

PRSS FACILITATING ORGANIZATION

ANNUAL REPORT FY 2023

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HARBOR CARE

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Definitions

- **Digital Recovery Support Services (DRSS):** PRSS services that are provided through online or telephonic platforms in lieu of face to face contact.
- **Peer Recovery Support Services (PRSS):** Social support designed and delivered by people who have experienced Substance Use Disorder and recovery. This peer-based model helps individuals engage in the recovery process and embodies a message of hope for the recovering community (SAHMSA, 2009).
- **Recovery:** a process of change through which people improve their health and wellness, live self-directed lives, and strive to reach their full potential (SAMHSA, 2020). There are four major dimensions that support recovery:
 - **Health**—overcoming or managing one’s disease(s) or symptoms and making informed, healthy choices that support physical and emotional well-being.
 - **Home**—having a stable and safe place to live.
 - **Purpose**—conducting meaningful daily activities and having the independence, income, and resources to participate in society.
 - **Community**—having relationships and social networks that provide support, friendship, love, and hope.
- **Recovery Capital:** Conceptually linked to protective factors and wellness, Recovery Capital can be divided into three categories; personal, family or social and community. These categories encompass factors such as physical health, basic needs, social relationships, attitudes, policies, and other resources (W. White, W. Cloud, 2008). Recovery Capital is measured through the Brief Assessment in Recovery Capital (BARC-10) assessment tool on a scale of 10-60.
- **Recovery Coaching (RC):** One-to-one mentoring wherein focus is to work with the service recipient in development and accountability with a personal Recovery Wellness Plan. Help with barrier reduction and systems navigation is also expected. Relationship is ongoing until terminated by either party.
- **Recovery Community Center (RCC):** Peer operated centers that serve as local resources of community-based recovery support and help build recovery capital among individuals and the community (Recovery Research Institute). A single Recovery Community Organization can have multiple centers.
- **Recovery Community Organization (RCO):** “An independent, non-profit organization led and governed by representatives of local communities of recovery. These organizations organize recovery-focused policy advocacy activities, carry out recovery-focused community education and outreach programs, and/or provide peer-based recovery support services” (P. Valentine, W. White, P. Taylor, 2007).
- **Telephone Recovery Support (TRS):** Weekly outgoing calls to individuals for brief check-ins on his/her/their status and progress in recovery. Referral to other resources is expected. Relationship usually lasts the length of each call, with multiple RCO representatives calling daily lists of program participants.
- **Activities/Activity Logs:** Group services that can cover a variety of topics. Some common group activities that RCOs host are anonymous step groups, family support groups, art, music, and writing groups, yoga, and mutual aid meetings. RCOs are also able to track any trainings or outreach they offer to the public or their local communities.
- **Brief check ins:** are used to record Telephone Recovery Support service engagements in RecoveryLink. These engagements typically last less than 15 minutes and can be completed in person, over the phone, or through messaging.
- **Recovery Planning Sessions:** used to record individual coaching services where coaches work with the participant to maintain and progress on their recovery plan and help with barrier reduction and systems navigation.
- **Group Sessions:** used to record a recovery coaching or recovery planning session where 2-12 participants are engaged and participate in group discussion facilitated by 1-2 recovery coaches.

Project History

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

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

In summer 2016, the FO completed an environmental scan to identify grassroots organizations' preparation for accreditation by the Council on Accreditation of Peer Recovery Support Services (CAPRSS). Those organizations deemed "most ready" for CAPRSS accreditation were subcontracted under the FO. In September 2016, the FO subcontracted with three organizations in three different Public Health Regions, providing those organizations with technical and operational support, start-up funding, and monthly reimbursement-based funding after the first two months. Two additional organizations were subcontracted in December 2016; two between January and May 2017, two were subcontracted in July 2018, one in March 2020, and two additional centers in March 2021 to position FO-supported RCOs in twelve of the state's thirteen Public Health Regions. The FO continues to identify and work with multiple organizations and grassroots efforts to expand quality peer recovery support services in underserved areas of the state.

The FO is starting to explore opportunities to share subject matter expertise beyond the state of NH as of 2023. These opportunities include being a subject matter expert on the Peer Recovery Innovation Network external advisory board as they look for opportunities to advance recovery support services through innovation and research. The Assistant Project Director and Project are also approved subject matter experts for the National Peer Center for Excellence allowing them to provide technical assistance to Recovery Community Organizations across the country. Harbor Care is also a registered stakeholder for the National Peer Center for Excellence.

