00PM

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| <b>PRSS Expertise</b>      | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>• <b>Crisis Intervention:</b> provides referrals and reduces barriers for immediate treatment needs by collaborating with Doorways, Mobile Crisis, or offering rides to services.</li> <li>• <b>Co-Occurring Disorders:</b> staff has been trained in co-occurring disorders; population is a primary demographic for homeless outreach programming.</li> <li>• <b>Harm Reduction:</b> integrated into the core of our recovery services, distribute Narcan, and staff volunteer with local syringe service program, Queen City Exchange.</li> <li>• <b>Hospital/ED:</b> provide on call recovery coaching to Catholic Medical Center's ED and in-patient units for over two years and collaborate with IDN and local Doorway.</li> <li>• <b>Homeless Outreach:</b> reaches out and engages with people experiencing homelessness in the Manchester area and facilitates meetings at 1269 Café and FIT Shelter.</li> <li>• <b>System Navigation:</b> staff work endlessly to help individuals apply and access services including treatment, healthcare, recovery, and basic needs.</li> <li>• <b>Recovery Friendly Workplace:</b> HOPE is a designated recovery friendly workplace and offers resources and support to other local recovery friendly workplace designees.</li> <li>• <b>Art:</b> artistic expression plays a key role in the culture and environment, members are encouraged to create and explore through painting, drawing, music, etc.</li> <li>• <b>Community Building:</b> provides extensive opportunity and access to a safe and recovery friendly community through a built network of stakeholders, staff, and ever-growing recoverees.</li> <li>• <b>Special Events:</b> plans and hosts many various events including fundraisers, awareness events, fun community events, round tables with leadership, trainings, etc.</li> <li>• <b>Holistic Therapeutic Approach:</b> provides access to holistic therapies including ear acupuncture, cranial massage, reiki, and nutrition.</li> </ul> |
| <b>Service Development</b> | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>   |
| <b>Capacity</b>            | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 7</li> <li>○ # Staff w/CRSW: 4</li> <li>○ <b>% of Staff w/CRSW: 57%</b></li> <li>○ # of Active Volunteers: 20</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul> </li> </ul>   |
| <b>Sustainability</b>      | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 42%</li> <li>○ Other Programming: 46%</li> <li>○ Fundraising/Donations: 12%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not have an active sustainability plan, in development.</li> </ul> </li> </ul>  |
| <b>CAPRSS</b>              | <ul style="list-style-type: none"> <li>• Accredited 2016</li> </ul>   |
| <b>Medicaid</b>            | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> Yes</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> Yes</li> </ul>  |

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| <b>Keene Serenity Center</b>               |   | <u>Address(es):</u>                                   |
| <i>Original FO Contract: December 2016</i> |   | 34 Mechanic St. Keene, NH 03431                       |
| <b>Service Hours:</b>                      |   | Monday-Friday: 9:00AM-5:00PM, Saturday 12:00PM-5:00PM |
| <b>PRSS Expertise</b>                      | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>• <b>Criminal Justice:</b> providing peer recovery support services to local probation and parole and to Cheshire County Corrections.</li> <li>• <b>Harm Reduction:</b> coaches promote multiple pathways to recovery, offer twice weekly syringe services on site, and distributes Narcan.</li> <li>• <b>Parenting/Family Support:</b> offers groups and activities targeted for parents including Mothers in Recovery.</li> <li>• <b>Recovery Friendly Workplace:</b> designated recovery friendly workplace and resource for other local designees.</li> <li>• <b>Syringe Services:</b> hosts the local syringe service program, GROW, twice weekly.</li> </ul> |   |
| <b>Service Development</b>                 | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>   |   |
| <b>Capacity</b>                            | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 5</li> <li>○ # Staff w/CRSW: 0</li> <li>○ <b>% of Staff w/CRSW: 0%</b></li> <li>○ # of Active Volunteers: 5</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul> </li> </ul>   |   |
| <b>Sustainability</b>                      | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 65%</li> <li>○ SORII: 25%</li> <li>○ Other Programming: 9%</li> <li>○ Fundraising/Donations: 1%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not have an active sustainability plan; process has not been started.</li> </ul> </li> </ul>  |   |
| <b>CAPRSS</b>                              | <ul style="list-style-type: none"> <li>• Accredited</li> </ul>  |   |
| <b>Medicaid</b>                            | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> Yes</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> No</li> </ul>   |   |

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| <b>MWV Supports Recovery</b>           |  | <u>Address(es):</u>                      |
| <i>Original FO Contract: July 2018</i> |  | 1620 E. Main St. Center Conway, NH 03813 |
| <b>Service Hours:</b>                  |  | Monday-Friday: 9:00AM-5:00PM             |
| <b>PRSS Expertise</b>                  | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>• <b>Harm Reduction:</b> Narcan distribution and collaborates with local syringe service program.</li> <li>• <b>Hospital/ED:</b> provides on call recovery support to Memorial Hospital.</li> <li>• <b>Parenting/Family Support:</b> successfully running FASTER programming for five years.</li> <li>• <b>Recovery Friendly Workplace:</b> MWV is a designated recovery friendly workplace and offers resources and support to other local recovery friendly workplace designees.</li> <li>• <b>Recovery Housing:</b> cohabitates and shares programming with a NHCORR certified female level 2 recovery house.</li> </ul> |  |
| <b>Service Development</b>             | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>  |  |
| <b>Capacity</b>                        | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 3</li> <li>○ # Staff w/CRSW: 3</li> <li>○ <b>% of Staff w/CRSW: 100%</b></li> </ul> </li> </ul>   |  |

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|                       | <ul style="list-style-type: none"> <li>○ # of Active Volunteers: 1</li> <li>○ # of Volunteers w/CRSW: 1</li> <li>○ <b>% of Volunteers w/CRSW: 100%</b></li> </ul>   |
| <b>Sustainability</b> | <ul style="list-style-type: none"> <li>● <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 62%</li> <li>○ Other Programming: 30%</li> <li>○ Fundraising/Donations: 8%</li> </ul> </li> <li>● <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not have an active sustainability plan, in development.</li> </ul> </li> </ul> |
| <b>CAPRSS</b>         | <ul style="list-style-type: none"> <li>● In progress</li> </ul>   |
| <b>Medicaid</b>       | <ul style="list-style-type: none"> <li>● <b>Medicaid ID:</b> Yes</li> <li>● <b>Enrolled w/MCOs:</b> Yes</li> <li>● <b>Actively Billing Medicaid for PRSS:</b> No</li> </ul>   |

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| <b><i>Navigating Recovery of the Lakes Region</i></b> |   | <u>Address(es):</u><br>102 Court St. Laconia, NH 03246 |
| <i>Original FO Contract: July 2017</i>                |   |  |
| <i>Service Hours:</i>                                 | Monday-Friday: 9:00AM-5:00PM, Saturday: 11:00AM-3:00PM  |  |
| <b>PRSS Expertise</b>                                 | <ul style="list-style-type: none"> <li>● <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>● <b>Criminal Justice:</b> offer group recovery support services at Belknap County Jail as part of the Correctional Opportunity for Recovery and Education program and receive referrals from Belknap County Probation and Parole for mandated treatment access.</li> <li>● <b>Crisis Intervention:</b> frequently work with people experiencing homelessness, needing detox or residential treatment. Provide staff to the Doorway.</li> <li>● <b>Drug Court:</b> provide recovery coaching services to recovery court participants, attend all graduations, and our MLADC sits on the local recovery court treatment team.</li> <li>● <b>Hospital/ED Integration:</b> provides CRSW staff to the Doorway at LRGH and provides 24/7 on call support to overdose survivors and all other patients identified as having SUD at Franklin and Laconia campuses of LRGH.</li> <li>● <b>Parenting/Family Support:</b> offers evidence informed curriculum, Parenting Journey in Recovery and collaborates with local family resource center.</li> <li>● <b>Recovery Friendly Workplace:</b> CDFA grant recipient for Recovery Friendly Workplace Initiative, provides trainings and support for recovery friendly workplaces and their staff. Designated Recovery Friendly Workplace.</li> <li>● <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> </ul> |  |
| <b>Service Development</b>                            | <ul style="list-style-type: none"> <li>● <b>Delivering Recovery Coaching:</b> Yes</li> <li>● <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>   |  |
| <b>Capacity</b>                                       | <ul style="list-style-type: none"> <li>● <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 8</li> <li>○ # Staff w/CRSW: 5</li> <li>○ <b>% of Staff w/CRSW: 63%</b></li> <li>○ # of Active Volunteers: 1</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul> </li> </ul>  |  |
| <b>Sustainability</b>                                 | <ul style="list-style-type: none"> <li>● <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 30%</li> <li>○ SORII: 20%</li> <li>○ Other Programming: 39%</li> <li>○ Medicaid Reimbursement: 9%</li> <li>○ Fundraising/Donations: 1%</li> </ul> </li> <li>● <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Has an active sustainability plan.</li> </ul> </li> </ul>   |  |
| <b>CAPRSS</b>   | <ul style="list-style-type: none"> <li>● Accredited January 2019</li> </ul>   |  |



