



PRSS FO QUARTERLY REPORT

REPORT DATE	REPORTING PERIOD	PROJECT NAME	PREPARED BY
July 31, 2022	April-June 2022	PRSS FO	Elyssa Clairmont, Cheryle Pacapelli

PROJECT SUMMARY

Harbor Care, Inc. was contracted to provide facilitating organization (FO) services for the 12 Recovery Community Organizations (RCOs) in NH that provide Peer Recovery Support Services (PRSS) to individuals with Substance Use Disorder (SUD) and their families. FO services include but are not limited to:

- Provide funding and assistance for operational and programmatic support to each RCO.
- Support the provision of quality PRSS within each recovery center.
- Monitor each subcontractor’s compliance through regularly occurring meetings.
- Subcontract with 12 RCOs totaling 19 open RCCs providing PRSS.
- Ensure each subcontracted RCO provide a minimum of one recovery center, recovery coaching, telephone recovery support, a venue for mutual aid meetings, additional support as determined by the local community, engage with local and regional partners, and comply with all applicable state and federal laws, rules, and regulations.
- Work to maintain existing recovery centers and establish new centers in underserved geographic regions.
- Work with each subcontractor within each centers’ administrative capacity and readiness to reach the following goals; meet the Council on Accreditation of Peer Recovery Support Services (CAPRSS) standards, Medicaid enrollment and billing, capacity building, sustainability, and service development.
- Assist subcontractors with ongoing back-office functions as needed included but not limited to HR, IT, P&P development, grant writing, compliance monitoring, quality improvement, billing, and data collection and management.
- Ensure training and TA is available to recovery center staff including but not limited to recovery coaching, TRS, co-occurring disorders, family dynamics of addiction, ethical standards, information security, and HIPAA.
- Facilitate a Community of Practice (CoP) that allows administrators and leaders to establish and strengthen cooperation, collaboration, and informal mentoring.
- Ensure RCOs are providing CRSWs with supervision in compliance with the NH Licensing Board.
- Implement data collections and organization process using RecoveryLink.
- Collaborate with the Department to evaluate service performance and participant level outcomes and enhance contract management.
- Actively promote the availability, purpose, and value of PRSS across NH.
- Facilitate monthly RCO leadership meetings.

ACCOMPLISHMENTS

Facilitating Organization

1. The FO is currently subcontracting with 19 RCCs in 12 Public Health Regions.
2. PRSS Community of Practice: The Sound of Healing (music therapy)
3. Promotion:
 - i. NH Recovery Hub Facebook Page Quarterly Stats:
 1. Total Page Likes: 2555
 2. # New Page Likes: 61
 3. # of Post Reaches: 9335
 - ii. NH Recovery Fix e-newsletter: 4/15/2022; Tic Tok for Recovery

4. Back Office Supports
 - i. HR Functions including hiring/recruitment, conflict resolution, corrective action planning, and employee termination are provided as needed to all subcontractors.
 - ii. Finance functions including but not limited to invoicing and associated bookkeeping are provided to all subcontractors. Additional support like payroll is available as needed.
 - iii. Medicaid credentialing support is provided to all subcontractors including continued support for billing procedures and protocol.
 - iv. IT functions are provided as needed including but not limited to ensuring Exhibit K compliance.
 - v. Grant writing/sustainability support is provided to all subcontractors.
5. Training Provided:
 - i. Crisis Prevention Intervention (CPI)
 - ii. Rebuilding the Family
 - iii. RecoveryLink (4)
 - iv. RecoveryLink Reporting Exports (7)
 - v. Mental Health First Aid
 - vi. Peer Recovery Support Services 101
 - vii. Arts in Recovery (2)
6. Distributed over 1,000 COVID tests from Harbor Care Health and Wellness Center to NHCORR and Archways Concord.
7. Facilitated monthly parent education facilitator meeting.
8. Coordinated a four-day Nurturing Families Substance Use Treatment and Recovery facilitation training. Two staff from six subcontracted RCOs will attend.
9. Ordered and delivered needed supplies for Nurturing Families training and ongoing class facilitation.
10. In the process of converting existing Nurturing Families curriculum into a digital form RCO are prepared to offer curriculum digitally or in a hybrid model.
11. Developing a flyer for subcontracted RCOs to market new Nurturing Families curriculum.
12. Regularly attends monthly Capital Area Leadership Team meetings.
13. Maintains and updates Recovery Hub social media including Facebook and Instagram.
14. Multiple FO staff attended the Recovery Inclusion Community Harm Reduction (RICH) Conference both in person and online.
15. In person promotion for FO at Recovery Inclusion Community Harm Reduction (RICH) Conference
16. Facilitated Crisis Prevention Intervention training.
17. Facilitated "Rebuilding the Family" for NHADACA.
18. Developed quality improvement reporting templates which will be used to help RCOs identify gaps in data collection.
19. Monitoring statistically significant improvements in recovery capital for all subcontractors.
20. Developed new data template for quarterly reports in compliance with contract deliverables.
21. Developed several how to guides outlining processes for RCO leadership to utilize and analyze certain RecoveryLink reports that would help monitor day to day data entry at their organization.
22. Analyzed and created reporting template for RCOs transportation data collection.
23. Provided reporting support to BDAS to monitor ongoing Homeless Outreach contract.
24. Project Manager completed Mental Health First Aid training and is now a certified trainer.
25. FO regularly meets with 2 RCOs to offer individual assistance on data collection and contract compliance.
26. Submitted final proposal to BDAS of the NH Standards of Excellence which was developed collaboratively with the FO, BDAS, and Growth Partners.
27. FO staff facilitates weekly recovery group at Cynthia Day; Dragonfly Recovery Group.
28. FO staff is in the process of developing a curriculum for the Dragon Fly Recovery Group.
29. FO staff developed and distributed a policy template for RCOs distributing Fentanyl test strips. TA regarding this policy is ongoing.
30. Project Manager attended Human Trafficking training.
31. Developed and presented PowerPoint presentation summarizing the NH Standards of Excellence for subcontracted RCOs.
32. FO offered TA to RCOs for final data updates and quality checks for the end of the fiscal year.
33. Uploads monthly data reports to AFMC for ongoing dashboard maintenance.

34. Attended Public Hearing regarding updates to the LADC Board rules.
35. Assistant Project Director attended Community Impact Leadership Training. 11 RCO staff attended the training.
36. Regularly attends Governor’s Commission on Alcohol and Other Drugs.
37. Regularly attends LADC Board meetings.
38. Facilitates monthly RCO Association/ leadership meeting.
39. Facilitated adhoc ethics meeting to discuss ethical dilemma with RCO leadership.
40. FO offers subject matter expertise to the Capital Area Leadership group.
41. Began facilitating the bi-monthly Data Quality Community Forum for RCOs to discuss and identify best practices for managing daily data entry of staff and monitoring quality.
42. Assistant Project Director is member for Harbor Care’s Quality Assurance/Quality Improvement Committee.
43. Assistant Project Director is a member of Harbor Care’s Diversity, Equity, Inclusion workgroup.
44. Assistant Project Director is a member of Harbor Care’s Quality Improvement Planning workgroup.
45. Assistant Project Director is a member of Harbor Care’s Accreditation workgroup.
46. Project Director is providing subject matter expertise on how to increase organizational capacity and utilization of CRSWs.
47. Facilitated a series of site visits for Keene Serenity Center Staff to visit Revive Recovery and Hope for shared learning on continued program development.
48. Assisted in the interview and selection process for new Center Director at Addiction Recovery Coalition of NH.
49. Project Director is part of the planning team to restructure residential treatment programs at Harbor Care.
50. Project Director and Assistant Project Director regularly attend Harbor care Operations Huddle and relay prevalent training and COVID-19 updates back to RCOs.
51. Manages and updates staff lists and training requirements through MedTrainer, an online training platform. *These training are not counted in the training activity numbers in the FO Quarterly Activity table below.
52. Project Director has offered training and subject matter expertise to Harbor Care on building capacity and integrating billable CRSW services in their comprehensive service model.
53. Project Director regularly attends Harbor Care Leadership Team meetings.
54. Partnered with Third Horizon Strategies to develop an infographic and written summary of the current fiscal state of NH RCOs given their rapidly expanding service models.
55. Working with BDAS and AFMC to establish an ongoing evaluation plan for subcontracted RCOs.
56. Project Director participated in the Lived Experience Advisory Panel.
57. Developed work plan outlining new contract deliverables and projects.
58. Provided TA and MOU template for RCOs to use to partner with their local Doorways for mutual referrals and support to complete GPRA interviews.
59. FO attended an informational session on the federal block grant recovery set aside and shared information learned with subcontractors.
60. Project Director attended Providing Peer Support in Rural Communities conference in Memphis, TN.
61. FO leadership regularly meets with contract leads at BDAS.
62. Registered stakeholder for the national PRSS Center of Excellence and attend related meetings.
63. FO Quarterly Activities:

Activity Type	Activity Count	Sum of Attendees	Activity Duration (hours)
Meeting	140	684	144
Externally Facilitated	31	248	31
FO Facilitated	109	436	113
Promotion	11	627	20
Technical Assistance	117	667	123
Administrative Support	60	446	48
Capacity Development	3	13	7

CAPRSS	1	1	2
Contract Compliance	4	5	11
Data Quality	37	145	42
Organizational Coaching	9	38	8
Quality Improvement	3	19	5
Training	22	109	43
Grand Total	290	2087	329

NH RCO Budget Diversification

- Subcontracted RCOs have a collective annual budget of \$7.4 million of which \$4.44 million (60%) is funded by the FO contract. *FO budget numbers have been modified to reflect a 12-month period; the current FO contract only contains funding for 9 months.