RCO	Original Contract Date	Public Health Region
Addiction Recovery Coalition of NH <i>180 Elm St. Suite E Milford, NH 03055</i>	March 2021	Greater Nashua
Archways <i>5 Prospect St. Tilton, NH 03276</i> <i>175 Center St. Franklin, NH 03235</i> <i>202 N. State St. Concord, NH 03301</i>	February 2017	Winnepesaukee, Capital
Hope for NH Recovery <i>267 Wilson St. Manchester, NH 03103</i>	March 2020	Greater Manchester
Keene Serenity Center <i>24 Vernon St. Keene, NH 03431</i>	December 2016	Greater Monadnock
MWV Supports Recovery <i>1620 E. Main St. Center Conway, NH 03813</i>	July 2018	Carrol County
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>	July 2017	Winnepesaukee
Plymouth Area Recovery Connections <i>258 Highland St. Plymouth, NH 03264</i>	October 2019	Central NH
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060</i> <i>6 Railroad Ave. Derry, NH 03038</i>	December 2016	Greater Nashua, South Central
Safe Harbor Recovery Center <i>865 Islington St. Portsmouth, NH 03801</i>	September 2016	Seacoast

RCO	Original Contract Date	Public Health Region
SOS Recovery Community Organization 4 Broadway Dover, NH 03820 63 S. Main St. Rochester, NH 03867 1 Lafayette Rd. Unit 1 Hampton, NH 03842	September 2016	Strafford, Seacoast
TLC Recovery Programs 62 Pleasant St. Claremont, NH 03743	July 2018	Greater Sullivan
White Horse Recovery 68 NH-16B Center Ossipee, NH 03814 2977 White Mountain Hwy. N. Conway, NH 03860 45 Union St. Littleton, NH 03561	September 2016	Carrol County, North Country

**Note Organizational Changes: Archways was formerly known as Greater Tilton Area Family Resource Center. North Country Serenity Center in Littleton is now a program of White Horse Recovery.*

FY23 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 NH RCO Standards of Excellence (NHRCOSOE), 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.

Funding Breakdown

The FO currently manages a single contract with multiple funding streams including; SORII, Governor's Commission on Alcohol and Other Drugs, General Funds and Block Grant dollars. The PRSS FO contract is

overseen by the NH Department of Health and Human Service (DHHS), Bureau of Drug and Alcohol Services (BDAS) and currently provides funding to nineteen RCCs. On average, PRSS FO funding supplements 67% of subcontracted RCO's annual operating budgets. *RCOs also have independent grants and funding revenues not managed by Harbor Care that help support their day-to-day operations and programming.*

FY 2023 Highlights

- Harbor Care regularly attends the LADC Board, Governor's Commission on Alcohol and Other Drugs, and Opioid Abatement Committee meetings.
- Project Director is a member of the Governor's Commission on Alcohol and Other Drugs' Budget Taskforce.
- Assistant Project Director is a member of the Governor's Commission on Alcohol and Other Drugs' Data Taskforce.
- Harbor Care continues to provide updated procedures, training, and TA for data input into RecoveryLink.
- Harbor Care continues to facilitate shared learning and open communication forums for RCO's through the RCO Association:
 - Harbor Care facilitates a bimonthly Data Quality Forum which allows RCOs to learn and ask questions about data monitoring and quality assurance procedures.
 - Harbor Care facilitates a biweekly meeting for all RCO Directors to discuss program and contract updates.
 - Harbor Care facilitates a monthly parenting education meeting that allows trained parenting facilitators to discuss ongoing curriculum implementation.
 - Harbor Care facilitates an ethics committee that allows directors to seek feedback and work through ethical dilemmas with other RCOs as problems arise.
 - Harbor Care continues to provide Community of Practice trainings quarterly with Technical Assistance being provided by Growth Partners.
- FO staff are active members of Harbor Care's Quality Assurance and Improvement, Workplace Violence Prevention, Emergency Preparedness, and Justice, Equity, Diversity, and Inclusion work groups.
- Harbor Care continues to manage RCO's use of MedTrainer's Learning Management System to ensure all RCO staff receive regular privacy and cybersecurity training.
- Assistant Project Director & Project Director are approved technical assistance providers for the National Peer Center for Excellence.
- Project Director presented at the NH Opioid Abatement Trust Fund & Advisory Commission meeting about RCO service models and the FO's technical assistance.
- Harbor Care meets regularly with NH DHHS, BDAS, and Arkansas Foundation for Medical Care (AFMC) to develop and formal evaluation plan to evaluate NH PRSS and associated outcomes.
- Harbor Care, NH DHHS, BDAS, and AFMC finalized a [public facing dashboard](#) displaying aggregate RCO service numbers and demographics.
- Harbor Care, NH DHHS, BDAS, and AFMC finalized a [comprehensive evaluation](#) of FY21 RCO services and outcomes.
- Harbor Care, BDAS, and Growth Partner's finalized a procedure for the NH RCO Standards of Excellence to ensure RCOs are providing quality services in alignment with national standards. Two RCOs went through this process this year and were both deemed to meet standards.
- Project Director participates as a subject matter expert on the Peer Recovery Innovation Network external advisory board.
- Harbor Care provided back-office services and technical assistance to all RCOs.
- Harbor Care provided oversight of subcontracted RCO rollover onto new version of RecoveryLink.
- Harbor Care continues to support RCO's in Medicaid applications and MCO applications.
- FO has hired a part time administrator and recently onboarded a part time project management intern from Southern NH University.