|                 |  |
|-----------------|--|
| <b>Medicaid</b> | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> Yes</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> Yes</li> </ul> |
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| <b>North Country Serenity Center</b><br><i>Original FO Contract: May 2017</i> |   | <b>Address(es):</b><br>45 Union St. Littleton, NH 03561 |
| <b>Service Hours:</b> Monday-Friday: 9:00AM-5:00PM                            |   |   |
| <b>PRSS Expertise</b>   | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>• <b>Criminal Justice:</b> provides recovery to support services to Grafton County Jail and Probation/Parole.</li> <li>• <b>Crisis Intervention:</b> regularly provide guidance and referrals to individuals for immediate needs such as housing, detox, treatment, etc.</li> <li>• <b>Drug Court:</b> provides life skills classes and recovery support services to Grafton County Drug Court participants.</li> <li>• <b>Harm Reduction:</b> staff is trained in providing harm reduction recovery pathways, educate participants on harm reduction, and distributes Narcan.</li> <li>• <b>Parenting/Family Support:</b> offers evidence informed curriculum, Parenting Journey in Recovery and other family support groups.</li> <li>• <b>Prevention:</b> active member of local prevention group, offers education to youth health classes, offers youth activities at the center, and provides support to parents regarding child drug use.</li> <li>• <b>Recovery Friendly Workplace:</b> offers resources and support to other local recovery friendly workplace designees.</li> <li>• <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> </ul> |   |
| <b>Service Development</b>  | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>   |   |
| <b>Capacity</b>   | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 4</li> <li>○ # Staff w/CRSW: 4</li> <li>○ <b>% of Staff w/CRSW: 100%</b></li> <li>○ # of Active Volunteers: 6</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul> </li> </ul>   |   |
| <b>Sustainability</b>   | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 38%</li> <li>○ SORII: 24%</li> <li>○ Other Programming: 19%</li> <li>○ Fundraising/Donations: 19%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not currently have active sustainability plan.</li> </ul> </li> </ul>   |   |
| <b>CAPRSS</b>   | <ul style="list-style-type: none"> <li>• In progress</li> </ul>   |   |
| <b>Medicaid</b>   | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> Yes</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> No</li> </ul>   |   |

**Revive Recovery Resource Center**  
Original FO Contract: December 2016

Address(es):  
263 Main St. Nashua, NH 03060  
6 Railroad Ave. Derry, NH 03038

*Service Hours:*

Nashua: Monday-Friday: 8:00AM-5:00PM  
Derry: Monday-Friday: 9:00AM-5:00PM

|                            |   |
|----------------------------|---|
| <b>PRSS Expertise</b>      | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>• <b>Criminal Justice:</b> Provides regular groups to Valley Street Jail and is integrated into the treatment team for Rockingham and Hillsborough drug court programs.</li> <li>• <b>Crisis Intervention:</b> Integrated services with both the Doorway and Safe Stations, frequently provide guidance and referrals to individuals for immediate needs. Active member of the ACE's Crisis Team Project.</li> <li>• <b>Recovery Court:</b> Recovery coach sits on the Hillsborough Count South Adult Drug Court, Rockingham County Drug Court, and Hillsborough County North Adult Drug Court Program team and provides peer support services to its participants.</li> <li>• <b>Harm Reduction:</b> Offers a variety of programming to support multiple pathways to recovery including syringe services and Narcan distribution.</li> <li>• <b>Parenting/Family Support:</b> Provides a variety of family support groups including Parenting Journey in Recovery.</li> <li>• <b>Prevention:</b> Active member of Nashua Prevention Coalition, provides Narcan to community, active member of the Early Childhood Advocacy Coalition, and works with local schools to promote prevention activities.</li> <li>• <b>Recovery Friendly Workplace:</b> Provides resources and support to recovery friendly workplaces. Designated recovery friendly workplace.</li> <li>• <b>Syringes Services:</b> integrated with the local syringe service program, SSANA, by providing staff and volunteers to distribute clean injection equipment.</li> <li>• <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> </ul> |
| <b>Service Development</b> | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>   |
| <b>Capacity</b>            | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 7</li> <li>○ # Staff w/CRSW: 3</li> <li>○ <b>% of Staff w/CRSW: 43%</b></li> <li>○ # of Active Volunteers: 36</li> <li>○ # of Volunteers w/CRSW: 3</li> <li>○ <b>% of Volunteers w/CRSW: 8%</b></li> </ul> </li> </ul>   |
| <b>Sustainability</b>      | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 19%</li> <li>○ PRSS Community: 22%</li> <li>○ Other Programming: 52%</li> <li>○ Fundraising/Donations: 11%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not currently have a sustainability plan in place; in development.</li> </ul> </li> </ul>  |
| <b>CAPRSS</b>              | <ul style="list-style-type: none"> <li>• Accredited</li> </ul>  |
| <b>Medicaid</b>            | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> Yes</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> Yes</li> </ul>  |

|   |  |   |
|---|--|---|
| <b>Safe Harbor Recovery Center</b>          |  | <u>Address(es):</u><br>865 Islington St. Portsmouth, NH 03903 |
| <i>Original FO Contract: September 2016</i> |  |   |
| <i>Service Hours:</i>                       |  | Monday-Friday: 9:00AM-6:00PM, Saturday 8:30AM-2:00PM          |
| <b>PRSS Expertise</b>                       | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>• <b>Parenting/Family Support:</b> offers evidence informed curriculum, Parenting Journey in Recovery and other family support groups.</li> <li>• <b>Recovery Friendly Workplace:</b> Granite Pathways is a Recovery Friendly Workplace designee, provides resources and services to local recovery friendly workplaces, and offers a JobLaunch program that supports recoverees finding meaningful employment.</li> <li>• <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> </ul> |   |
| <b>Service Development</b>                  | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>  |   |
| <b>Capacity</b>                             | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 2</li> <li>○ # Staff w/CRSW: 2</li> <li>○ <b>% of Staff w/CRSW: 100%</b></li> <li>○ # of Active Volunteers: 5</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul> </li> </ul>  |   |
| <b>Sustainability</b>                       | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 53%</li> <li>○ SORII: 7%</li> <li>○ Other Programming: 33%</li> <li>○ Fundraising/Donations: 7%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not have an active sustainability plan, in development.</li> </ul> </li> </ul>   |   |
| <b>CAPRSS</b>                               | <ul style="list-style-type: none"> <li>• Accredited January 2019</li> </ul>  |   |
| <b>Medicaid</b>                             | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> Yes</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> Yes</li> </ul>   |   |

|   |  |  |
|---|--|--|
| <b>SOS Recovery Community Organization</b>  |  | <u>Address(es):</u><br>4 Broadway Dover, NH 03820<br>63 S. Main St. Rochester, NH 03867<br>1 Lafayette Rd. Bldg. 1 Hampton, NH 03842 |
| <i>Original FO Contract: September 2016</i> |  |  |
| <i>Service Hours:</i>                       |  | Dover: Monday-Friday: 9:00AM-5:00PM<br>Rochester & Hampton: Monday-Friday: 10:00AM-6:00PM  |
| <b>PRSS Expertise</b>                       | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population. Members of the Recovery Friendly Workplace Advisory Council and the Drug Overdose Fatality Review Commission.</li> <li>• <b>Criminal Justice:</b> provides PRSS to probation and parole participants, facilitate groups in Strafford County Jail integrates PRSS through Law Enforcement Assisted Diversion (LEAD) program and Peer Strength Program.</li> <li>• <b>Crisis Intervention:</b> integrated services with the Doorway and Wentworth Douglas ED. Regularly provide guidance and referrals to individuals for immediate needs such as housing, detox, treatment, etc.</li> <li>• <b>Drug Court:</b> provides PRSS to drug court participants. SOS recovery coach is active member of drug court team.</li> <li>• <b>Harm Reduction:</b> trainers of Harm Reduction: A Recovery Pathway, distributes Narcan, offers diversion programming, collaborates with homeless outreach, syringe services, and MAR programs, and attends national harm reduction conferences.</li> </ul> |  |