PRSS DATA

FO data is provided to subcontracted BDAS data evaluators and is uploaded monthly to a dashboard. Information below is a summary of data metrics collected from all subcontractors for the reporting period.

Individual Engagements	
Type	No. of Sessions
Brief Intake	464
Full Intake	274
Initial Recovery Plan	227
Follow up Engagements	2749
Group Sessions	389
Care Coordination	178
Brief Check Ins	9153
Referrals	875
TOTAL SERVICES	14309

FY22Q4 Activity Summary		
Type	No. of Attendees	Count of Activities
Organizational	10543	1487
Partnered Org.	29646	1262
Outreach	9924	422
Training	1110	71
Distribution	561	77
Total	51784	3319

Statistical Analysis

BARC-10 Score	Mean difference	Std. deviation	t -test	df	Significance (p)	Explanation
Current - Baseline	2.18	7.41	8.68	869	<.001	Participants who received peer recovery support service(s) during the reporting period showed significant increases in Recovery Capital ($M=2.18, SD=7.41$) compared to baseline BARC-10 scores, $t(869)=8.68, p<.001$.

RCO DELIVERABLES SUMMARY

<p>SOS RCO – Strafford County, Seacoast <i>Contracted: September 2016</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> No <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> Yes <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>Safe Harbor– Seacoast <i>Contracted: September 2016</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> No <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>WHRC – Carroll County, North Country <i>Contracted: August 2016</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> Yes <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>
<p>KSC – Greater Monadnock <i>Contracted: December 2016</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> No <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>Revive– Greater Nashua, South Central <i>Contracted: December 2016</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> Yes <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>Archways – Winnepesaukee, Capital <i>Contracted: February 2017</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> Yes <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>
<p>NRLR – Winnepesaukee <i>Contracted: July 2017</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> Yes <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>ARCNH- Greater Nashua <i>Contracted: March 2021</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> No <u>CAPRSS:</u> No <u>Sustainability Plan:</u> No <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>TLC- Greater Sullivan <i>Contracted: July 2018</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> Yes <u>Sustainability Plan:</u> No <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>
<p>MWV- Carroll County <i>Contracted: July 2018</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> No <u>Sustainability Plan:</u> No <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>HOPE - Greater Manchester <i>Contracted: July 2019</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>CAPRSS:</u> No <u>Sustainability Plan:</u> No <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>	<p>PARC-Central NH <i>Contracted: October 2019</i></p> <p><u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> No <u>CAPRSS:</u> No <u>Sustainability Plan:</u> No <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes</p>

CHALLENGES/BARRIERS

Challenge	Solution/Lesson
RCOs programming continues to expand and diversify beyond Recovery Coaching requiring expanded and unique data entry/reporting needs.	FO works with RCOs individually to try to find solutions to expanded data needs using a single platform, RecoveryLink. Some RCOs use multiple data collection platforms to accommodate their programming needs.
Inconsistency with contract terms and funding makes it challenging for subcontractors and the FO to plan/expand programming and meet contract deliverables. FO is currently three months into a nine-month contract.	Practice transparency with subcontractors and state about the limitations and modified expectations for this program to continue to be successful and meet contract deliverables that go beyond our ability given the current contract term restrictions.
It has been difficult getting approvals from the state for publishing some collaborative evaluations for NH RCOs.	Continue to work with the state and collaborators including Third Horizons, BPO, BDAS, AFMC, etc. to get reports, infographics, and dashboards approved for public consumption. We are hopeful the new BDAS approval process will eliminate some of these barriers.

RCO UPDATES

The following section includes a compilation of quarterly reports from every subcontracted RCO. Reports provide details on location, hours of operation, contact deliverables, capacity, program updates, quarter highlights, and challenges.

Archways

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Michelle Lennon & Deanna LaFrazia

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
<i>Archways – Tilton</i>	<i>5 Prospect St. Tilton, NH 03276</i>	<i>10am-5pm Monday-Friday</i>
<i>Archways – Franklin</i>	<i>175 Central St. Franklin, NH 03235</i>	<i>10am-5pm Monday-Friday</i>
<i>Archways – Concord</i>	<i>202 N. State St. Concord, NH 03301</i>	<i>10am-5pm Monday-Friday</i>

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	Staff are trained in both harm reduction to reduce harm for people who use drugs, as a pathway to recovery, and as a Social Movement. Staff continue to engage in ongoing Harm Reduction Trainings. Methods of harm reduction such as Narcan and Fentanyl Testing Strips are available at all locations, staff are trained on disseminating harm reduction methods, and our agency has developed formalized policies around Harm Reduction.
Criminal Justice	<i>Expert in Field</i>	All staff has had experience with the Criminal Justice System in various capacities including; trained with police departments on Home Visiting Safety, previous experience as dispatchers, collaboration with local probation officers, as well as working with direct referrals from local jails.
Hospital/ED Integration	<i>Some Experience</i>	While we do not hold any of the ED contracts in our area, we continue to offer supports in the ED as requested.
Crisis Intervention	<i>Expert in Field</i>	All staff is trained in crisis navigation, immediate referrals, mandatory reporting, suicide prevention, trauma informed care, and risk management. Crisis intervention services are provided regularly.
Parenting/Family Support	<i>Expert in Field</i>	Our center is nationally recognized for integrated family supports, and most recently has been recognized as a Promising Practice by NH's Center for Excellence on Addiction Service to Science and will be pursuing the designation of an evidenced-based program.
Prevention	<i>Expert in Field</i>	Our center has received the Quality Designation from the Wellness & Primary Prevention Council of the State of NH.
Recovery Friendly Workplace	<i>Expert in Field</i>	We are a designated Recovery Friendly Workplace (RFW) and collaborate with RFW in our Workforce development programming. Additionally, we offer resources, such as Recovering Together Cafes, to employers as a way to support their employees and their employees' ability to maintain their recovery.

System Navigation	<i>Expert in Field</i>	All staff are fluent in identifying and working to remove possible roadblocks or barriers within systems. Our agency is part of the Unite Us Referral Network initiative, and has a Resource Navigator to support participants and recovery coaches in system navigation.
Parent Cafes/Recovering Together Cafes	<i>Expert in Field</i>	Offer monthly Parent Cafes and Recovering Together Cafes.
Integrating Peer Assisted Recovery & Christ-Centered Framework	<i>Expert in Field</i>	Closely integrated with Northfield-Tilton Concretional Church and multiple staff members are also pastors.
Early Childhood	<i>Expert in Field</i>	Our centers offer Early Childhood programming, Home visiting, Recovery Coaching, and Family Support. Our agency is also the backbone organization to the regional early childhood coalition, working to improve early childhood for families living in our community.
Training	<i>Expert in Field</i>	Regularly facilitates SUD/recovery related trainings, including Recovery Coach Academy, Ethics, Suicide Prevention, etc.

Capacity

Current # of Staff:	23
# of Staff w/CRSWs:	8
Current # of Volunteers:	3
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	Accredited.
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	Tilton and Franklin locations have both been approved for Medicaid Billing. The Concord location was approved this month.
Is the RCO enrolled with MCOs?	Yes	Tilton and Franklin are enrolled with MCOs, Concord is in progress.
Actively billing Medicaid for PRSS?	Yes	Tilton and Franklin
Does the RCO have an active sustainability plan?	Yes	This is part of our strategic planning.
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Pat Tucker, MLDAC Michelle Lennon, CRSW Patricia Eisner, CRSW
Engage with Regional Public Health Network.	Yes	Our ED is on the Board of the Partnership for Public Health & staff participate in Partners in Community Wellness, a workgroup for Substance Use & Suicide prevention. We also recently completed collaboration on a project educating young adults of childbearing age with a short video, surveys, incentives re: the dangers of drug/alcohol use and pregnancy.
Engage with Regional Doorway.	Yes	We are working to obtain an updated MOU with the regional doorway to reflect cooperative GPRA assessment.