- Harbor Care has funded ongoing Impact Leadership Training for RCOs and FO staff through the Communities Project.
- Harbor Care provided scholarships for RCO staff/volunteers to attend RICH Conference.
- Harbor Care continues to engage the public via [NH Recovery Hub](#) Facebook page.
- In process of developing new Recovery Hub website to launch in FY24.
- FO FY23 activities:

	Count of Activities	Duration (hours)	Sum of Attendees
Meeting	506	541	2686
Externally Facilitated	179	206	1210
FO Facilitated	327	335	1476
Promotion	40	20	9355
Technical Assistance	510	524	1831
Administrative Support	180	140	685
Capacity Development	9	14	223
CAPRSS	92	123	209
Contract Compliance	50	42	186
Data Quality	151	176	452
Organizational Coaching	24	21	73
Quality Improvement	4	9	3
Training	36	131	535
Grand Total	1092	1217	14407

Training

Subcontracted RCOs have participated in diverse and practical trainings aimed at broadening the scope of PRSS and improving PRSS delivery, organizational capacity, and sustainability. The FO has facilitated and collaborated with third parties to provide RCOs with interactive trainings and webinars on the following topics, totaling 36 sessions and over 130 hours. Trainings listed below do not include scholarships provided for RICH Conference and New England School of Addiction Studies or annual trainings provided through MedTrainer for HIPAA and Cybersecurity compliance.

Trainings delivered in FY 2023 include:

- Ethical Considerations for Recovery Coaches
- HIV/AIDS Prevention
- Suicide Prevention
- Families in Recovery
- RecoveryLink Data Entry
- RecoveryLink Outcomes
- Excel Functions
- IT Security Awareness
- FO Subcontractor Orientation
- Peer Supervision Rules
- Crisis Prevention
- Moving through Recovery
- Mental Health First Aid
- Impact Leadership
- Addiction 101

Standards of Excellence

To date, eight of the subcontracted RCOs have been accredited through the Council on Accreditation of Peer Recovery Support Services (CAPRSS), a program of Faces & Voices of Recovery. SOS Recovery Community Organization, which had been assessed as ‘most ready’ for accreditation during our initial RCO scan in 2016, received an Exemplary five-year accreditation status in June 2018. Navigating Recovery of the Lakes Region and Safe Harbor received Standard three-year accreditation status in early 2019. Archways, Keene Serenity Center, and White Horse Recovery all received CAPRSS accreditation during fiscal year 2020. Hope for NH Recovery, who was previously accredited by CAPRSS in 2016 for a five-year accreditation, joined the Facilitating Organization as a subcontractor during the second half of fiscal year 2020. Revive Recovery Center received their 3-year accreditation in January 2021.

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

Together with Growth Partners, a third-party organization that provides technical assistance to non-profits, and BDAS, the FO developed a process to ensure NH RCOs meet CAPRSS standards without requiring the organizations to go through the formal and expensive accreditation process. The NH Recovery Community Organization Standards of Excellence is a five-step process which includes organizational development, a desk review, site visit, findings report, and reassessment. During organizational development, RCOs will attend regular one-on-one meetings with FO staff to assist with preparing for the review. The center staff will be given opportunities to ask questions and have FO staff review documents informally prior to the desk review. After the center has indicated that they are ready for the desk review, BDAS will review all relevant and required documentation from the centers to ensure that the centers’ policies, procedures, and financials meet standards. Using information collected in the desk review, BDAS will then develop a site visit agenda that is tailored to each center based upon the findings in previous steps. During the site visit, the center staff, board members, volunteers, and some participants will be interviewed about organizational policies and procedures.

Based upon the findings of the desk review and site visit, BDAS will score the organization, which will determine whether they meet or exceed the defined standards of excellence. BDAS will provide a report to the RCO and to the FO with a summary of findings and recommendations. If a center is found to not meet standards, they are provided with recommendations and a period of six months to address necessary changes before a new desk review and site visit are performed. The review findings are also used to: identify RCO strengths, lessons learned, and unique and notable practices that can be shared with other RCOs, identify challenges that can be addressed through FO technical assistance or other resources and lastly, monitor and document RCO development over time through subsequent reviews.

There are twenty-eight NH RCO Standards of Excellence which are organized into six domains, they include:

- I. Structure and Staffing
 - a. The RCO structure supports its ability to achieve its vision and carry out its mission and core responsibilities.
 - b. The RCO staffing supports its ability to achieve its vision and carry out its mission and core responsibilities.
 - c. The RCO has developed sustainable partnerships with other organizations in its service area that enhance its ability to advance its vision, mission, and core values.