|                            |  |
|----------------------------|--|
|                            | <ul style="list-style-type: none"> <li>• <b>Hospital/ED:</b> provides 24/7 on call recover coaching support to Wentworth Douglas ED, integrated services with the local Doorway and IDN.</li> <li>• <b>Parenting/Family Support:</b> offers evidence informed curriculum, Parenting Journey in Recovery, and other family support groups.</li> <li>• <b>Recovery Friendly Workplace:</b> CDFA grant recipient for Recovery Friendly Workplace Initiative, provides trainings and support for recovery friendly workplaces and their staff. Designated recovery friendly workplace.</li> <li>• <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> </ul> |
| <b>Service Development</b> | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>  |
| <b>Capacity</b>            | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 19</li> <li>○ # Staff w/CRSW: 8</li> <li>○ <b>% of Staff w/CRSW: 42%</b></li> <li>○ # of Active Volunteers: 20</li> <li>○ # of Volunteers w/CRSW: 1</li> <li>○ <b>% of Volunteers w/CRSW: 5%</b></li> </ul> </li> </ul>   |
| <b>Sustainability</b>      | <ul style="list-style-type: none"> <li>• <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 20%</li> <li>○ SORII: 20%</li> <li>○ Other Programming: 56%</li> <li>○ Fundraising/Donations: 4%</li> </ul> </li> <li>• <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not currently have an active sustainability plan; in development.</li> </ul> </li> </ul>  |
| <b>CAPRSS</b>              | <ul style="list-style-type: none"> <li>• Accredited</li> </ul>   |
| <b>Medicaid</b>            | <ul style="list-style-type: none"> <li>• <b>Medicaid ID:</b> Yes</li> <li>• <b>Enrolled w/MCOs:</b> No</li> <li>• <b>Actively Billing Medicaid for PRSS:</b> No</li> </ul>   |

|  |  |
|--|--|
| <b>TLC Recovery Programs</b><br><i>Original FO Contract: July 2018</i> | <u>Address(es):</u><br>62 Pleasant St. Claremont, NH 03743 |
|--|--|

*Service Hours:* Monday-Friday: 8:00AM-4:00PM

|                            |  |
|----------------------------|--|
| <b>PRSS Expertise</b>      | <ul style="list-style-type: none"> <li>• <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>• <b>Criminal Justice:</b> provides weekly recovery coaching services to participants in the DOC Aftercare Program.</li> <li>• <b>Crisis Intervention:</b> regularly provide guidance and referrals to individuals for immediate needs such as housing, detox, treatment, etc.</li> <li>• <b>Harm Reduction:</b> closely integrated with local MAT programs and syringe service programs.</li> <li>• <b>Hospital/ED Integration:</b> provide 24 hours on call recovery coaching services to the emergency department at Valley Regional Hospital.</li> <li>• <b>Parenting/Family Support:</b> provides evidence informed curriculum Parenting Journey in Recovery with supportive peer services.</li> <li>• <b>Prevention:</b> offers ‘Get Real Program’ at local middle school and provides education to at risk youth on drugs, alcohol, and sexual health.</li> <li>• <b>Syringe Services:</b> works collaboratively with local syringe service program.</li> <li>• <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> </ul> |
| <b>Service Development</b> | <ul style="list-style-type: none"> <li>• <b>Delivering Recovery Coaching:</b> Yes</li> <li>• <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>  |
| <b>Capacity</b>            | <ul style="list-style-type: none"> <li>• <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 6</li> </ul> </li> </ul>  |

|                       |  |
|-----------------------|--|
|                       | <ul style="list-style-type: none"> <li>○ # Staff w/CRSW: 4</li> <li>○ <b>% of Staff w/CRSW: 67%</b></li> <li>○ # of Active Volunteers: 4</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul>  |
| <b>Sustainability</b> | <ul style="list-style-type: none"> <li>● <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 66%</li> <li>○ SORII: 26%</li> <li>○ Other Programming: 7%</li> <li>○ Fundraising/Donations: 1%</li> </ul> </li> <li>● <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not currently have an active sustainability plan, in development.</li> </ul> </li> </ul> |
| <b>CAPRSS</b>         | <ul style="list-style-type: none"> <li>● In progress</li> </ul>  |
| <b>Medicaid</b>       | <ul style="list-style-type: none"> <li>● <b>Medicaid ID:</b> Yes</li> <li>● <b>Enrolled w/MCOs:</b> Yes</li> <li>● <b>Actively Billing Medicaid for PRSS:</b> Yes</li> </ul>   |

**White Horse Recovery**  
Original FO Contract: August 2016

Address(es):  
2977 White Mt. HWY North Conway, NH 03813  
70 Rte. 16B Center Ossipee, NH 03814

*Service Hours:* All Locations: Monday: 12:00PM-5:00PM, Tuesday-Friday: 9:00AM-5:00PM

|                            |  |
|----------------------------|--|
| <b>PRSS Expertise</b>      | <ul style="list-style-type: none"> <li>● <b>Advocacy:</b> participates in state and local advocacy opportunities impacting the recovery/SUD population.</li> <li>● <b>Crisis Intervention:</b> regularly provide guidance and referrals to individuals for immediate needs such as housing, detox, treatment, etc.</li> <li>● <b>Harm Reduction:</b> offers multiple pathways to recovery, promotes harm reduction strategies, and distributes Narcan.</li> <li>● <b>Hospital/ED:</b> provides on call recovery coaching to Memorial Hospital in response to overdoses. Expanding service to Huggins Hospital.</li> <li>● <b>Prevention:</b> offers weekly drug use prevention groups to Kingswood Youth Center and distributes Narcan.</li> <li>● <b>Recovery Friendly Workplace:</b> Provides resources and support to recovery friendly workplaces. Designated recovery friendly workplace.</li> <li>● <b>System Navigation:</b> regularly aid participants in navigating the healthcare and behavioral health systems to access services.</li> <li>● <b>Transportation:</b> offers free transportation services to and from treatment/medical appointments.</li> </ul> |
| <b>Service Development</b> | <ul style="list-style-type: none"> <li>● <b>Delivering Recovery Coaching:</b> Yes</li> <li>● <b>Delivering Telephone Recovery Support:</b> Yes</li> </ul>  |
| <b>Capacity</b>            | <ul style="list-style-type: none"> <li>● <b>RCO Capacity:</b> <ul style="list-style-type: none"> <li>○ Total # of Staff: 7</li> <li>○ # Staff w/CRSW: 3</li> <li>○ <b>% of Staff w/CRSW: 43%</b></li> <li>○ # of Active Volunteers: 1</li> <li>○ # of Volunteers w/CRSW: 0</li> <li>○ <b>% of Volunteers w/CRSW: 0%</b></li> </ul> </li> </ul>   |
| <b>Sustainability</b>      | <ul style="list-style-type: none"> <li>● <b>Funding Breakdown: % of Annual Budget</b> <ul style="list-style-type: none"> <li>○ PRSS FO: 51%</li> <li>○ PRSS Community: 47%</li> <li>○ Other Programming: 1%</li> <li>○ Fundraising/Donations: &lt;1%</li> </ul> </li> <li>● <b>Sustainability Plan</b> <ul style="list-style-type: none"> <li>○ Does not currently have an active sustainability plan; in development.</li> </ul> </li> </ul>  |
| <b>CAPRSS</b>              | <ul style="list-style-type: none"> <li>● Accredited</li> </ul>   |
| <b>Medicaid</b>            | <ul style="list-style-type: none"> <li>● <b>Medicaid ID:</b> Yes</li> </ul>  |

- **Enrolled w/MCOs:** Yes
- **Actively Billing Medicaid for PRSS:** Yes

## Participant Demographics

Participant demographics include age, gender, race, ethnicity, and veteran status. The below data tables represent total demographic information for new participants that completed an intake in FY2021 for FO funded RCCs. Data is broken down by fiscal quarters based on the date of intake. The primary demographic for people seeking peer recovery support services at subcontracted RCOs are 25-44-year-old, white, non-Hispanic, men who are not veterans.