Coordinate with local Mental Health Peer Support Center(s).	Yes	Refers when appropriate.
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PROGRAM UPDATES

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Currently we are supporting 98 participants through Comprehensive Recovery Coaching. • Currently we are supporting 25 participants through Telephone Recovery Support. • All three centers host mutual aid meetings, AA and NA, with regular attendance averaging between 3 to 25 individuals per meeting. • Our agency continues to facilitate Parenting Journey in Recovery. We have two additional recovery coaches now trained to facilitate the group; now totaling 5 staff trained in facilitating this curriculum. • This quarter we have provided 20 transports to reduce barriers such as making probation/parole check ins, successfully making medical/mental health appointments, as well as timely transportation to treatment. • Our agency continues to collaborate with the local Federally Qualified Healthcare Clinic, Health First, with locations in Franklin, Tilton, and Laconia; towards providing effective wrap around services for participants engaged in Medication Assisted Treatment. Currently our agency is supporting 16 participants, that also receive MAT services through Health First.
<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • Archways-Tilton facilitated an 8-week workshop; “The Power of Expression in Recovery: Journaling and Creative Arts Workshop” in which 9 individuals engaged and participated in this Hybrid offering. We received a lot of positive feedback from engaged individuals, and had very consistent participation. We are planning to run this workshop again in August 2022. • Two of our Recovery Coaches completed a six-week Nurturing Families in Recovery curriculum training, to be able to better support participants and their families. • Our organization was represented at a variety of community outreach events including Drug Take Back Day, Choose Franklin Community Day, Winni-River Day, and Tilton Old Home Day. Additional outreach continues to include targeted outreach to those experiencing homelessness, as well as those currently engaged in SUD treatment programs, in order to provide recovery supports. • Franklin and Tilton locations collaborated with the regional Partnership for Public Health Network to facilitate a pre and post survey to young adults, ages 18 to 25, focused on informative information regarding pregnancy and the use of alcohol or substances during pregnancy. Our organization delivered a total of 86 surveys!! • The Concord center location assisted three individuals that had been experiencing homelessness find stable housing within a recovery home. This success and reduction of barriers can be seen as a result of our professional networking relationships, as it is common requirement for individuals to come directly from a treatment program to enter into recovery homes. • Our Recovery Supports team meets monthly, during which we routinely review required benchmarks including the percent of completed BARC-10 assessments. Staff has done an amazing job at setting their own benchmark for BARC-10 completion rates and not only meeting their goal but exceeding it! During this quarter, the percent of BARC10s completed, has started to reach nearly 50%!
<p>Challenges</p>	<ul style="list-style-type: none"> • We have found that there is not a lot of “foot traffic” happening around the Concord Center location, this may be somewhat of a challenge to increasing the number of participants served through this location. <ul style="list-style-type: none"> ○ We will be building the Concord Center location profile within the closed loop referral platform, Unite Us, as a way to be more visible to community partners, external providers, to allow for additional referral sources.

	<ul style="list-style-type: none">○ Concord Center manager to continue attending monthly Capital Area Leadership Team meetings, prepared to share information about offered programs and services.○ Concord Center manager and staff will begin targeted outreach to local community partners, including the local Concord probation office.○ Continue receiving referrals from Concord Hospital's IOP program for recovery coaching services out of the Concord location.○ A collaboration with the Homeless Resource Center (HRC) is underway as the planning meetings were completed. The intent is to establish a weekly presence to engage with those interested in recovery who are experiencing homelessness and/or utilizing some of the HRC resources.● We have been experiencing a challenge with how staff are utilizing their PTO benefit; balancing staff needs while still meeting our contract deliverables.<ul style="list-style-type: none">○ We will be meeting with our HR consultant to review our current PTO policy and work to include any revisions or additions that will decrease the frequency of this challenge.
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Addiction Recovery Coalition of New Hampshire Quarterly Progress Report

Report Date	Reporting Period	Prepared By
July 11, 2022	April-June 2022	Kate Choquette, Executive Director

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
The Addiction Recovery Coalition of NH	180 Elm Street, Suite E, Milford, NH 03055	M-F 8am-4pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in field	Partnered with Another Day Harm Reduction and their founder is now a volunteer recovery coach at the center. Offers Narcan and fentanyl test strips. Starting a MARA support group.
Parenting/Family Support	Expert in field	ARCNH is providing coaching for loved ones of individuals with SUD. Staff enrolled in UNH's Building Better Futures program.
Recovery Friendly Workplace	Expert in field	Designated Recovery Friendly Workplace.
System Navigation	Expert in field	Staff are skilled and knowledgeable on community resources, treatment resources, and how to access those resources.
Overdose Education/Prevention/Narcan	Expert in field	Provide in person training on signs and symptoms of active illicit drug use, symptoms of an overdose, and steps to take to reverse an overdose with Narcan, important information on how Narcan works, harm reduction, etc.
Veteran Support	Expert in field	We have a Veterans Program run by Bradford Volz.

Capacity

Current # of Staff:	3
# of Staff w/CRSWs:	1
Current # of Volunteers:	9
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	In Progress	Working with FO to prepare for review of NH Standards of Excellence.
Currently delivering Recovery Coaching services.	Yes	Currently have 16 participants enrolled in either brief check-in or comprehensive recovery coaching.
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	In Progress	
Actively billing Medicaid for PRSS?	No	

Does the RCO have an active sustainability plan?	In progress	Sustainability plan is in development.
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Victoria Lee, MLADC Charlotte Trentholm, LICSW, MLADC Tanya Wessells, CRSW-S
Engage with Regional Public Health Network.	Yes	City of Nashua, Department of Public Health and Community Services has started coming every month to do HIV/STD/Hep C testing as well as treatment and education. ARCNH hosted DPHCS at the center for HIV testing day on June 27, 2022.
Engage with Regional Doorway.	Yes	ARCNH is engaged with the Greater Nashua Doorway through mutual referrals. A formal MOU is currently being reviewed by their legal team. Doorway has provided some Narcan for the center.
Coordinate with local Mental Health Peer Support Center(s).	Yes	We are engaged and referring to HEARTS in Nashua.

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • Addition of monthly Overdose Education/Prevention/Narcan Training for community members, providers and colleagues; • Addition of weekly NA meeting; • Staff has started offering a Women’s Group; • Planning the addition of Parenting Support Groups; • Planning the addition of Grandparents Raising Grandchildren Support Group; and • Applied for APG Grant with UNH. Awaiting notification.
Quarter Highlights	<ul style="list-style-type: none"> • Participated in the following events: <ul style="list-style-type: none"> ○ Hope Fest ○ Keyes Summer Bash ○ Community Connections ○ CAST Steering Committee ○ Hosted CCAR Recovery Coach Academy ○ Hosted Soul Safe Mental Health First Aid Training ○ Hosted HIV Testing with Nashua Public Health • Created Overdose Awareness Kits to pass out in the community, to local PD, FD and EMS, and to providers and participants; • Provided 5 referrals to participants for treatment; • Hired a contract Grant Writer; • Added 4 new volunteers in which we gave scholarships to 2 for the Recovery Coach Academy (RCA) and 1 wanted to volunteer after attending RCA at center; • Enrolled 14 new participants and reengaged 3 previous participants.
Challenges	None at this time.

Hope for NH Recovery Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Dave Cote

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Hope for NH Recovery	293 Wilson Street	Tue – Sat 3-9 PM

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Some Experience	All staff support harm reduction when working with members. It is at the core of our approach to recovery. Distributes Narcan and fentanyl test strips and conducts homeless outreach.
Criminal Justice	Expert in Field	A formerly incarcerated Hope member chairs a weekly meeting, "Life Outside the Walls," which averages between 15 and 20 participants. We have a strong partnership with the Manchester Police Department and have provided statewide police training on working with people with co-occurring disorders.
Hospital/ED Integration	Some Experience	Hope worked with Catholic Medical Center's Emergency Department for two years, providing roughly 200 visits between ED and in-hospital patients.
Crisis Intervention	Expert in Field	Our staff regularly work with people in crisis. They are aware of their roles as peer support and are well versed in resource navigation. The staff have on several occasions contacted the Mobile Crisis team, walked members to the Doorway and/or Safe Station, and arranged for rides to the hospital.
Parenting/Family Support	Some Experience	Hope offers a safe place for visitation, offering parents a safe place to meet with their children. A Recovery in Parenting meeting is held Wednesday evenings.
Prevention	Some Experience	Hosted an Alternative Peer Group in conjunction with the University of New Hampshire.
Recovery Friendly Workplace	Some Experience	Hope is a designated Recovery Friendly Workplace and regularly helps conduct trainings with the Governor's RFW Program.
System Navigation	Expert in Field	Our staff works extensively helping members find and apply for treatment, find food, housing/sober living, and connect with others in recovery.
Advocacy	Expert in Field	Hope's Director is a member of the Governor's Commission on Alcohol and Other Drugs, chairs the Recovery Task Force, and chairs the Recovery Monument Commission. Hope participates in the Governor's Stimulant Task Force, Manchester SUD Collaborative and the National Peer Recovery Center for Excellence.