- d. The RCO uses effective processes to market peer recovery support services and encourage community members to support and participate in RCO programs.
- II. Board of Directors
- a. BOD membership is representative of, and responsive to, local communities of recovery.
 - b. The BOD has a defined structure and roles and responsibilities for members.
 - c. BOD organizational policies and procedures are consistent with the principles of good governance.
 - d. The BOD uses participatory processes with diverse recovery and other community members to solicit their input, engage them in strategic planning, and ensure cultural competency.
- III. Assessment and Planning
- a. The RCO collects, analyzes, and uses valid and objective data to identify recovery support needs.
 - b. The RCO collects, analyzes, and uses valid and objective data to plan improvements to service delivery and access.
 - c. The RCO uses participatory processes to engage partners and stakeholders—including those who are in, or seeking, recovery—in planning efforts.
- IV. RCO Workforce
- a. The RCO provides policies and procedures to all staff and volunteers that outline requirements for the positions, rules of the center, and local and federal regulations.
 - b. The RCO has a defined process for determining the number of staff and volunteers needed to provide effective programming.
 - c. The RCO has defined roles and responsibilities for all staff and volunteers.
 - d. The RCO has efficient and effective processes to recruit quality staff and volunteers.
 - e. The RCO has efficient and effective processes to retain quality staff and volunteers.
 - f. The RCO has a process for regularly providing reviews, feedback, and disciplinary measures to staff and volunteers.
 - g. The RCO provides training opportunities for staff and volunteers that are relevant to their roles in the organization.
- V. Operations
- a. The RCO has established defined operational policies and procedures for the staff and volunteers at the center.
 - b. RCO operational policies and procedures are easily accessible to staff and volunteers.
 - c. RCO operational policies and procedures are regularly reviewed and updated as needed.
 - d. The RCO has the financial resources in place to provide necessary recovery supports and programming.
 - e. RCO services are responsive to the demographics and needs of those who are in, or seeking, recovery in the service area.
- VI. Monitoring and Evaluation
- a. The RCO has internal financial controls and systems to follow accepted accounting principles and accurately track the time of staff and volunteers.
 - b. RCO staff have effective processes for monitoring the quality with which recovery support service and programs are implemented.
 - c. RCO staff have effective processes for analyzing and using monitoring and evaluation data to improve the quality with which recovery support service and programs are implemented.
 - d. RCO staff accurately collect and report program data in accordance with all requirements.
 - e. The RCO has procedures in place to analyze and use program data to evaluate the impact and effectiveness of recovery supports and services and plan to improve outcomes.

Each RCO is engaged in the review process at an appropriate stage relative to its organizational capacity and maturity in developing, delivering, and documenting PRSS. The FO provides regular meetings with recovery centers to provide support and technical assistance as they prepare their organization for their assessment of SOE standards.

RCO/ Address	Standards of Excellence Status
Addiction Recovery Coalition of NH 180 Elm St. Suite E Milford, NH 03055	Organizational Development
Archways 5 Prospect St. Tilton, NH 03276 175 Center St. Franklin, NH 03235 202 N. State St. Concord, NH 03301	Standard 3-Year Accreditation (August 2019)
Hope for NH Recovery 267 Wilson St. Manchester, NH 03103	Reviewed and In Compliance (December 2022)
Keene Serenity Center 24 Vernon St. Keene, NH 03431	Standard 3-Year Accreditation (July 2019)
MWV Supports Recovery 1620 E. Main St. Center Conway, NH 03813	Desk Review (To be scheduled)
Navigating Recovery of the Lakes Region 102 Court St. Laconia, NH 03246	Reviewed and In Compliance (March 2023)
Plymouth Area Recovery Connections 258 Highland St. Plymouth, NH 03264	Organizational Development
Revive Recovery Resource Center 263 Main St. Nashua, NH 03060 6 Railroad Ave. Derry, NH 03038	Standard 3-year Accreditation (January 2021)
Safe Harbor Recovery Center 865 Islington St. Portsmouth, NH 03801	Standard 3-year Accreditation (January 2021), Organizational Development
SOS Recovery Community Organization 4 Broadway Dover, NH 03820 63 S. Main St. Rochester, NH 03867 1 Lafayette Rd. Unit 1 Hampton, NH 03842	Exemplary 5-year Accreditation (April 2018)
TLC Recovery Programs 62 Pleasant St. Claremont, NH 03743	Organizational Development
White Horse Recovery 68 NH-16B Center Ossipee, NH 03814 2977 White Mountain Hwy. N. Conway, NH 03860 45 Union St. Littleton, NH 03561	Standard 3-Year Accreditation (April 2020)

Back Office Support

Harbor Care, as the FO, is obligated to provide a variety of supportive functions including back-office support. This ensures that small grass root and non-profit organizations have the resources needed to operate. The FO offers a wide range of back office and technical assistance (TA) including but not limited to organizational coaching, capacity development, administrative support, data collection and evaluation, and quality improvement that can vary based on the individual RCO's needs. The chart below depicts different back-office support and TA functions that the FO regularly provides and whether it is utilized by each RCO (indicated by an "X").