| Age   |     |     |     |     |               |
|-------|-----|-----|-----|-----|---------------|
|       | Q1  | Q2  | Q3  | Q4  | Annual Totals |
| < 17  | 0   | 0   | 1   | 0   | <b>1</b>      |
| 18-24 | 16  | 15  | 14  | 13  | <b>58</b>     |
| 25-44 | 192 | 156 | 111 | 184 | <b>643</b>    |
| 45-64 | 87  | 68  | 48  | 60  | <b>263</b>    |
| 65+   | 10  | 3   | 2   | 8   | <b>23</b>     |

| Gender              |     |     |    |     |               |
|---------------------|-----|-----|----|-----|---------------|
|                     | Q1  | Q2  | Q3 | Q4  | Annual Totals |
| <i>Female</i>       | 137 | 115 | 78 | 116 | <b>446</b>    |
| <i>Male</i>         | 167 | 127 | 98 | 151 | <b>543</b>    |
| <i>Transgender</i>  | 1   | 0   | 0  | 0   | <b>1</b>      |
| <i>Gender Fluid</i> | 0   | 0   | 0  | 1   | <b>1</b>      |
| <i>Non-Binary</i>   | 0   | 0   | 0  | 0   | <b>0</b>      |
| <i>Not listed</i>   | 0   | 1   | 1  | 1   | <b>3</b>      |

| Race                    |     |     |     |     |               |
|-------------------------|-----|-----|-----|-----|---------------|
|                         | Q1  | Q2  | Q3  | Q4  | Annual Totals |
| <i>Alaskan Native</i>   | 0   | 0   | 0   | 0   | <b>0</b>      |
| <i>American Indian</i>  | 5   | 6   | 1   | 4   | <b>16</b>     |
| <i>Asian</i>            | 1   | 2   | 1   | 0   | <b>4</b>      |
| <i>Black</i>            | 2   | 13  | 5   | 7   | <b>27</b>     |
| <i>Pacific Islander</i> | 0   | 1   | 1   | 1   | <b>3</b>      |
| <i>White</i>            | 262 | 210 | 153 | 247 | <b>872</b>    |
| <i>Other</i>            | 11  | 10  | 8   | 7   | <b>36</b>     |
| <i>Unknown</i>          | 24  | 1   | 8   | 3   | <b>36</b>     |

| Ethnicity                          |     |     |     |     |               |
|------------------------------------|-----|-----|-----|-----|---------------|
|                                    | Q1  | Q2  | Q3  | Q4  | Annual Totals |
| <i>Puerto Rican</i>                | 4   | 6   | 3   | 7   | <b>20</b>     |
| <i>Mexican</i>                     | 1   | 1   | 2   | 3   | <b>7</b>      |
| <i>Cuban</i>                       | 0   | 0   | 0   | 2   | <b>2</b>      |
| <i>Other Hispanic/LatinX</i>       | 8   | 11  | 8   | 7   | <b>34</b>     |
| <i>Other Spanish Origin</i>        | 4   | 2   | 3   | 0   | <b>9</b>      |
| <i>Non-Hispanic/LatinX/Spanish</i> | 257 | 209 | 147 | 238 | <b>851</b>    |
| <i>Unknown</i>                     | 31  | 14  | 14  | 12  | <b>71</b>     |

| U.S Military Veteran |     |     |     |     |               |
|----------------------|-----|-----|-----|-----|---------------|
|                      | Q1  | Q2  | Q3  | Q4  | Annual Totals |
| <i>Yes</i>           | 9   | 8   | 2   | 14  | <b>33</b>     |
| <i>No</i>            | 221 | 192 | 156 | 241 | <b>810</b>    |

## Participant Services

PRSS as they are defined for purposes of potential Medicaid billing are exclusive to individual or group Recovery Coaching and continuous recovery monitoring. However, PRSS as delivered by NH RCOs include a broad array of services, including police-assisted recovery response programs; housing and other basic needs assistance; treatment/health systems navigation; inter/intraorganizational group facilitation; homeless outreach; hospital and emergency department response; transportation; services delivered to family members; community outreach and education through the form of presentations and community events, adventure outings, naloxone training and distribution, etc. RCOs utilize the various engagement types in RecoveryLink to record these different services including follow up engagements, brief check ins, care coordination, referrals, contact logs, and activity logs. ***In FY21 FO funded RCOs provided services to 190,223 individuals*** through follow up engagements, brief check ins, care coordination, referrals, contact logs, and activity logs. The following tables offer quarterly and fiscal year totals for services provided by subcontracted RCOs including brief intakes, full intakes, initial recovery plans, referrals, brief check ins, follow up engagements and group sessions, and activity logs.

Brief intakes collect basic contact and demographic information of individuals that have expressed interest in receiving PRSS.

| <b>Brief Intakes</b>  |                   |            |            |            |            |              |
|-----------------------|-------------------|------------|------------|------------|------------|--------------|
| <i>RCO</i>            | <i>City</i>       | <i>Q1</i>  | <i>Q2</i>  | <i>Q3</i>  | <i>Q4</i>  | <i>Total</i> |
| <i>ARC</i>            | <i>Milford</i>    | <i>N/A</i> | <i>N/A</i> | <i>1</i>   | <i>4</i>   | <i>5</i>     |
| <i>GTAFCR</i>         | <i>Tilton</i>     | <i>27</i>  | <i>22</i>  | <i>16</i>  | <i>34</i>  | <i>99</i>    |
| <i>HOPE</i>           | <i>Manchester</i> | <i>51</i>  | <i>108</i> | <i>18</i>  | <i>85</i>  | <i>262</i>   |
| <i>KSC</i>            | <i>Keene</i>      | <i>18</i>  | <i>19</i>  | <i>9</i>   | <i>9</i>   | <i>55</i>    |
| <i>MWV</i>            | <i>N. Conway</i>  | <i>16</i>  | <i>5</i>   | <i>5</i>   | <i>24</i>  | <i>50</i>    |
| <i>NRLR</i>           | <i>Laconia</i>    | <i>108</i> | <i>84</i>  | <i>101</i> | <i>97</i>  | <i>390</i>   |
| <i>NCSC</i>           | <i>Littleton</i>  | <i>46</i>  | <i>14</i>  | <i>5</i>   | <i>9</i>   | <i>74</i>    |
| <i>Revive</i>         | <i>Nashua</i>     | <i>93</i>  | <i>74</i>  | <i>73</i>  | <i>77</i>  | <i>317</i>   |
| <i>Safe Harbor</i>    | <i>Portsmouth</i> | <i>53</i>  | <i>20</i>  | <i>11</i>  | <i>7</i>   | <i>91</i>    |
| <i>SOS</i>            | <i>Dover</i>      | <i>61</i>  | <i>41</i>  | <i>34</i>  | <i>71</i>  | <i>207</i>   |
| <i>SOS</i>            | <i>Rochester</i>  | <i>33</i>  | <i>32</i>  | <i>20</i>  | <i>42</i>  | <i>127</i>   |
| <i>TLC</i>            | <i>Claremont</i>  | <i>44</i>  | <i>26</i>  | <i>29</i>  | <i>21</i>  | <i>120</i>   |
| <i>White Horse</i>    | <i>N. Conway</i>  | <i>28</i>  | <i>13</i>  | <i>20</i>  | <i>8</i>   | <i>69</i>    |
| <i>White Horse</i>    | <i>C. Ossipee</i> | <i>14</i>  | <i>3</i>   | <i>6</i>   | <i>2</i>   | <i>25</i>    |
| <b>TOTAL SERVICES</b> |                   | <b>592</b> | <b>461</b> | <b>348</b> | <b>490</b> | <b>1891</b>  |

Full Intakes collect in depth information including substance use history, criminal justice involvement, education, employment, income, etc. that serve as a baseline for many outcome metrics. This form is completed after a participant has completed a brief intake and are assigned to a recovery coach.