LGBTQ+	Some Experience	LGBTQ meetings have grown from a small group of 3 to 15 to 20 regular attendees. Hope as a community continues to be supportive of the LGBTQ community.
Homeless Outreach	Expert in Field	Hope's Homeless Outreach team provides direct outreach to the community and facilitates meetings at 1269 Café. In partnership with 1269 Café, Hope opened a warming station for homeless folks, "Hope for the Winter at the 12" nightly from 11 PM-7AM from 12/1 through 3/31.m We made approximately 6,200 touch points with various people while providing a safe, warm place to shelter from the elements.
Art	Expert in Field	Art, particularly painting, is central to what we do at Hope. With more than 500 member-created paintings on our walls and new ones created daily, the message every artist transmits is: "I was here and I matter." In addition to individual works, we also have seven group creations on themes ranging from injecting positivity into daily life, the differences between addiction and recovery, the interplay between poetry and painting and the uniqueness of each person's recovery.
Music	Some Experience	Music is a part of Hope's environment/culture. Monthly we host "Addicted 2 Talent" an open mic event that draws 70-100 people and a dozen performers. We have musical instruments including pianos, and guitars on hand for members to use. We have a few regular members that will arrive early to be able to play the piano before their recovery meetings.
Community building	Expert in Field	Currently, we average 800 visits to the center weekly. Of those visits, there is a core group of more than 50 members returning 3 or more times a week to participate in meetings, meet with other members for coffee and conversation, create art, focus on recovery work (step work), play games, and make music. Although this core group is always changing it continues to grow in size. Community building is at the heart of all we do, from art to meditation to music to juggling lessons. Our goal is that every person walking into Hope is welcomed, celebrated, and introduced to others.
Special Events	Expert in Field	Our monthly open mic events "Addicted 2 Talent," which average about 70-100 participants and monthly game nights. Planning for our 8th annual Recovery Festival (formerly the Rally4Recovery-NH) event held every September are ongoing. The committee is comprised mostly of member/volunteers.
Veterans	Expert in Field	A staff member is a formerly homeless veteran who directed a transitional shelter for veterans. We provide support to a number of veterans and work closely with the Veterans Administration on particular cases.

Capacity

Current # of Staff:	9
# of Staff w/CRSWs:	4
Current # of Volunteers:	20
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	In Progress	Working with FO to meet new NH Standards of Excellence.

Currently delivering Recovery Coaching services.	Yes	Our staff had 753 follow-up engagements working with 280 + active members seeking coaching.
Currently delivering Telephone Recovery Support services.	Yes	2269 TRS calls were made with 429 successful contacts made last quarter.
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	In Progress	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board?	Yes	Joan Sementa, MMHC, MLADC Courtney Younginger, BS, CRSW Bret W. Smith, CRSW, NCPRSS, CPS, JP
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	Our staff regularly walk people over to the Doorway to connect them to services. We have a memorandum of understanding and collaborate successfully.
Coordinate with local Mental Health Peer Support Center(s).	Yes	

PROGRAM UPDATES

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Activities <ul style="list-style-type: none"> ○ 361 Mutual aid meetings attended by 7048 people ○ 9 CRSW peer supervision meetings ○ 4 Recovery Festival Planning meeting attended by 56 volunteers ○ 11 Narcan distribution events 86 doses distributed ○ 71 Pro Social events (games, music, art, yoga) attended by 194 people ○ 3 Addicted to Talent shows (open mic) attended by 225 people • Services <ul style="list-style-type: none"> ○ 2269 Telephone Recovery Support calls were made with 429 successful contacts ○ 753 follow-up engagements and 1404 brief check-ins working with 326 participants ○ 205 referrals made • Homeless Outreach <ul style="list-style-type: none"> ○ 30 outreach activities with 341 people attending ○ 198 Referrals ○ Narcan distribution
<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • Two staff completed Recovery Coach Academy and are working on obtaining hours and supervision to earn their CRSW. • Four volunteers attended the Suicide Prevention class helping them move forward towards CRSW. • Recovery Festival planning meetings are ongoing. This year we have changed the name from Rally4Recovery NH to Recovery Festival and are working on taking a new approach to the event on September 24th. • Hope held an Earth Day clean-up where a handful of members joined staff to clean the parking lot and surrounding outdoor spaces. • Hope staff participated in “Helping Us Help Others” homeless outreach in the park. Art supplies were brought to the park for people to use, 48 doses of Narcan were distributed and general recovery resources were offered to the community

	<ul style="list-style-type: none"> • Took part in SOS Recovery, Inclusion, Community & Harm Reduction Conference. • Two staff, and five Hope volunteers from the LGBTQ+ community participated in the Manchester Pride event offering resources at our information booth. • Hope staff and volunteers attended a computer basics class through the Archways. • Continued participation in the Greater Manchester SUD Collaborative. • Continue to invite community partners for information sessions with the staff. • Collaborated with Keene Serenity Center, providing information on our use of art in community building. • Met with Revive Women’s Center to discuss how we could collaborate in the future. Follow-up meeting scheduled for mid-July. • Met with Manchester Police Chief Aldenberg, and Community Liaison Richard Ells to discuss creating a more positive relationship and getting more information to the police force on what we have to offer. Following up with local officer to introduce him to what Hope offers. • Established a weekly time slot for Working Fields to meet with and offer members employment opportunities that include on the job coaching. • Former employee Bob came out of retirement and was hired as the Center Manager. • Partnered with the Greater Manchester Mental Health Center to offer bi-monthly peer supervision for our staff and volunteers. • Presented a NAMI training to police from throughout the state on working with people with cooccurring disorders. • Actively participate in Homeless Zero Suicide with other city agencies. • Attended PRSS Continuum of Care: The Sound of Healing. • Attended Suicide Risk Assessments, Intervention, and Evidence Based Treatment. • Hosted along with King’s Cross Church, Hope and Healing – Trauma Survivors Presentation by nationally-known advocate, Rachel Denholder. • Provided space and electronic equipment for a hybrid Gamblers Anonymous meeting. • Investigated a SAMHSA Grant opportunity to increase healthcare capacity in conjunction with CMC Healthcare for the Homeless. • Participated in NH Gives. • Center manager went “Over the Edge” rappelling down an office tower in Manchester to raise money for Hope. • Participated in the Sober Softball Tournament to benefit NHCORR. • Met with Wellsense NH to plan an event/luncheon assisting members get access to insurance. • Actively participated in Manchester’s Continuum of Care homeless group.
Challenges	<ul style="list-style-type: none"> • Hope’s biggest and most persistent challenge is the tension between our two roles: community organization and recovery center. Through our halls pass more than a thousand people weekly. Some come just for the more than 30 meetings per week we host. For others it’s the chance to paint with quality supplies, create music with our keyboards, drums and stringed instruments. Some come to play that music for an audience, read their poetry aloud, juggle or perform stand-up comedy. Others come to have a safe and fun drug-free place to spend time playing chess or cards or simply talking with others. Coffee is always free and available, and we work hard to make the place open and welcoming. Hope is the kind of community center every city or town needs. We are proud of our accomplishments here. • As a recovery center, Hope receives funding from the State of New Hampshire through the Facilitating Organization. As part of this process, we have obligations to provide data to demonstrate we are doing the things for which we are being

	<p>paid. In this, we do an acceptable job, but data collection and community building are strange bedfellows.</p> <ul style="list-style-type: none">• Like the illustration above, Hope is two things, depending upon where one's focus lies. While it may be possible to simultaneously perceive two faces looking at each other at the same time one sees a goblet, most of us need to consciously shift back and forth. Thus, it is with Hope's challenge. We are both a community center, with human beings looking into one another's eyes and a recovery center, with inanimate data as a goal. This balancing act is the challenge, with perfect equilibrium our never-to-be-met goal.
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Keene Serenity Center Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Sam Lake/Laura Werlinger

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Keene Serenity Center	34 Mechanic Street, Keene, NH 03431	Mon-Fri 9-5 Sat 7-10 (Transportation only)

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	Provide harm reduction support including Syringe Service Program. Offer Naloxone/ overdose training in house and through community outreach.
Criminal Justice	Some Experience	Offer coaching services within Cheshire County Corrections. Support Drug Court by offering coaching and transportation to participants.
Hospital/ED Integration	Some Experience	Work with COC, Center for population health facilitator. We would like to be involved with ED integration.
Crisis Intervention	Expert in Field	All staff are CPI (Crisis Prevention Intervention) Certified. Have a working relationship with first responders and partnerships with other mental health agencies.
Parenting/Family Support	Some Experience	Staff are trained in Parenting Journey in Recovery facilitation, not actively offering PJR. Host weekly family support group.
Prevention	Some Experience	Offer recovery support information sessions at the library and conduct targeted youth outreach at local sporting events and at the local high school.
Recovery Friendly Workplace	Some Experience	Partnered with Reality Check to coordinator Recovery Friendly Workplace trainings for Cheshire County. Collaborate with Working Fields, a mission-based job placement organization.
System Navigation	Expert in Field	Regularly assists people access a variety of services. Collaboration with Doorway, Better Life Partners, New Seasons Methadone Clinic, Housing Supports, Mental Health Supports, Health and Human Services.