<i>Back Office Support</i>				
RCO	Human Resources	Finance	Medicaid Billing	Technical Assistance
Addiction Recovery Coalition of NH 180 Elm St. Suite E Milford, NH 03055	X	X	X	X
Archways 5 Prospect St. Tilton, NH 03276 175 Center St. Franklin, NH 03235 202 N. State St. Concord, NH 03301	X	X	X	X
Hope for NH Recovery 267 Wilson St. Manchester, NH 03103	X	X	X	X
Keene Serenity Center 24 Vernon St. Keene, NH 03431	X	X	X	X

Back Office Support				
RCO	Human Resources	Finance	Medicaid Billing	Technical Assistance
MWV Supports Recovery <i>1620 E. Main St. Center Conway, NH 03813</i>	X	X	X	X
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>	X	X	X	X
Plymouth Area Recovery Connections <i>258 Highland St. Plymouth, NH 03264</i>	X	X	X	X
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060</i> <i>6 Railroad Ave. Derry, NH 03038</i>	X	X	X	X
Safe Harbor Recovery Center <i>865 Islington St. Portsmouth, NH 03801</i>		X		X
SOS Recovery Community Organization <i>4 Broadway Dover, NH 03820</i> <i>63 S. Main St. Rochester, NH 03867</i> <i>1 Lafayette Rd. Unit 1 Hampton, NH 03842</i>		X		X
TLC Recovery Programs <i>62 Pleasant St. Claremont, NH 03743</i>		X	X	X
White Horse Recovery <i>68 NH-16B Center Ossipee, NH 03814</i> <i>2977 White Mountain Hwy. N. Conway, NH 03860</i> <i>45 Union St. Littleton, NH 03561</i>	X	X		X

Medicaid Reimbursement

In FY21 the FO attended multiple webinars and Q&A sessions with NH Department of Health and Human Services and Program Integrity regarding policies and procedures for RCOs to bill Medicaid for reimbursement. An RCO Billing Manual was developed and approved by DHHS that summarizes the relative He-W 513 SUD provider rules for subcontracted RCOs to reference as they each work towards eligibility for Medicaid reimbursement.

Subcontracted RCOs continue to get support from Harbor Care throughout this entire process including applying for Medicaid IDs, contracting with individual Managed Care Organizations (MCOs), and providing monthly billing templates for claims submissions for each eligible RCO. There are currently seven RCOs actively billing Medicaid. Of the five RCOs that use a third-party biller contracted through Harbor Care, a total of \$564,692 was received in reimbursement from NH MCOs in FY23.

Sustainability

Each RCO has been successful in leveraging FO funds for service contracts and grants which expand their scope of work. A majority of subcontracted RCO's receive additional funding for a variety of programs including but not limited to recovery coaching in the emergency department, probation and parole relationships, Recovery Friendly Workplace initiatives, homeless outreach, etc. All RCO's are in close working relationships with their regional Doorways. However, most RCOs still face capacity issues related to their expanded roles in their communities.

Sustainability needs will become clear once regular and consistent service reimbursements are received from Medicaid MCOs. The FO will work individually with all RCOs to establish and maintain their unique sustainability plans with their individual revenue streams and programming. A majority of RCOs are just starting the detailed process of sustainability planning for their programs. Harbor Care predicts that sustainability planning will be a primary focus of TA and training needs in the upcoming fiscal years.

Data Collection

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

[RecoveryLink™](#) is a modern company with a mission to provide a suite of accessible and impactful recovery support tool designed to elevate collective impact. The platform “offers recovery community organizations, peer recovery support providers, and enterprise health systems a suite of digital tools platform designed to improve outcomes through systems transformation.” (RecoveryLink, 2021). The cloud-based program offers a secure platform for recovery providers to record recovery data and outcomes.

On June 16, 2023 RecoveryLink migrated all RCOs on to a new platform. **Data summarized below reflects the time period of July 1, 2022- June 16, 2023, data for the complete fiscal year including demographics and service numbers will be made available on NH’s Health and Human Services Data Portal-Recovery Services as soon as available.**

Participant Demographics

Participant demographics include age, gender, race, ethnicity, sexual orientation, and veteran status. The below data tables represent total demographic information for participants that received at least one peer recovery support service in fiscal year 2023. Of the 3,017 unique individuals served throughout the fiscal year, the primary demographic is 25-44-year-old, heterosexual, white, non-Hispanic, men who are not veterans.

Age	
	Count of Participants
<i>17 and Under</i>	26
<i>18-24</i>	161
<i>25-44</i>	1813
<i>45-64</i>	803
<i>65+</i>	86

Gender	
	Count of Participants
<i>Female</i>	1216
<i>Male</i>	1749
<i>Transgender</i>	10
<i>Gender Fluid</i>	3
<i>Non-Binary</i>	6
<i>Unknown</i>	25

Ethnicity	
	Count of Participants
<i>Puerto Rican</i>	51
<i>Mexican</i>	17
<i>Cuban</i>	3
<i>Other Hispanic/LatinX</i>	69
<i>Other Spanish Origin</i>	34
<i>Non Hispanic/LatinX/Spanish</i>	2559
<i>Unknown</i>	276

Race	
	Count of Participants
<i>Alaskan Native</i>	3
<i>American Indian</i>	55
<i>Asian</i>	16
<i>Black</i>	106
<i>Pacific Islander</i>	9
<i>White</i>	2702
<i>Other</i>	75
<i>Unkown</i>	108

Sexual Orientation	
	Count of Participants
<i>Heterosexual</i>	1831
<i>Homosexual</i>	56
<i>Bisexual</i>	124
<i>Other</i>	59
<i>Decline to Answer</i>	132