| <b>Full Intakes</b>   |                   |            |            |            |            |              |
|-----------------------|-------------------|------------|------------|------------|------------|--------------|
| <i>RCO</i>            | <i>City</i>       | <i>Q1</i>  | <i>Q2</i>  | <i>Q3</i>  | <i>Q4</i>  | <i>Total</i> |
| <i>ARC</i>            | <i>Milford</i>    | <i>N/A</i> | <i>N/A</i> | <i>1</i>   | <i>3</i>   | <i>4</i>     |
| <i>GTAFCR</i>         | <i>Tilton</i>     | <i>15</i>  | <i>17</i>  | <i>12</i>  | <i>23</i>  | <i>67</i>    |
| <i>HOPE</i>           | <i>Manchester</i> | <i>28</i>  | <i>70</i>  | <i>14</i>  | <i>51</i>  | <i>163</i>   |
| <i>KSC</i>            | <i>Keene</i>      | <i>14</i>  | <i>12</i>  | <i>2</i>   | <i>1</i>   | <i>29</i>    |
| <i>MWV</i>            | <i>N. Conway</i>  | <i>11</i>  | <i>4</i>   | <i>5</i>   | <i>18</i>  | <i>38</i>    |
| <i>NRLR</i>           | <i>Laconia</i>    | <i>41</i>  | <i>29</i>  | <i>35</i>  | <i>42</i>  | <i>147</i>   |
| <i>NCSC</i>           | <i>Littleton</i>  | <i>27</i>  | <i>8</i>   | <i>2</i>   | <i>7</i>   | <i>44</i>    |
| <i>Revive</i>         | <i>Nashua</i>     | <i>58</i>  | <i>30</i>  | <i>46</i>  | <i>59</i>  | <i>193</i>   |
| <i>Safe Harbor</i>    | <i>Portsmouth</i> | <i>25</i>  | <i>10</i>  | <i>5</i>   | <i>4</i>   | <i>44</i>    |
| <i>SOS</i>            | <i>Dover</i>      | <i>27</i>  | <i>25</i>  | <i>18</i>  | <i>33</i>  | <i>103</i>   |
| <i>SOS</i>            | <i>Rochester</i>  | <i>10</i>  | <i>14</i>  | <i>9</i>   | <i>14</i>  | <i>47</i>    |
| <i>TLC</i>            | <i>Claremont</i>  | <i>32</i>  | <i>20</i>  | <i>23</i>  | <i>9</i>   | <i>84</i>    |
| <i>White Horse</i>    | <i>N. Conway</i>  | <i>10</i>  | <i>3</i>   | <i>4</i>   | <i>4</i>   | <i>21</i>    |
| <i>White Horse</i>    | <i>C. Ossipee</i> | <i>7</i>   | <i>1</i>   | <i>1</i>   | <i>1</i>   | <i>10</i>    |
| <b>TOTAL SERVICES</b> |                   | <b>305</b> | <b>243</b> | <b>177</b> | <b>269</b> | <b>994</b>   |



Initial recovery plans allow for the participant to identify individual goals that align with recovery domains with the aid and support of a recovery coach. Recovery plans are then updated and revised during ongoing engagements with recovery coaches.

| <b>Initial Recovery Plans</b> |                   |                   |                   |                   |                   |                   |
|-------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| <i>RCO</i>                    | <i>City</i>       | <i>Q1</i>         | <i>Q2</i>         | <i>Q3</i>         | <i>Q4</i>         | <i>Total</i>      |
| <i>ARC</i>                    | <i>Milford</i>    | <i>N/A</i>        | <i>N/A</i>        | <i>1</i>          | <i>3</i>          | <b><i>4</i></b>   |
| <i>GTAFCR</i>                 | <i>Tilton</i>     | <i>46</i>         | <i>32</i>         | <i>10</i>         | <i>16</i>         | <b><i>104</i></b> |
| <i>HOPE</i>                   | <i>Manchester</i> | <i>29</i>         | <i>77</i>         | <i>17</i>         | <i>35</i>         | <b><i>158</i></b> |
| <i>KSC</i>                    | <i>Keene</i>      | <i>7</i>          | <i>9</i>          | <i>1</i>          | <i>0</i>          | <b><i>17</i></b>  |
| <i>MWV</i>                    | <i>N. Conway</i>  | <i>2</i>          | <i>3</i>          | <i>2</i>          | <i>16</i>         | <b><i>23</i></b>  |
| <i>NRLR</i>                   | <i>Laconia</i>    | <i>84</i>         | <i>33</i>         | <i>30</i>         | <i>38</i>         | <b><i>185</i></b> |
| <i>NCSC</i>                   | <i>Littleton</i>  | <i>17</i>         | <i>5</i>          | <i>6</i>          | <i>5</i>          | <b><i>33</i></b>  |
| <i>Revive</i>                 | <i>Nashua</i>     | <i>88</i>         | <i>40</i>         | <i>39</i>         | <i>53</i>         | <b><i>220</i></b> |
| <i>Safe Harbor</i>            | <i>Portsmouth</i> | <i>2</i>          | <i>5</i>          | <i>13</i>         | <i>1</i>          | <b><i>21</i></b>  |
| <i>SOS</i>                    | <i>Dover</i>      | <i>26</i>         | <i>21</i>         | <i>15</i>         | <i>23</i>         | <b><i>85</i></b>  |
| <i>SOS</i>                    | <i>Rochester</i>  | <i>11</i>         | <i>14</i>         | <i>8</i>          | <i>8</i>          | <b><i>41</i></b>  |
| <i>TLC</i>                    | <i>Claremont</i>  | <i>38</i>         | <i>18</i>         | <i>23</i>         | <i>13</i>         | <b><i>92</i></b>  |
| <i>White Horse</i>            | <i>N. Conway</i>  | <i>1</i>          | <i>1</i>          | <i>1</i>          | <i>4</i>          | <b><i>7</i></b>   |
| <i>White Horse</i>            | <i>C. Ossipee</i> | <i>4</i>          | <i>2</i>          | <i>2</i>          | <i>0</i>          | <b><i>8</i></b>   |
| <b><i>TOTAL SERVICES</i></b>  |                   | <b><i>355</i></b> | <b><i>260</i></b> | <b><i>168</i></b> | <b><i>215</i></b> | <b><i>998</i></b> |

Referrals direct individuals to third party organizations for specific services or resources. They can occur within engagements or ad hoc.

| <b>Total Referrals</b>       |                   |                  |                   |                  |                    |                    |
|------------------------------|-------------------|------------------|-------------------|------------------|--------------------|--------------------|
| <i>RCO</i>                   | <i>City</i>       | <i>Q1</i>        | <i>Q2</i>         | <i>Q3</i>        | <i>Q4</i>          | <i>Total</i>       |
| <i>ARC</i>                   | <i>Milford</i>    | <i>N/A</i>       | <i>N/A</i>        | <i>0</i>         | <i>3</i>           | <b><i>3</i></b>    |
| <i>GTAFCR</i>                | <i>Tilton</i>     | <i>6</i>         | <i>28</i>         | <i>9</i>         | <i>254</i>         | <b><i>297</i></b>  |
| <i>HOPE</i>                  | <i>Manchester</i> | <i>6</i>         | <i>21</i>         | <i>17</i>        | <i>192</i>         | <b><i>236</i></b>  |
| <i>KSC</i>                   | <i>Keene</i>      | <i>1</i>         | <i>8</i>          | <i>3</i>         | <i>205</i>         | <b><i>217</i></b>  |
| <i>MWV</i>                   | <i>N. Conway</i>  | <i>1</i>         | <i>0</i>          | <i>0</i>         | <i>57</i>          | <b><i>58</i></b>   |
| <i>NRLR</i>                  | <i>Laconia</i>    | <i>14</i>        | <i>21</i>         | <i>10</i>        | <i>84</i>          | <b><i>129</i></b>  |
| <i>NCSC</i>                  | <i>Littleton</i>  | <i>3</i>         | <i>1</i>          | <i>0</i>         | <i>36</i>          | <b><i>40</i></b>   |
| <i>Revive</i>                | <i>Nashua</i>     | <i>19</i>        | <i>30</i>         | <i>24</i>        | <i>108</i>         | <b><i>181</i></b>  |
| <i>Safe Harbor</i>           | <i>Portsmouth</i> | <i>0</i>         | <i>2</i>          | <i>1</i>         | <i>17</i>          | <b><i>20</i></b>   |
| <i>SOS</i>                   | <i>Dover</i>      | <i>4</i>         | <i>3</i>          | <i>1</i>         | <i>73</i>          | <b><i>81</i></b>   |
| <i>SOS</i>                   | <i>Rochester</i>  | <i>2</i>         | <i>4</i>          | <i>0</i>         | <i>60</i>          | <b><i>66</i></b>   |
| <i>CRR</i>                   | <i>Claremont</i>  | <i>12</i>        | <i>14</i>         | <i>9</i>         | <i>92</i>          | <b><i>127</i></b>  |
| <i>White Horse</i>           | <i>N. Conway</i>  | <i>0</i>         | <i>0</i>          | <i>1</i>         | <i>112</i>         | <b><i>113</i></b>  |
| <i>White Horse</i>           | <i>C. Ossipee</i> | <i>1</i>         | <i>3</i>          | <i>2</i>         | <i>58</i>          | <b><i>64</i></b>   |
| <b><i>TOTAL SERVICES</i></b> |                   | <b><i>69</i></b> | <b><i>135</i></b> | <b><i>77</i></b> | <b><i>1351</i></b> | <b><i>1632</i></b> |