Capacity

Current # of Staff:	4
# of Staff w/CRSWs:	2
Current # of Volunteers:	5
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	CAPRSS Accredited July 2019 (3-year accreditation)

Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	In Progress	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	John Letendre, LADC
Engage with Regional Public Health Network.	Yes	Cheshire Medical Center
Engage with Regional Doorway.	Yes	Doorway of Cheshire Medical Center
Coordinate with local Mental Health Peer Support Center(s).	Yes	Monadnock Peer Support – Daily coordination.

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • Added 2 stipend drivers to the Road to Recovery transportation program. • Added Saturday morning transportation, offering 2 trips to the methadone clinic for up to 8 individuals. • Increased transportation requests from Cheshire County DOC. From corrections directly to treatment. • 2 additional staff signed up for SMART facilitator training. • Mental health wellness group started with focus on mental health in recovery. • New HA meeting started with a core group of 9 peers; Dope Free or Die Group. • Collaboration with NE Regional Health Study. Med van on site twice weekly offering HEP C testing and treatment. Many participants are receiving testing/ treatment.
Quarter Highlights	<ul style="list-style-type: none"> • Two staff received their CRSWs. • Volunteer completed courses for PRSS and is receiving supervision. • Several participants have gotten into secure, independent housing recently. One of which had not been housing secure for 30 years. • Syringe return rates increased dramatically this quarter. Up 18%. • Changed flow pattern for the RCO adding a community resource room and a separate meeting room. • Staff team building road trip to Revive Recovery Center. • Visited Hope for Recovery and Addiction Recovery Coalition of NH. • Multiple outreach events at Swampbats collegiate baseball events during which our Outreach Coordinator was invited to throw out the first pitch at one of the games. • City of Keene approval for congregate living and social service license. • Two staff members attended RICH conference in Portsmouth, NH. One presented on Harm Reduction at the conference. • Our Tik Tok page has over 24k followers and was highlighted in the spring Recovery Fix e-newsletter. • Supporting contributions from individuals and organizations including; Town Fair Tire Foundation, Kiwanis of Keene, and Grand Monadnock Rotary. Our community is amazing.
Challenges	<ul style="list-style-type: none"> • Finding housing for participants struggling with homelessness is still an area that continues to be a challenge for the staff.

	<ul style="list-style-type: none">○ We have increased our outreach with partners and landlords. Some housing is becoming available, and we have added additional landlords to our referral list.• Engaging participants from using the center as a “drop in” to building coaching relationship with them with recovery plans.<ul style="list-style-type: none">○ Starting to offer more structured programming to engage people who drop in throughout the day. Visiting other RCO’s and seeing how they may interact or engage peers.• Due to statewide shortage of behavioral health providers, Peers having difficulty finding help for mental health.<ul style="list-style-type: none">○ Staff went to workshop on Mental Health 1st Aid. Started new group focused on mental wellness in recovery. Increased collaboration with Mental Health Peer Support Organization.
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Mount Washington Valley Supports Recovery Quarterly Progress Report

Report Date	Reporting period	Prepared By
07/11/22	April-June 2022	Patricia Varney

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Mount Washington Valley Supports Recovery Coalition	1620 E Main St Center Conway NH 03813	Monday - Friday 9am -5 pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	State of NH syringe service program. Syringe access and distribution of Narcan and rapid response Fentanyl test strips.
Criminal Justice	Some Experience	Working with the trust program and White Mountain Restorative Justice.
Hospital/ED Integration	Expert in Field	We offer on-call Recovery Coach service at Memorial Hospital. 24/7 coverage.
Crisis Intervention	Some Experience	We work with many crisis organizations (Such as Northern Human Services, White Mountain Community Health Center, The Way Station, Starting Point) to help people get immediate access to services.
Parenting/Family Support	Expert in Field	Working with DHS and DCYF.
Prevention	Expert in Field	Developing programs for prevention and working with prevention organizations. Attending meetings with the CP3H. Overdose prevention through the distribution of Narcan and Fentanyl test strips.
Recovery Friendly Workplace	Expert in Field	Designated Recovery Friendly Workplace.
System Navigation	Expert in Field	Provide referrals to client for appropriate resources.
Multiple Pathways to Recovery	Expert in Field	Offers a variety of group and mutual aid meetings including: A Woman's Woy Through the 12 Steps, Parent of a Teen, MARA International, SMART Recovery, Recovery 101, AA, NA, FASTER Family Support, etc.

Capacity

Current # of Staff:	4
# of Staff w/CRSWs:	0
Current # of Volunteers:	1
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	In Progress	Continuously working on development
Currently delivering Recovery Coaching services.	Yes	We are currently seeing people in-person at the office. We are open Monday through Friday 9:00 a.m. - 5:00 p.m.

Currently delivering Telephone Recovery Support services.	Yes	Contacting participants and completing wellness checks.
Does the RCO have a Medicaid ID?	Yes	In Progress
Is the RCO enrolled with MCOs?	Yes	Wellsense Health Plan
Actively billing Medicaid for PRSS?	Yes	In Progress
Does the RCO have an active sustainability plan?	In development	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Jim Stoddard, MLDAC
Engage with Regional Public Health Network.	Yes	Participate in their strategic planning annual meetings.
Engage with Regional Doorway.	Yes	Picked up 36 boxes of Narcan in Littleton, NH.
Coordinate with local Mental Health Peer Support Center(s).	Yes	Referrals as needed.

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> ● Added Parent of a Teen support meeting to our recurring program schedule. ● Renamed the Believe Recovery Group to A Woman’s Way Through The 12 Steps. ● Reintroduced our Social Paint Night; a prosocial community event.
Quarter Highlights	<ul style="list-style-type: none"> ● Two of our Recovery Coaches are working on their CRSWs. All training requirements have been completed. Finishing supervision hours. ● Became members of a Coordinate Care Network with Unite Us. ● Participated in NH Gives.
Challenges	<ul style="list-style-type: none"> ● Still working on filling the RCO Manager position. <ul style="list-style-type: none"> ○ Responsibilities currently being divided amongst staff.

Navigating Recovery of the Lakes Region Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Daisy Pierce, Executive Director

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Navigating Recovery of the Lakes Region	102 Court St. Laconia, NH 03246	M-F 9am-5pm, Sat 9am-1pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Some Experience	Provide naloxone kits & training, support harm reduction pathways, working towards SSP, and provide homelessness outreach.
Criminal Justice	Expert in Field	Provide in-person group coaching to residents at Belknap County Corrections in the C.O.R.E. Program since 2017.
Hospital/ED Integration	Expert in Field	Provide 24/7 on-call support to Concord Hospital – Laconia and Concord Hospital - Franklin since May 2017.
Crisis Intervention	Some Experience	Provide crisis support and facilitate access to treatment and withdrawal management.
Parenting/Family Support	Expert in Field	Facilitate Parenting Journey in Recovery and offer one-on-one and group family support services.
Prevention	Some Experience	On the board for Laconia Youth Alliance.
Recovery Friendly Workplace	Expert in Field	Designated Recovery Friendly Workplace. Recipient of the RFW grant and worked on helping businesses become designated RFW.
System Navigation	Expert in Field	Staff are very knowledgeable about treatment and recovery options statewide, benefits navigation, and many other community resources.

Capacity

Current # of Staff:	8
# of Staff w/CRSWs:	2
Current # of Volunteers:	2
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	CAPRSS Accreditation expired in March 2022, working with FO on new NH Standards of Excellence.
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	

Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	Yes	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Jacqui Abikoff, MLADC Corey Gately, MLADC
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	A coach from NRLR is on the board of Corner Bridge.

PROGRAM UPDATES

<p>Service Delivery</p>	<ul style="list-style-type: none"> • PRSS & TRS: The primary service we offer to participants is one-on-one peer supports, either in person or over the phone. PRSS & TRS includes brief check-ins, follow-up engagements, helping participants achieve goals set in their recovery wellness plans, and providing case management/system navigation. • Homelessness Outreach: Three days a week the coaches go out in pairs to provide street outreach to people experiencing homelessness. Coaches offer treatment and recovery resources, hand out tents, blankets, socks, naloxone, etc., and provide PPE, rapid COVID tests, and vaccine information. Since June 2021 we have made 522 contacts, with 109 in this past quarter. • Compass House: We continue to provide weekly house meetings and one-on-one coaching to the women at Compass House. • CORE Groups: Weekly group meetings are held at Belknap County Corrections for the residents in the Correctional Opportunity for Recovery and Education Program. • 24/7 Hospital Support: This quarter we saw 60 patients in the hospital and referred patients to withdrawal management, treatment (all levels of care), sober living, group meetings, The Doorway, and peer support services. • Parenting Journey in Recovery: Weeks 2-12 were held this quarter with 7 attendees. • Pro-social activities: This quarter we introduced a hiking group that meets every Saturday morning. So far they have hiked Lockes Hill, Mount Rowe, Belknap Mountain, Mount Major, South Piper, and Mount Shannon.
<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • Male participant reached his 18-month anniversary and joined our Advisory Council. • Male participant reached his 10-month anniversary, bought a new motorcycle, and has the best family relations he's had since he began using substances. • Male participant reached 1-year anniversary and got a part-time job (first one in years). • Female participant reached 3-year anniversary and went to court to ask for full custody of her youngest son. • Female participant, with significant mental illness and SUD, was first met during homelessness outreach; she completed residential treatment and is now living in a Lakes Region Mental Health assisted living home. • Female participant, first met during homelessness outreach, completed withdrawal management and residential treatment; she is now reunited with her family.
<p>Challenges</p>	<ul style="list-style-type: none"> • Low attendance at group meetings (offered both in-person and remotely). <ul style="list-style-type: none"> ○ We have asked members of our Advisory Council to attend the meetings and provide feedback about whether they think it is the meeting format or the day/time it is offered.