U.S Military Veteran	
	Count of Participants
<i>Veteran</i>	100
<i>Non-veteran</i>	2109

Participant Services

PRSS as they are defined for purposes of potential Medicaid billing are exclusive to individual or group Recovery Coaching and continuous recovery monitoring (or telephone recovery support). However, PRSS as delivered by NH RCOs include a broad array of services, including police-assisted recovery response programs; housing and other basic needs assistance; treatment/health systems navigation; inter/intraorganizational group facilitation; homeless outreach; hospital and emergency department response; transportation; services delivered to family members; community outreach and education, adventure outings, naloxone training and distribution, syringe service programs, fentanyl test strip distribution, etc. RCOs utilize the various engagement types in RecoveryLink to record these different services including recovery planning sessions, brief check ins, care coordination, referrals, contact logs, and activity logs. ***In FY23 FO funded RCOs provided 33,207 individual services and 26,822 activities with 143,784 people in attendance and 311,626 items distributed.*** The following tables offer fiscal year totals for services provided by subcontracted RCOs including intakes, recovery planning sessions, referrals, brief check ins, group sessions, and activity logs.

FY23 Summary of Engagements						
No. of Sessions						
RCO	Brief Check-in	Recovery Planning Sessions	Intakes	Group Sessions	Referrals	TOTAL SERVICES
Addiction Recovery Coalition of NH	292	451	37	9	24	813
Archways	3781	1041	138	0	486	5446
Hope For New Hampshire Recovery	4466	2257	196	0	667	7586
Keene Serenity Center	312	773	67	285	28	1465
MWV Supports Recovery	211	88	6	4	1	310
Navigating Recovery of the Lakes Region	1682	1873	119	341	377	4392
Plymouth Area Recovery Connections	137	308	45	0	23	513
Revive Recovery Resource Center	1184	1507	173	826	245	3935
Safe Harbor Recovery Center	166	281	113	1	17	578
SOS Recovery Community Organization	3528	658	272	1	37	4496
TLC Recovery Programs	195	2059	144	508	23	2929
White Horse Recovery	289	357	53	0	45	744
Grand Total	16243	11653	1363	1975	1973	33207

FY23 Activities				
RCO	Organizational Activities		Outreach	
	No. of activity Logs	Sum of attendees	No. of activity Logs	Sum of attendees
Addiction Recovery Coalition of NH	704	2627	233	4876
Archways	156	647	8	2359
Hope For New Hampshire Recovery	638	8507	63	1034
Keene Serenity Center	600	2389	281	1619
MWV Supports Recovery	147	230	29	122
Navigating Recovery of the Lakes	135	635	29	578
Plymouth Area Recovery Connection	81	606	1	5
Revive Recovery Resource Center	2340	8248	474	3142
Safe Harbor Recovery Center	144	669	13	85
SOS Recovery	355	10475	10	150
TLC Recovery Programs	15	386	90	339
White Horse Recovery Center	507	2386	26	296
Totals	5822	37805	1257	14605

FY23 Activities				
RCO	Partnered Org. Activity		Training	
	No. of activity Logs	Sum of attendees	No. of activity Logs	Sum of attendees
Addiction Recovery Coalition of NH	292	3581	119	871
Archways	224	3375	18	283
Hope For New Hampshire Recovery	1429	38960	4	24
Keene Serenity Center	176	2132	1	17
MWV Supports Recovery	128	244	2	600
Navigating Recovery of the Lakes	101	741	2	1
Plymouth Area Recovery Connection	3	28	0	0
Revive Recovery Resource Center	749	9623	56	1925
Safe Harbor Recovery Center	391	4037	0	0
SOS Recovery	310	14483	13	166
TLC Recovery Programs	297	2880	1	11
White Horse Recovery Center	392	7322	2	70
Totals	4492	87406	218	3968

FY23 Distribution		
RCO	No. of activity Logs	No. distributed
Addiction Recovery Coalition of NH	28	2620
Archways	32	64
Hope For New Hampshire Recovery	41	731
Keene Serenity Center	172	1204
MWV Supports Recovery	72	629
Region	267	3228
Plymouth Area Recovery Connection	0	0
Revive Recovery Resource Center	134	443
Safe Harbor Recovery Center	0	0
SOS Recovery	14269	302514
TLC Recovery Programs	14	136
White Horse Recovery Center	4	57
Totals	15033	311626

Participant Outcomes

The primary method outcome data collection is the Brief Assessment of Recovery Capital (BARC-10). The BARC-10 is an assessment of recovery capital measured on a scale from 10-60. Recovery capital is the measure of internal and external assets that can be utilized by recoverees to initiate and sustain recovery (Cloud & Grandfield, 2008).