Brief check ins are used to record Telephone Recovery Support service engagements. These engagements typically last less than 15 minutes and can be completed in person, over the phone, or through messaging. Numbers below show total attempted brief check ins, regardless of if contact was made.

| <b>Brief Check Ins</b>       |                   |                    |                    |                    |                    |                     |
|------------------------------|-------------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| <i>RCO</i>                   | <i>City</i>       | <i>Q1</i>          | <i>Q2</i>          | <i>Q3</i>          | <i>Q4</i>          | <i>Total</i>        |
| <i>ARC</i>                   | <i>Milford</i>    | <i>N/A</i>         | <i>N/A</i>         | <i>11</i>          | <i>23</i>          | <b><i>34</i></b>    |
| <i>GTAFC</i>                 | <i>Tilton</i>     | <i>483</i>         | <i>274</i>         | <i>538</i>         | <i>727</i>         | <b><i>2022</i></b>  |
| <i>HOPE</i>                  | <i>Manchester</i> | <i>273</i>         | <i>724</i>         | <i>204</i>         | <i>224</i>         | <b><i>1425</i></b>  |
| <i>KSC</i>                   | <i>Keene</i>      | <i>80</i>          | <i>68</i>          | <i>26</i>          | <i>31</i>          | <b><i>205</i></b>   |
| <i>MWV</i>                   | <i>N. Conway</i>  | <i>35</i>          | <i>14</i>          | <i>1</i>           | <i>34</i>          | <b><i>84</i></b>    |
| <i>NRLR</i>                  | <i>Laconia</i>    | <i>409</i>         | <i>416</i>         | <i>492</i>         | <i>402</i>         | <b><i>1719</i></b>  |
| <i>NCSC</i>                  | <i>Littleton</i>  | <i>2</i>           | <i>89</i>          | <i>90</i>          | <i>28</i>          | <b><i>209</i></b>   |
| <i>Revive</i>                | <i>Nashua</i>     | <i>122</i>         | <i>164</i>         | <i>220</i>         | <i>215</i>         | <b><i>721</i></b>   |
| <i>Safe Harbor</i>           | <i>Portsmouth</i> | <i>52</i>          | <i>38</i>          | <i>44</i>          | <i>24</i>          | <b><i>158</i></b>   |
| <i>SOS</i>                   | <i>Dover</i>      | <i>811</i>         | <i>769</i>         | <i>782</i>         | <i>1088</i>        | <b><i>3450</i></b>  |
| <i>SOS</i>                   | <i>Rochester</i>  | <i>469</i>         | <i>501</i>         | <i>427</i>         | <i>676</i>         | <b><i>2073</i></b>  |
| <i>TLC</i>                   | <i>Claremont</i>  | <i>58</i>          | <i>66</i>          | <i>75</i>          | <i>74</i>          | <b><i>273</i></b>   |
| <i>White Horse</i>           | <i>N. Conway</i>  | <i>35</i>          | <i>70</i>          | <i>19</i>          | <i>71</i>          | <b><i>195</i></b>   |
| <i>White Horse</i>           | <i>C. Ossipee</i> | <i>55</i>          | <i>54</i>          | <i>30</i>          | <i>38</i>          | <b><i>177</i></b>   |
| <b><i>TOTAL SERVICES</i></b> |                   | <b><i>2884</i></b> | <b><i>3247</i></b> | <b><i>2959</i></b> | <b><i>3655</i></b> | <b><i>12745</i></b> |

Follow up engagements and group sessions are used to record individual and group recovery coaching services where coaches work with the participant to maintain and progress on their recovery plan and help with barrier reduction and systems navigation. Numbers below include both follow up engagements and group sessions.

| <b>Follow-Up Engagements</b> |                   |                    |                    |                    |                    |                    |
|------------------------------|-------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| <i>RCO</i>                   | <i>City</i>       | <i>Q1</i>          | <i>Q2</i>          | <i>Q3</i>          | <i>Q4</i>          | <i>Total</i>       |
| <i>ARC</i>                   | <i>Milford</i>    | <i>N/A</i>         | <i>N/A</i>         | <i>7</i>           | <i>14</i>          | <b><i>21</i></b>   |
| <i>GTAFC</i>                 | <i>Tilton</i>     | <i>97</i>          | <i>224</i>         | <i>161</i>         | <i>138</i>         | <b><i>620</i></b>  |
| <i>HOPE</i>                  | <i>Manchester</i> | <i>60</i>          | <i>505</i>         | <i>677</i>         | <i>484</i>         | <b><i>1726</i></b> |
| <i>KSC</i>                   | <i>Keene</i>      | <i>11</i>          | <i>33</i>          | <i>20</i>          | <i>4</i>           | <b><i>68</i></b>   |
| <i>MWV</i>                   | <i>N. Conway</i>  | <i>15</i>          | <i>28</i>          | <i>13</i>          | <i>39</i>          | <b><i>95</i></b>   |
| <i>NRLR</i>                  | <i>Laconia</i>    | <i>346</i>         | <i>453</i>         | <i>436</i>         | <i>443</i>         | <b><i>1678</i></b> |
| <i>NCSC</i>                  | <i>Littleton</i>  | <i>32</i>          | <i>47</i>          | <i>37</i>          | <i>36</i>          | <b><i>152</i></b>  |
| <i>Revive</i>                | <i>Nashua</i>     | <i>396</i>         | <i>475</i>         | <i>528</i>         | <i>656</i>         | <b><i>2055</i></b> |
| <i>Safe Harbor</i>           | <i>Portsmouth</i> | <i>10</i>          | <i>7</i>           | <i>21</i>          | <i>16</i>          | <b><i>54</i></b>   |
| <i>SOS</i>                   | <i>Dover</i>      | <i>140</i>         | <i>128</i>         | <i>141</i>         | <i>120</i>         | <b><i>529</i></b>  |
| <i>SOS</i>                   | <i>Rochester</i>  | <i>75</i>          | <i>80</i>          | <i>47</i>          | <i>81</i>          | <b><i>283</i></b>  |
| <i>TLC</i>                   | <i>Claremont</i>  | <i>255</i>         | <i>337</i>         | <i>460</i>         | <i>608</i>         | <b><i>1660</i></b> |
| <i>White Horse</i>           | <i>N. Conway</i>  | <i>1</i>           | <i>7</i>           | <i>11</i>          | <i>4</i>           | <b><i>23</i></b>   |
| <i>White Horse</i>           | <i>C. Ossipee</i> | <i>2</i>           | <i>10</i>          | <i>13</i>          | <i>3</i>           | <b><i>28</i></b>   |
| <b><i>TOTAL SERVICES</i></b> |                   | <b><i>1440</i></b> | <b><i>2334</i></b> | <b><i>2572</i></b> | <b><i>2646</i></b> | <b><i>8992</i></b> |

Activities are group services that can cover a variety of topics. Some common group activities that RCOs host are anonymous step groups, family support groups, art, music, and writing groups, yoga, and mutual aid meetings. RCOs are also able to track any trainings or outreach they offer to the public or their local communities. The tables below show the number of attendees for RCC activities.