	<ul style="list-style-type: none">○ We are trying to think of other ways to advertise our meetings (currently we use Facebook, website, and flyers).
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Plymouth Area Recovery Connection Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Michele Barbrie

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Plymouth Area Recovery Connection	258 Highland St. Plymouth, NH 03264	M-F 9:00am – 5:00 pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	Supports multiple pathways to recovery, distributed Narcan, will be distributing fentanyl test strips, still looking into offering a syringe service program.
Criminal Justice	Expert in Field	Continuing to work with probation and parole, local PD's, local drug court. Advocacy efforts with PD's to avoid incarceration have been effective.
Hospital/ED Integration	Some Experience	Partnership with Speare Memorial Hospital has increased participation in PARC services and treatment placements.
Crisis Intervention	Expert in Field	Staff prioritizes crisis situations and responds appropriately. Staff has been trained in 988 crisis response.
Parenting/Family Support	Some Experience	PARC has received a grant to facilitate Alternative Peer Groups (APG). This program starting in August and will offer support to 12-25 year old individuals with substance misuse and their parents.
Prevention	Expert in Field	The APG program will further engage PARC with prevention among youth. Overdose prevention through the distribution of Narcan.
Recovery Friendly Workplace	Some Experience	RFW progress has been significant. Staff has been trained to act as liaisons. One business has been recruited with 5 pending.
System Navigation	Expert in Field	Staff continues to research resources to add to our database. Meetings conducted with two new recovery homes in our area.

Capacity

Current # of Staff:	3
# of Staff w/CRSWs:	2
Current # of Volunteers:	2
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	In Progress	Working with FO to adhere to NH Standards of Excellence.
Currently delivering Recovery Coaching services.	Yes	Virtual, off-site, and in person.

Currently delivering Telephone Recovery Support services.	Yes	Staff conducting monthly outreach
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	No	All MCO contracts are waiting on the individual MCO's. FO will keep PARC updated.
Actively billing Medicaid for PRSS?	No	Working with FO to complete process. Possible MLADC identified to oversee notes/billing.
Does the RCO have an active sustainability plan?	In Progress	Expect completion by 8/31/2022
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Michele Barbrie, CRSW Supervisor Gayle Lee-Babineau, MLADC
Engage with Regional Public Health Network.	Yes	Central NH Regional Public Health Network
Engage with Regional Doorway.	Yes	Concord Hospital at Laconia
Coordinate with local Mental Health Peer Support Center(s).	Yes	Met with Pemi-Valley Outreach employee Cindy Robinson. Currently partnering to provide wrap around services as needed.

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> Partnering with CADY to provide services to youth.
Quarter Highlights	<ul style="list-style-type: none"> RFW efforts have proven very successful. Working with Habit-Opco to possibly allow for mobile methadone clinic in PARC parking lot. Volunteer transportation program in full swing and very successful.
Challenges	<ul style="list-style-type: none"> None.

Revive Recovery Resource Center (RRRC)

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Jessica Parnell, CRSW

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Revive Recovery, Nashua	263 Main St. Nashua, NH 03060	8AM-5PM M-F
Revive Recovery, Derry	6 Railroad Ave. Derry, NH 03038	11AM-3PM M-F

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	Revive provides a comprehensive harm reduction program to The Greater Nashua community, The Syringe Services Alliance of the Nashua Area (SSANA) conducts outreach to the community five days per week. Revive provides overdose prevention education training to the public and naloxone free of charge.
Criminal Justice	Expert in Field	Revive is present on multiple recovery/drug court teams across the state. The organization has partnered with the NH Department of Corrections. Revive has begun building a relationship with NHDOC and is conducting outreach to the transitional living units biweekly and holds monthly Peer Recovery Support Services Informational Sessions within the walls.
Hospital/ED Integration	Some Experience	Revive has been providing Peer Recovery Support Services to inpatient admissions at Southern New Hampshire Medical Center since 2018. Revive works with The Doorway of Greater Nashua, a program of Southern New Hampshire Health Systems through a shared space and shared staff agreement since May 2020.
Crisis Intervention	Expert in Field	Revive engages in crisis intervention through a partnership with Greater Nashua Mental Health Center to serve the communities of Nashua, Hudson, and Milford with The ACEs Mobile Response Team, or ACERT, in Milford. Revive developed a working relationship with the local Mobile Crisis Unit in conjunction with ACEs Mobile Response Team.
Parenting/Family Support	Expert in Field	RRRC has successfully relaunched its Family Support Group. Revive currently provides individual family peer recovery support services. RRRC is currently facilitating The Parenting Journey in Recovery program. Revive currently has three trained facilitators for Parenting Journey in Recovery. Revive now has two facilitators trained to provide Parenting Journey II. Revive is currently putting three facilitators through the Nurturing Families facilitators training and plans to offer this program in FY23.

Prevention	Expert in Field	RRRC is an active member of the Nashua Prevention Coalition. Revive is currently building a relationship with The Youth Council to work collaboratively with the Youth Alternative Peer Group (started in July of last year). RRRC provides community members with overdose prevention & language training. Revive has also entered into an agreement with The Boys and Girls Club of Greater Nashua to provide opiate training to youth, parents, and staff at their Camp Mariposa program. RRRC is an active member of the Smart Start early childhood advocacy coalition.
Recovery Friendly Workplace	Some Experience	Revive has entered into an agreement with The Granite United Way to work collaboratively with the Recovery Friendly Workplace Initiative. RRRC engages the Recovery Friendly Workplaces by serving on lived experience panels, assisting with recovery-friendly workplace orientations, providing recovery coaching for local Recovery-Friendly Workplaces, referring participants to recovery-friendly workplaces in the area, and providing naloxone & language training to Recovery Friendly Workplaces. RRRC staff members attend trainings with the RFW Community of Practice regularly and collaborate with other RCOs involved in the initiative.
System Navigation	Expert in Field	RRRC facilitates system navigation for its community members in Greater Nashua & Greater Derry. This practice has recently been improved by partnering with The Doorway of Greater Nashua to help facilitate the SUD needs of community members. RRRC supports system navigation through its ACEs Mobile Response Team in collaboration with GNMHC. This team reduces barriers and meets with participants out in the community to help them navigate recovery-oriented systems of care.
Youth Peer Support	Some Experience	RRRC launched a Youth Alternative Peer Group serving youth in recovery ages 12-25 in July 2021. Facilitators have been trained in the youth-specific curriculum provided by UNH's Institute of disability in addition to their CRSW training. RRRC has been building relationships with community partners and promoting this new program to enhance referrals. Revive has provided naloxone, and drugs in the developing brain training for youth engaged in the Camp Mariposa program run through the Boys & Girls Club of Greater Nashua. Revive continues to build relationships with the schools in Nashua, Hudson, and Milford to better help support youth impacted by substance use disorder. This quarter Revive provided a Drug and the Developing brain conversation to 130 8 th graders at Pelham Middle School. The Executive Director shared her story of recovery and connections within the community available to youth impacted by substance use disorder.

Capacity

Current # of Staff:	9
# of Staff w/CRSWs:	3
Current # of Volunteers:	20
# of Volunteers w/CRSWs:	3

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	
Currently delivering Peer Recovery Support services.	Yes	Yes, both locations
Currently delivering Telephone Recovery Support services.	Yes	Yes, both locations
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	Yes	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Jessica Parnell, CRSW-Pre-approved by the board of licensing to provide CRSW Supervision
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	Yes. Great working relationship with HEARTS Peer Support

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • Attended Rockingham County Drug Court program participant graduation. • Continuing Outreach to The Cynthia Day Family Center, a program of Harbor Care. • Three Revive employees have applied for their CRSW this quarter. • Continued outreach to Gatehouse Treatment Centers & The Process Recovery Center. • This quarter Revive has continued providing a Youth Alternative Peer Group for Youth impacted by Substance Use Disorder ages 12-25. • Actively planning to launch ACERT to Milford Community to launch June, 2022. • Revive provided a Krafting Group to clients of The Process Recovery Center. • Revive has been providing peer recovery support services to men and women within the walls of The NH Department of Corrections in Concord and has been providing Recovery Support Information Sessions to inmates since 2021. • This quarter, Revive conducted all of the trainings required for CRSW including; The Art & Science of Peer Assisted Recovery training, Ethical Considerations in Peer Assisted Recovery, Suicide Prevention in Peer Assisted Recovery and HIV/OID in Peer Assisted Recovery over zoom. • Revive's Program Manager attended Adcare's New England Leadership Development Program Cohort 7.
Quarter Highlights	<ul style="list-style-type: none"> • On June 21, 2022, Revive held the Longest Day Vigil at City Hall in Nashua remembering lives lost to substance use disorder. • On June 25, 2022, Revive participated in Nashua's Pride Parade by decorating a float and hosting an informational table at the Pride Festival. • On June 18, 2022, Revive hosted its first Summer Kick-off Community Cookout for members of the community in Nashua. • Actively engaged in planning for the Tree Streets Block Party. We will be organizing the Skate/BMX Jam portion of the event that will take place on Ash St. in Nashua on July 2, 2022. • Hillsborough County South Adult Drug Court Program was named as NADCP Mentor Court.