The initial Assessment of Recovery Capital (ARC) identified 10 primary domains (substance use and sobriety, global psychological health, global physical health, citizenship and community involvement, social support,

meaningful activities, housing and safety, risk-taking, coping and life functioning, and recovery experience) across 50 questions (Groshkova, Best & White, 2013). The BARC-10 was derived from the initial ARC tool to assess each domain for a total of 10 questions. This brief assessment tool is used to evaluate recovery support services and their effectiveness on recovery related outcomes, inform recovery support providers' service delivery, and provide a strength-based measurement of progress for the recoveree. It is recommended that this assessment be used at intake and a minimum of one month during ongoing service engagement.

All subcontracted RCOs consistently demonstrate increases in the recovery capital of their participants when comparing baseline BARC-10 scores to their most recent BARC-10 scores. RCO's have a standard goal of completing a BARC-10 at least 30% of the time during ongoing engagements with participants. This benchmark completion rate goal was originally set to help increase the sample size (number of participants with 2+ BARC-10s completed) to determine statistical significance. In support of these goals, the FO provides ongoing technical assistance to the RCOs to help improve data monitoring and quality improvement efforts and also facilitates a forum for the RCOs to share what strategies have been successful or unsuccessful in this area.

Average difference in outcomes			
RCO	Sample size	Average Deffierential in Recovery Capital	BARC Completion Rate
Addiction Recovery Coalition of NH	32	4.06	33%
Archways	215	2.95	42%
Hope For New Hampshire Recovery	255	2.07	30%
Keene Serenity Center	59	4.20	24%
MWV Support Recovery	6	4.83	15%
Navigating Recovery of the Lakes Region	160	4.18	47%
Plymouth Area Recovery Connection	54	5.56	97%
Revive Recovery Resource Center	190	4.23	43%
Safe Harbor Recovery Center	43	3.28	34%
SOS Recovery	347	2.71	60%
TLC Recovery Programs	165	1.24	28%
White Horse Recovery	67	3.29	57%
Total/Averages	1593	3.04	43%

	Mean difference	Std. deviation	t -test	df	p	Explanation
Current BARC score - Baseline BARC score	3.04	8.21	14.79	1592	0.00	Participants who received peer recovery support service(s) during the reporting period showed significant increases in Recovery Capital (M=3.04, SD=8.21) compared to Baseline BARC-10 scores, t(1592)=14.79, p<0.001.

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>NHRCOSOE:</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>NHRCOSOE:</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>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>NHRCOSOE:</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> No <u>NHRCOSOE:</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>NHRCOSOE:</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>NHRCOSOE:</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>NHRCOSOE:</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>NHRCOSOE:</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>NHRCOSOE:</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> No <u>NHRCOSOE:</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>NHRCOSOE:</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>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>NHRCOSOE:</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>

RCO Quarter 4 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.

**At the time of this report, Plymouth Area Recovery Connections does not currently have any staff and therefor did not provide a quarterly update. The organization is currently in the process of merging and will become a center under Archways in the near future.*

Archways

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2023	April-June 2023	Michelle Lennon / Deanna LaFrazia

BASELINE UPDATES

RCC Information

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

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	Staff are fully trained in and understand Harm Reduction as a stand-alone pathway to recovery, not always a patch over pathway to abstinence. Narcan and fentanyl test strips are available at all locations, and staff can instruct participants on how they are to be used properly according to instructions from the distributor and/or the New Hampshire Harm Reduction Coalition (NHHRC). Staff are also able to direct participants to safer use resources such as never use alone and the NHHRC.
Criminal Justice	<i>Expert in Field</i>	Archway's staff has received formal training in assisting criminal justice involved participants. In an effort to build a criminal justice involved program at Archways, multiple staff have applied for and been approved to entry into the state corrections facility to begin relationship building with participants reentering the community. Archways also has established collaboration with local probation and parole offices, and regularly receive referrals from Merrimack County navigators while building our community corrections program.
Hospital/ED Integration	<i>Some Experience</i>	We continue to be available to offer supports to the ED as requested, but we do not hold ED contracts.
Crisis Intervention	<i>Expert in Field</i>	Staff have been trained in non-violent crisis intervention through the facilitating organization. Required referrals, mandatory reporting, suicide prevention, motivational interviewing, trauma informed care, and risk management are regularly trained and renewed. In addition to these trainings, all recovery staff are certified or working toward CRSW certification, and all staff are trained in Protective Factors Framework and Standards of Quality curriculum. Archways has written and implemented Narcan training, as well as CPR/AED training. All centers are equipped with AED stations as well as overdose emergency kits.