| <b>FY21 Activity Totals</b> |                                |                 |                 |               |
|-----------------------------|--------------------------------|-----------------|-----------------|---------------|
| <i>Org. Activity</i>        | <i>Partnered Org. Activity</i> | <i>Outreach</i> | <i>Training</i> | <i>Total</i>  |
| <b>70761</b>                | <b>60327</b>                   | <b>27066</b>    | <b>4758</b>     | <b>162971</b> |

| <b>QUARTER 1 ACTIVITIES</b> |                   |                      |                                |                 |                 |              |
|-----------------------------|-------------------|----------------------|--------------------------------|-----------------|-----------------|--------------|
| <i>RCO</i>                  | <i>City</i>       | <i>Org. Activity</i> | <i>Partnered Org. Activity</i> | <i>Outreach</i> | <i>Training</i> | <i>Total</i> |
| <i>GTAFCR</i>               | <i>Tilton</i>     | 787                  | 110                            | 89              | 0               | <b>986</b>   |
| <i>HOPE</i>                 | <i>Manchester</i> | 4673                 | 4091                           | 32              | 21              | <b>8817</b>  |
| <i>KSC</i>                  | <i>Keene</i>      | 1171                 | 18                             | 13              | 0               | <b>1202</b>  |
| <i>MWV</i>                  | <i>N. Conway</i>  | 480                  | 202                            | 98              | 66              | <b>846</b>   |
| <i>NRLR</i>                 | <i>Laconia</i>    | 439                  | 211                            | 126             | 173             | <b>949</b>   |
| <i>NCSC</i>                 | <i>Littleton</i>  | 1554                 | 8                              | 63              | 0               | <b>1625</b>  |
| <i>Revive</i>               | <i>Nashua</i>     | 951                  | 22535                          | 13490           | 419             | <b>37395</b> |
| <i>Safe Harbor</i>          | <i>Portsmouth</i> | 379                  | 642                            | 146             | 0               | <b>1167</b>  |
| <i>SOS</i>                  | <i>Dover</i>      | 4484                 | 465                            | 568             | 171             | <b>5688</b>  |
| <i>SOS</i>                  | <i>Rochester</i>  | 4659                 | 424                            | 560             | 171             | <b>5814</b>  |
| <i>TLC</i>                  | <i>Claremont</i>  | 82                   | 439                            | 26              | 13              | <b>560</b>   |
| <i>White Horse</i>          | <i>C. Ossipee</i> | 11                   | 72                             | 68              | 0               | <b>151</b>   |
| <i>White Horse</i>          | <i>Conway</i>     | 11                   | 67                             | 72              | 0               | <b>150</b>   |
| <b>TOTAL ATTENDEES</b>      |                   | <b>19681</b>         | <b>29284</b>                   | <b>15351</b>    | <b>1034</b>     | <b>65350</b> |

| <b>QUARTER 2 ACTIVITIES</b> |                   |                      |                                |                 |                 |              |
|-----------------------------|-------------------|----------------------|--------------------------------|-----------------|-----------------|--------------|
| <i>RCO</i>                  | <i>City</i>       | <i>Org. Activity</i> | <i>Partnered Org. Activity</i> | <i>Outreach</i> | <i>Training</i> | <i>Total</i> |
| <i>GTAFCR</i>               | <i>Tilton</i>     | 373                  | 459                            | 207             | 43              | <b>1082</b>  |
| <i>HOPE</i>                 | <i>Manchester</i> | 2321                 | 3255                           | 45              | 11              | <b>5632</b>  |
| <i>KSC</i>                  | <i>Keene</i>      | 1612                 | 80                             | 112             | 0               | <b>1804</b>  |
| <i>MWV</i>                  | <i>N. Conway</i>  | 194                  | 134                            | 5               | 6               | <b>339</b>   |
| <i>NRLR</i>                 | <i>Laconia</i>    | 423                  | 145                            | 122             | 0               | <b>690</b>   |
| <i>NCSC</i>                 | <i>Littleton</i>  | 1881                 | 338                            | 68              | 0               | <b>2287</b>  |
| <i>Revive</i>               | <i>Nashua</i>     | 1937                 | 4162                           | 615             | 1305            | <b>8019</b>  |
| <i>Safe Harbor</i>          | <i>Portsmouth</i> | 334                  | 704                            | 5               | 1               | <b>1044</b>  |
| <i>SOS</i>                  | <i>Dover</i>      | 4919                 | 568                            | 5886            | 699             | <b>12072</b> |
| <i>SOS</i>                  | <i>Rochester</i>  | 3658                 | 476                            | 497             | 376             | <b>5007</b>  |
| <i>TLC</i>                  | <i>Claremont</i>  | 85                   | 620                            | 0               | 0               | <b>705</b>   |
| <i>White Horse</i>          | <i>C. Ossipee</i> | 48                   | 0                              | 10              | 0               | <b>58</b>    |
| <i>White Horse</i>          | <i>Conway</i>     | 170                  | 0                              | 64              | 2               | <b>236</b>   |
| <b>TOTAL ATTENDEES</b>      |                   | <b>17955</b>         | <b>10941</b>                   | <b>7636</b>     | <b>2443</b>     | <b>38975</b> |

| <b>QUARTER 3 ACTIVITIES</b>   |                   |                      |                                |                    |                   |                     |
|-------------------------------|-------------------|----------------------|--------------------------------|--------------------|-------------------|---------------------|
| <i>RCO</i>                    | <i>City</i>       | <i>Org. Activity</i> | <i>Partnered Org. Activity</i> | <i>Outreach</i>    | <i>Training</i>   | <i>Total</i>        |
| <i>GTAFCR</i>                 | <i>Tilton</i>     | <i>395</i>           | <i>273</i>                     | <i>41</i>          | <i>63</i>         | <i>772</i>          |
| <i>HOPE</i>                   | <i>Manchester</i> | <i>497</i>           | <i>42</i>                      | <i>846</i>         | <i>10</i>         | <i>1395</i>         |
| <i>KSC</i>                    | <i>Keene</i>      | <i>1106</i>          | <i>50</i>                      | <i>4</i>           | <i>0</i>          | <i>1160</i>         |
| <i>MWV</i>                    | <i>N. Conway</i>  | <i>7</i>             | <i>25</i>                      | <i>15</i>          | <i>0</i>          | <i>47</i>           |
| <i>NRLR</i>                   | <i>Laconia</i>    | <i>330</i>           | <i>88</i>                      | <i>39</i>          | <i>0</i>          | <i>457</i>          |
| <i>NCSC</i>                   | <i>Littleton</i>  | <i>1736</i>          | <i>0</i>                       | <i>0</i>           | <i>0</i>          | <i>1736</i>         |
| <i>Revive</i>                 | <i>Nashua</i>     | <i>1268</i>          | <i>5617</i>                    | <i>345</i>         | <i>191</i>        | <i>7421</i>         |
| <i>Safe Harbor</i>            | <i>Portsmouth</i> | <i>271</i>           | <i>824</i>                     | <i>7</i>           | <i>7</i>          | <i>1109</i>         |
| <i>SOS</i>                    | <i>Dover</i>      | <i>7840</i>          | <i>96</i>                      | <i>195</i>         | <i>66</i>         | <i>8197</i>         |
| <i>SOS</i>                    | <i>Rochester</i>  | <i>2729</i>          | <i>89</i>                      | <i>176</i>         | <i>80</i>         | <i>3074</i>         |
| <i>TLC</i>                    | <i>Claremont</i>  | <i>92</i>            | <i>585</i>                     | <i>0</i>           | <i>154</i>        | <i>831</i>          |
| <i>White Horse</i>            | <i>C. Ossipee</i> | <i>0</i>             | <i>0</i>                       | <i>6</i>           | <i>0</i>          | <i>6</i>            |
| <i>White Horse</i>            | <i>Conway</i>     | <i>17</i>            | <i>0</i>                       | <i>7</i>           | <i>0</i>          | <i>24</i>           |
| <b><i>TOTAL ATTENDEES</i></b> |                   | <b><i>16288</i></b>  | <b><i>7689</i></b>             | <b><i>1681</i></b> | <b><i>571</i></b> | <b><i>26229</i></b> |