	<ul style="list-style-type: none"> • Revive has been active with the Greater Nashua Continuum of Care and is present on the outreach, the youth, and employment subcommittees. • Revive is an active planning member of the employment connect job fair that will take place in August 2022. • Revive is planning for the Suit Yourself Event that will take place in August 2022, an event geared at getting community members “Job Ready”. • Revive’s Youth Alternative Peer Group participated in Hope Fest in Milford on June 8th and conducted an activity called “Seed Bombs” with youth in attendance at the event. • Revive’s Executive Director was nominated by the Governor to the CRSW position on NH Board of Licensing for Alcohol and Other Drug Use Professionals. • Executive Director is active in PRSS COP planning group. • Revive attended the SOS RICH Conference and participated in The Harm Reduction Panel Discussion at the conference. • Revive participates in the NH APG Learning Community regularly. • Executive Director Co-Facilitates the Mayor’s Opioid Task Force. • Revive is active and present with The South-Central Public Health Leadership committee.
Challenges	<ul style="list-style-type: none"> • In May of this quarter, we found out that 30% of the building at The Derry Friendship Center is structurally unstable and we are currently unable to provide in-person services to Greater Derry from our location in Derry. <ul style="list-style-type: none"> ○ Continue providing peer recovery support services electronically. ○ Offer to transport participants from Derry to our locations in Nashua or Manchester. ○ Explore additional office space options in Derry. ○ Focus energy on hiring new staff and having them well trained before our return to the Derry location. • Challenges currently being experienced with staffing our location in Derry. <ul style="list-style-type: none"> ○ Set up indeed sponsored job posts to get the word out to additional communities about any employment openings. Continue providing peer recovery support services electronically. ○ Look to community partners for eligible candidates. ○ Seek supervision for assistance with hiring high-quality peer specialists. ○ Look to foster relationships with dedicated volunteers or participants to solicit interested candidates and look to provide training when desired.

Safe Harbor Recovery Center Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Whitney Brown

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Safe Harbor	865 Islington St., Portsmouth, NH 03801	M-F 8:30 am – 6 pm & Sat 8:30 am – 2 pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Some Experience	Distributes Narcan kits received from Doorway, conducts homeless outreach and in discussion with NHHRC regarding Portsmouth distribution site.
Criminal Justice	Some Experience	Receive referrals from Rockingham County – STAR Program. Will be training to go back in to the jail this fall.
Hospital/ED Integration	Some Experience	Weekly Outreach to Behavioral Health Unit.
Crisis Intervention	Some Experience	Regularly assist people in crisis to access immediate services.
Parenting/Family Support	Some Experience	Offers Parenting Journey in Recovery and 3 staff are now trained in Nurturing Parenting; to roll out 7/27/22.
Prevention	Some Experience	Recurrence Prevention Planning for participants, distributes Narcan for overdose prevention.
Recovery Friendly Workplace	Some Experience	Designated Recovery Friendly Workplace, Job Launch program helps place participants at Seacoast, Nashua and Manchester area Recovery Friendly Workplaces.
System Navigation	Some Experience	Regularly helps participants navigate a variety of NH systems to access needed services.
Workforce Development	Expert in Field	Job Launch Program.

Capacity

Current # of Staff:	5
# of Staff w/CRSWs:	2
Current # of Volunteers:	10
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	

Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	In Progress	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Whitney Brown, CRSW Dawna Jones, MLDAC
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • Will start delivering CRSW supervision to the public in July. • 3 staff trained to facilitated Nurturing Parenting.
Quarter Highlights	<ul style="list-style-type: none"> • Hired two new staff. • 3 interns helped increase capacity for service delivery
Challenges	<ul style="list-style-type: none"> • Utilization of several different data platforms and integrating Job Launch info. <ul style="list-style-type: none"> ○ Holding iterative meetings to review workflow

SOS Recovery Community Organization

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	John Burns

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
SOS Rochester RCC	14 Signal St. Rochester, NH 03867	Mon-Friday 10a-6pm
SOS Dover RCC	4 Broadway Dover, NH 03820	Mon-Friday 9a-8pm, Sat 10a-6p
SOS Hampton RCC	1 Lafayette Rd. Bldg One Hampton, NH 03842	Mon-Friday 9a-5pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	All centers are syringe service providers and distributes Narcan and Fentanyl test strips. Have ongoing training with Jess Tilley and Western Mass Syringe Service Program. Also working with Van Asher with a Housing First Program in NYC and Mark from Hartford, CT Harm Reduction program.
Criminal Justice	Expert in Field	Peer-Strength program run in Sullivan County and Rockingham County within probation, parole, correctional facilities and 5 drug courts including Federal Drug Court (LASER program).
Hospital/ED Integration	Expert in Field	Fee-for-service contract w/ Wentworth Douglass Hospital.
Crisis Intervention	Expert in Field	Peers are all trained in various crisis intervention and well trained in motivational interviewing.
Parenting/Family Support	Expert in Field	Offer Nurturing Families (2 trained to train) and Parenting Journey in Recovery (3 trainers trained)
Prevention	Some Experience	Some experience with prevention.
Recovery Friendly Workplace	Expert in Field	Multiple grants with RFW program and have worked in this since 2017.
System Navigation	Expert in Field	Worked closely with navigating medical, behavioral health, substance use treatment, housing, public insurance and more.
Syringe Service Provider	Expert in Field	Distributing several thousand syringes monthly as well as wound care, referrals for care, and other harm reduction supplies and services.
Training	Expert in Field	NAADAC certified education provider. 7 NAADAC authorized curriculums. Total of 12 curriculums including Motivational Interviewing (MI) intro and advanced curriculums. Director is a member of Motivational Interviewing Network of Trainers (MINT) and two trained on coding in MI under both Treatment Integrity and Competency Assessment (MICA).

Capacity

Current # of Staff:	14
# of Staff w/CRSWs:	11
Current # of Volunteers:	10
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	CAPRSS 5 years Exemplary through June 2023
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	No	
Actively billing Medicaid for PRSS?	No	Our position is we cannot bill for Medicaid when we aren't third party billing or providing billing to uninsured and we disagree with position that we can as is outlined in federal regulations.
Does the RCO have an active sustainability plan?	Yes	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	John Burns, CRSW and Ashley Lewis, CRSW are approved CRSW supervisors providing staff supervision and manager supervision.
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> SOS is providing 1:1 comprehensive supports and brief check ins. Provide Nurturing Parenting now along with Parenting Journey in Recovery. Offer multiple digital meetings being held; although recently reduced the number being offered due to capacity issues within our collaboration. We offer onsite in person meetings and supports at all centers. SOS continues work under a DOJ grant and offers telerecovery to participants statewide in rural areas as part of that grant. SOS provides support in multiple correctional facilities as well as 5 drug courts including the federal drug court in Concord. SOS provides a recovery rally every September in Dover NH with 6-8K people and 40 vendors. SOS provides the largest peer-recovery and harm reduction conference in New England annually at Sheraton in Portsmouth every April. Over 240 attended in April 2022.
Quarter Highlights	<ul style="list-style-type: none"> SOS hosted the Recovery, Inclusion, Community & Harm Reduction conference on April 18th and 19th. We had 6 national level keynotes and 6 breakouts over two days. Over 240 participants with people who flew from across the country to attend from as far as Florida and California. This was done in a hybrid model; in person at Sheraton in Portsmouth along with offered digitally on zoom. SOS increased its breadth of harm reduction supports and engaged in several outreach efforts on education and working closely with NH Harm Reduction Coalition. SOS provided numerous trainings and we have engaged in numerous "ECHO" trainings statewide including the substance use disorder training for providers and a 4-week SUD stigma ECHO, both hosted by UNH and the Citizens Health

	<p>Initiative. We also are subject matter experts serving on a “ECHO” on training Judges in superior and state courts in partnership with the National Coalition for State Courts (NCSC). We are also engaged in taskforces with NCSC.</p> <ul style="list-style-type: none"> • Completed another CRSW education bootcamp with 12-15 attendees in each class including Motivational Interviewing.
Challenges	<ul style="list-style-type: none"> • Funding continues to be a challenge with our homeless outreach grant sunsetting and no replacement as well as IDN grant funding sunsetting. • Workforce availability is also challenging and we continue training in workforce development. State support with funding for us to improve workforce would be welcome as IDN funding for it is fading away. <ul style="list-style-type: none"> ○ Working on finding replacement funding.