| <b>QUARTER 4 ACTIVITIES</b>   |                   |                      |                                |                    |                   |                     |
|-------------------------------|-------------------|----------------------|--------------------------------|--------------------|-------------------|---------------------|
| <i>RCO</i>                    | <i>City</i>       | <i>Org. Activity</i> | <i>Partnered Org. Activity</i> | <i>Outreach</i>    | <i>Training</i>   | <i>Total</i>        |
| <i>ARC</i>                    | <i>Milford</i>    | <i>11</i>            | <i>41</i>                      | <i>7</i>           | <i>0</i>          | <i>59</i>           |
| <i>GTAFCR</i>                 | <i>Tilton</i>     | <i>209</i>           | <i>209</i>                     | <i>64</i>          | <i>39</i>         | <i>521</i>          |
| <i>HOPE</i>                   | <i>Manchester</i> | <i>909</i>           | <i>4534</i>                    | <i>997</i>         | <i>9</i>          | <i>6449</i>         |
| <i>KSC</i>                    | <i>Keene</i>      | <i>1014</i>          | <i>172</i>                     | <i>166</i>         | <i>13</i>         | <i>1365</i>         |
| <i>MWV</i>                    | <i>N. Conway</i>  | <i>198</i>           | <i>164</i>                     | <i>28</i>          | <i>51</i>         | <i>441</i>          |
| <i>NRLR</i>                   | <i>Laconia</i>    | <i>336</i>           | <i>95</i>                      | <i>126</i>         | <i>0</i>          | <i>557</i>          |
| <i>NCSC</i>                   | <i>Littleton</i>  | <i>1158</i>          | <i>5</i>                       | <i>0</i>           | <i>0</i>          | <i>1163</i>         |
| <i>Revive</i>                 | <i>Nashua</i>     | <i>364</i>           | <i>5668</i>                    | <i>440</i>         | <i>192</i>        | <i>6664</i>         |
| <i>Safe Harbor</i>            | <i>Portsmouth</i> | <i>439</i>           | <i>1079</i>                    | <i>12</i>          | <i>8</i>          | <i>1538</i>         |
| <i>SOS</i>                    | <i>Dover</i>      | <i>6414</i>          | <i>34</i>                      | <i>227</i>         | <i>42</i>         | <i>6717</i>         |
| <i>SOS</i>                    | <i>Rochester</i>  | <i>5739</i>          | <i>27</i>                      | <i>304</i>         | <i>173</i>        | <i>6243</i>         |
| <i>TLC</i>                    | <i>Claremont</i>  | <i>38</i>            | <i>386</i>                     | <i>34</i>          | <i>183</i>        | <i>641</i>          |
| <i>White Horse</i>            | <i>C. Ossipee</i> | <i>8</i>             | <i>0</i>                       | <i>0</i>           | <i>0</i>          | <i>8</i>            |
| <i>White Horse</i>            | <i>Conway</i>     | <i>11</i>            | <i>40</i>                      | <i>0</i>           | <i>0</i>          | <i>51</i>           |
| <b><i>TOTAL ATTENDEES</i></b> |                   | <b><i>16837</i></b>  | <b><i>12413</i></b>            | <b><i>2398</i></b> | <b><i>710</i></b> | <b><i>32417</i></b> |

## Participant Outcomes

RecoveryLink offers three primary methods of collecting outcome metrics from participants receiving PRSS: intake, Brief Assessment of Recovery Capital (BARC-10), and the participant outcomes form. \*Outcome data is analyzed using both SORII and FO funded RCO data.

1. The full intake collects a variety of key metrics including but not limited to substance use, employment, education, housing stability, referral source, income, insurance coverage, substance use disorder treatment episodes, and primary care. The full intake is completed when there is interest in receiving recovery support services with an assigned coach. This initial intake serves as a baseline for the collected metrics. As the participant continues to engage in services the intake is updated. Any changes to these metrics are tracked and reported as an average overall change percentage. For example, is a participant initially came in and identified as unemployed during their intake, but after engagement with their coach they found part time employment, their employment status change from unemployed to employed part time would contribute to a positive change percentage.

In FY21 there were measurable changes in key demographics and recovery characteristics including but not limited to housing, employment, personal income, and SUD prescription medications

2. The BARC-10 is an assessment of recovery capital measured on a scale from 10-60. Recovery capital is the measure of internal and external assets that can be utilized by recoverees to initiate and sustain recovery (Cloud & Grandfield, 2008). The initial Assessment of Recovery Capital (ARC) identified 10 primary domains (substance use and sobriety, global psychological health, global physical health, citizenship and community involvement, social support, meaningful activities, housing and safety, risk-taking, coping and life functioning, and recovery experience) across 50 questions (Groshkova, Best & White, 2013). The BARC-10 was derived from the initial ARC tool to assess each domain for a total of 10 questions. This brief assessment tool is used to evaluate recovery support services and their effectiveness on recovery related outcomes, inform recovery support providers' service delivery, and provide a strength-based measurement of progress for the recoveree. It is recommended that this assessment be used at intake and a minimum of one month during ongoing service engagement.

In FY21 there was a statistically significant improvement in recovery capital for participants who were engaged in peer support. There was a larger increase in recovery capital for those participants engaged in comprehensive recovery support services i.e. engaged in both recovery coaching and telephone recovery support services.

3. The participant outcomes form is collected monthly for participants enrolled in recovery coaching and/or telephone recovery support. It collects and tracks progress of outcomes related to social connectedness, retention, quality of life, perception of care, and associated negative health events.

In FY21 there were measurable decreases in negative health events such as recurrence of substance use and behavioral health related emergency room visits for participants engaged in peer support. 78.7% rated their quality of life as good or very good. 80.3% rated their satisfaction with self as either satisfied or very satisfied. 68% rated their physical health as either good or very good. 66.6% rated their mental health as either good or very good.

**For a full report on all outcome metrics please see statistical analysis Exhibit A\_FY21 Annual Outcome Data.**

## Back Office Support

Harbor Care, 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) including but not limited to organizational coaching, capacity development, administrative support, data collection and evaluation, and quality improvement 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 it is utilized by each RCO (indicated by an "X").

| <b>Back Office Support</b>  |                        |                |                         |                             |
|---|------------------------|----------------|-------------------------|-----------------------------|
| <b>RCO</b>  | <b>Human Resources</b> | <b>Finance</b> | <b>Medicaid Billing</b> | <b>Technical Assistance</b> |
| <b>Addiction Recovery Coalition of NH</b><br><i>180 Elm St. Suite E Milford, NH 03055</i>   |                        | X              | X                       | X                           |
| <b>Greater Tilton Area Family Resource Center</b><br><i>5 Prospect St. Tilton, NH 03276</i><br><i>*175 Center St. Franklin, NH 03235</i><br><i>202 N. State St. Concord, NH 03301</i> | X                      | X              | X                       | X                           |
| <b>Hope for NH Recovery</b><br><i>267 Wilson St. Manchester, NH 03103</i>   |                        | X              | X                       | X                           |
| <b>Keene Serenity Center</b><br><i>34 Mechanic St. Keene, NH 03431</i>  | X                      | X              | X                       | X                           |
| <b>MWV Supports Recovery</b><br><i>1620 E. Main St. Center Conway, NH 03813</i>   | X                      | X              | X                       | X                           |
| <b>Navigating Recovery of the Lakes Region</b><br><i>102 Court St. Laconia, NH 03246</i>  |                        | X              | X                       | X                           |
| <b>North Country Serenity Center</b><br><i>33 W. Main St. Littleton, NH 03561</i>   | X                      | X              | X                       | X                           |
| <b>Plymouth Area Recovery Connections</b><br><i>*258 Highland St. Plymouth, NH 03264</i>  |                        | X              | X                       | X                           |
| <b>Reality Check</b><br><i>*17 Turnpike Rd. Jaffrey, NH 03452</i>   | X                      | X              | X                       | X                           |
| <b>Revive Recovery Resource Center</b><br><i>263 Main St. Nashua, NH 03060</i><br><i>*6 Railroad Ave. Derry, NH 03038</i>   | X                      | X              | X                       | X                           |
| <b>Safe Harbor Recovery Center</b><br><i>865 Islington St. Portsmouth, NH 03801</i>   |                        | X              |                         | X                           |
| <b>SOS Recovery Community Organization</b><br><i>4 Broadway Dover, NH 03820</i><br><i>63 S. Main St. Rochester, NH 03867</i><br><i>*1 Lafayette Rd. Unit 1 Hampton, NH 03842</i>      |                        | X              |                         | X                           |
| <b>TLC Recovery Programs</b><br><i>62 Pleasant St. Claremont, NH 03743</i>  | X                      | X              | X                       | X                           |
| <b>White Horse Recovery Center</b><br><i>68 NH-16B Center Ossipee, NH 03814</i><br><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 facilitated and collaborated with third parties to provide RCOs with interactive trainings and webinars on the following topics, totaling 38 sessions and 192 hours.

### Trainings delivered in FY 2020 include:

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

- RecoveryLink Data Entry
- RecoveryLink Outcomes
- Families Sharing without Shame
- Trauma Informed Care
- Methamphetamines Use in NH
- Supporting People Who Use Stimulants
- IT Security Awareness
- Website Chat Features
- Harm Reduction
- FO Subcontractor Orientation
- We are All Human (Cultural and Racial Diversity)

## Sustainability

Each RCO has been successful in leveraging FO funds for service contracts and grants which expand their scope of work. 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, homeless outreach, etc. All RCO's are in close working relationships with their regional Doorways. However, most RCOs still face capacity issues related 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 individual revenue streams and programming. A majority of RCOs are just starting the detailed process of sustainability planning for their programs. Harbor Care predicts that sustainability planning will be a primary focus of TA and training needs for the upcoming fiscal year.

## Contact Information

|   |  |  |
|---|--|--|
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