TLC Recovery Programs Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Dan Wargo

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
TLC Recovery Program	62 Pleasant St Claremont, NH 03743	Mon-Thurs 8:00am-4:30pm, Fridays 8:00am-8:30pm
TLC Recovery Programs Satellite Site	John Stark Highway Newport, NH 03773	Mondays and Thursdays 8:00am-4:00pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	Providing community Narcan distribution. Facilitating Medically Assisted Peer Support Program. Collaborating with local needle exchange program. Partnering with DHMC to provide quarterly Hep. C testing events at TLC.
Criminal Justice	Expert in Field	Provide 2 in-person All Recovery meetings at Sullivan County DOC. Facilitating Sullivan County DOC aftercare program. Two peer recovery specialists embedded in Family Treatment Court. Referral partnerships with Sullivan County DOC and Probation. MOU's in place for Collaborative Outpatient Services with Sullivan County DOC and Probation.
Hospital/ED Integration	Some Experience	Partnerships with DHMC's P2P Program, HIV/HPV Program, and the Doorway.
Crisis Intervention	Expert in Field	Developed partnerships with NH Tx Centers to provide quick, efficient admissions to Tx. Staff trained in suicide prevention.
Parenting/Family Support	Expert in Field	Offering Parenting Journey 5 times a year. Referral processes in place with TLC Family Support Services. TLC has new programs offering parent and family therapy.
Prevention	Expert in Field	Peer Support Specialist co-facilitating sexual health education in middle schools. TLC has new programs offering child therapy.
Recovery Friendly Workplace	Expert in Field	TLC is a designated Recovery Friendly Workplace. TLC has secured RFW Initiatives contract. Staff hired & trained, building referral partnerships with local businesses.
System Navigation	Expert in Field	Designated resource navigator under the Health and Disparities Grant. All staff trained in using NH Easy.
Outreach Coordination	Expert in Field	Staff hired and trained to provide outreach coordination. Providing outreach with other organizations, groups, vulnerable populations, and the general public.
Counseling Services	Some Experience	Training staff towards LADC. Staff providing clinical support groups in Aftercare for Sullivan County DOC and individual counseling for the Collaborative Outpatient Services Program.

Capacity

Current # of Staff:	7
# of Staff w/CRSWs:	5
Current # of Volunteers:	3
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	In Progress	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Daniel Wargo, LADC
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • Programs such as Medically Assisted Peer Support, Collaborative Outpatient Services, Telephone Recovery Support, and Parenting Journey in Recovery have been going strong with consistent referrals and ongoing engagement. • Staff facilitated groups and outside group partnerships have maintained consistent attendance. • Receiving positive feedback from community partnerships and contract affiliates.
Quarter Highlights	<ul style="list-style-type: none"> • Hired and onboarded new staff to oversee Recovery Friendly Workplace Initiatives. Staff will be developing relationships with local businesses for referral purposes and to destigmatize SUD and recovery. • Contracting with Sullivan County DOC for TLC's facilitation of the TRAILS Aftercare Program. TLC staff will be providing support groups for TRAILS participants twice a week. Groups will be co-facilitated by counselor and peer support. Also, per this contract, TLC staff will be working at the DOC twice a week in the TRAILS Program and provide group facilitation, individual counseling, and aftercare services. • Referrals have increased this quarter. This quarter we have received 77 referrals with 69% following through with receiving recovery support.
Challenges	<ul style="list-style-type: none"> • Despite following CDC guidance, 50% of recovery staff was infected with COVID in May. <ul style="list-style-type: none"> ○ Staff was asked to work remotely or use PTO while infected, which had a negative impact on in-person service deliveries • TLC has had a recovery support specialist position open for over 1 ½ months without hiring. <ul style="list-style-type: none"> ○ Position has been paused and will reopen soon in hopes of generating new candidates.

	<ul style="list-style-type: none">• TLC Director has been attempting to develop partnership with Valley Regional Hospital's ED. TLC has made a multiple of attempts to connect with the new ED director to no avail. TLC has also attempted to utilize existing partnerships with VRH's inpatient program, but this has been unsuccessful too.<ul style="list-style-type: none">○ Make an in-person appearance or call direct phone line. Contact management at VRH to see if they can coordinate connections.
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White Horse Recovery

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2022	April-June 2022	Angela Conforti

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
The Shed	70 RT 16B Center Ossipee, NH 03814	Monday 12-5, Tuesday-Friday 9-5
Shed North	2977 White Mountain Highway, N. Conway, NH 03860	Monday 12-5, Tuesday-Friday 9-5
Shed at Serenity Center	45 Union Street, Littleton, NH 03561	Monday-Friday 9-5

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	All Locations distribute Narcan and Fentanyl test strips. Provide referrals to MAR providers. Staff are trained in Coaching a Harm Reduction pathway.
Criminal Justice	Expert in Field	Littleton: Coaching participants in the different alternative sentence programs for Grafton County DOC (GCDOC), working on an MOU with GCDOC to be able to coach within the facility for incarcerated participants. Collaborates with probation and parole to create wrap around services. Ossipee/Conway: Working with local probation & parole and drug court for transportation to appointments and assisting with Community Service. Most recently in Ossipee we have been working with Carol County DOC Case Manager assisting in transportation to treatment as well as providing items from our thrift store as needed.
Hospital/ED Integration	Expert in Field	Have been responding to Memorial Hospital in Conway and Huggins Hospital for a few years now program is doing well.
Crisis Intervention	Expert in Field	Crisis intervention is often a part of the day to day in our centers. We work to address crisis that our participants are experiencing as well as drop-in clients. Collaborating with Littleton PD to help assist with crisis situations that arise within the community.
Parenting/Family Support	Expert in Field	Littleton: Facilitates both PJR and PJ2 and currently have two staff members training for Nurturing Families, we also offer coaching services to anyone affected by substance use disorder by family, friends, and coworkers. Ossipee: Facilitates Shed of Hope Family Support on the second and fourth Mondays of the month.
Prevention	Expert in Field	Littleton: Regularly works with North Country Health Consortium's prevention team in outreach projects for both youth and adults as well as with the local high school.

		Ossipee: Facilitates prevention Wednesdays at the local youth center.
Recovery Friendly Workplace	Expert in Field	All facilities are designated Recovery Friendly Workplaces. Littleton also Participates in RFW advisory group for the area and participates in outreach events with our local RFW liaison.
System Navigation	Expert in Field	Staff continues to build connections with community stake holders to create streamlined process for referrals as well as utilizing the Unite Us platform on a consistent basis. All staff are experts in navigating on NH Easy, treatment access and our local CAP agency's online programming.

Capacity

Current # of Staff:	11
# of Staff w/CRSWs:	6
Current # of Volunteers:	6
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	CAPRSS 3-year accreditation
Currently delivering Recovery Coaching services.	Yes	Staff are trained in Recovery Coaching and RecoveryLink
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	All Centers
Is the RCO enrolled with MCOs?	Yes	All Centers
Actively billing Medicaid for PRSS?	Yes	All Centers
Does the RCO have an active sustainability plan?	Yes	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Angela Thomas Jones MLADC, LCMHC, LCS Angela Conforti CRSW Eric Moran CRSW
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	Mutual referrals

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> The Shed at Serenity Center continues to offer both in person and virtual recovery coaching along with weekly TRS and PJR. A variety of meetings continues to be offered that include 12-step, All Recovery, Three Principles, Men's meeting, and SMART recovery. We graduated 4 participants from PJR on June 1st and on June 8th began the next round of PJ2 which currently has 7 active participants as we enter session 3. Ossipee/Conway: We continue to offer in person and virtual appointments as requested. We are working on expanding the classes we offer daily. Current participation is low, we are looking at ways to reach out into the community to expand services and participation.
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<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • Hired a new recovery coach who is now pursuing her CRSW. • Center Manager has completed training and submitted application to become a CRSW supervisor to be able to expand supervision opportunities to our volunteers and support workforce development and capacity building within the center. • This Quarter Eric won Volunteer of the year from the Kingwood Youth Center. • Our Community Garden is back bigger and better than ever with more assistance than we have had since the start. Carroll County Coalition for Public health has donated the funds for a garden sign. • One Conway staff member is on the way to be approved to respond to Memorial Hospital.
<p>Challenges</p>	<ul style="list-style-type: none"> • COVID continues to create barriers and challenges for all services offered, mostly by inconsistent participation as a result of quarantines. <ul style="list-style-type: none"> ○ We continue to be flexible and offer meetings hybrid, virtual coaching, and hybrid parenting classes. • Guest participation in activities has been limited. <ul style="list-style-type: none"> ○ We are working on ideas for increasing participation.