Parenting/Family Support	<i>Expert in Field</i>	All staff are required to complete Protective Factors Framework and Standards of Quality Family Support Training. Our agency is nationally recognized for our integrated family and recovery supports, as well as a Promising Practice by NH's Center for Excellence on Addiction Service to Science and we are pursuing designation of Evidence Based Programming. We hold regular parenting and family classes such as Parent Café's, Nurturing Families, Positive Solutions for Families, Parenting Journey in Recovery and more.
Prevention	<i>Expert in Field</i>	We have received the Quality Designation from the Wellness and Primary Prevention Council of the State of NH. Our growing youth programming has a prevention practice component built into its framework.
Recovery Friendly Workplace	<i>Expert in Field</i>	Archways is a designated Recovery Friendly Workplace. We collaborate with RFW in our workforce programming, and work to connect individuals with a history of substance use to employers who are recovery friendly. Our workforce specialist has been growing our workforce program and maintains connection with workforce participants.
System Navigation	<i>Expert in Field</i>	All staff are trained and experienced in navigating systems and advocating for individuals within these systems to remove barriers to housing, employment, benefits, food security, recovery, family supports, and more. We have extensively trained one staff member as a Community Health Worker through Southern New Hampshire Area Health Education Center who is also on the Community Health Worker Advisory Board. Archways also has three staff members extensively trained in state healthcare insurance navigation.
Parent & Recovering Together Cafes	<i>Expert in Field</i>	Staff are trained in facilitation of recovering together and parent cafes. We have partnered with the Teatotaler Café in Concord to hold in person recovery cafes monthly, and are still offering some virtual options. Parent cafes are facilitated monthly via zoom.
Early Childhood	<i>Expert in Field</i>	Our agency offers early childhood home visiting and family support. Our agency is the backbone organization to the regional early childhood coalition, working to improve early childhood for families in our community. We also offer regular play group activities for families in the community at the Bessie Rowell Community Center.
Youth Programming	<i>Some Experience</i>	Youth programming, Alternative Peer Groups (APG) and Seven Challenges continued this quarter, gaining momentum and continued collaboration with local school districts. We have continued to partner with the UNH Institute on Disability to assist in the implementation of these programs and hold regular team meetings to ensure implementation and programmatic success. We are partnered with the Franklin School District to hold APG Groups within the school, and a Seven Challenges meeting space has been created as part of our wellness center renovation in the Franklin location. Youth Program Staff have been trained directly by Seven Challenges to implement this program. Additionally, we have partnered with an MLADC to provide supervision of the 7 Challenges program.

Integrating PAR into a Christ-Centered Framework	<i>Expert in Field</i>	Certain staff are capable of incorporating Christ Centered Practice into recovery frameworks at participant request.
Training	<i>Expert in Field</i>	Archway's Forever Hope Training Center is equipped to provide training in peer assisted recovery support and other SUD trainings, Ethics, Suicide Prevention, and Bloodborne Pathogens (HIV & AIDS). Our training center manager is also trained in the facilitation of Red Cross CPR/AED Training. Archways partners with other recovery organizations to increase training, knowledge, and skills across the broader recovery community as well.

Capacity

Current # of Staff:	23
# of Staff w/CRSWs:	11
Current # of Volunteers:	12
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCOSOE) and/or CAPRSS Accredited.	Yes	Accredited
Currently delivering Recovery Coaching services.	Yes	All three locations offer recovery coaching from CRSW certified coaches.
Currently delivering Telephone Recovery Support services.	Yes	All staff is trained in delivering telephone recovery supports.
Does the RCO have a Medicaid ID?	Yes	All three locations are approved for Medicaid billing.
Is the RCO enrolled with MCOs?	Yes	All three centers are enrolled with MCOs
Actively billing Medicaid for PRSS?	Yes	
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, MLADC Michelle Lennon, CRSW Patricia Eisner, CRSW Kimberly Fortin, LADC, CRSW Joe Barbrie, CRSW
Engage with Regional Public Health Network.	Yes	Our Executive Director serves on the board of the Partnership for Public Health, and one CRSW is on the work group for substance use and suicide prevention.
Engage with Regional Doorway.	Yes	All three locations are active in referring participants to the Doorway in their catchment area and Archways has a signed MOU with the Doorway.
Coordinate with local Mental Health Peer Support Center(s).	Yes	Archways continues to collaborate with One Peer to Another to develop a consistent strategy in referring participants to peer mental health support. We are currently referring to the Laconia and Concord One Peer to Another locations.

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> Currently Archways is serving 131 participants through peer recovery support programming, 38 of which are enrolled in our telephone recovery support services. All three locations host mutual aid meetings weekly, and average attendance is approximately 16 participants.
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	<ul style="list-style-type: none"> • We have partnered with the Teatotaller Café in Concord as well as the Homestead Men’s recovery home to offer consistent in person recovering together cafes, and we are still currently offering remote parent cafes. • Our family support program is offering Positive Solutions for Families as well as Families in Recovery. Parenting the Second Time Around (PASTA) was facilitated this quarter, with a total of 4 participants. • We were able to provide transportation to 43 participants throughout the quarter, assisting in overcoming location and transportation barriers to legal obligations, medical appointments, retail locations, DMV, and other obligations to assist in building recovery capital. • We continue to partner with Healthfirst, a Federally Qualified Healthcare Clinic, in providing wraparound services, and every Friday Healthfirst facilitates a medically assisted treatment program out of our Franklin location. • With the recent launch of our youth programming, we have held 9 alternative peer groups in the Franklin High School and over the course of the quarter, we have supported a total of 18 youth in alternative peer groups. We are continuing our work with UNH Institute on Disability (UNHID) for quality assurance in this program. We recently held our first review with UNHID and it has been determined that we are providing this support program to fidelity. • Individual delivery of the 7 Challenges program was underway this quarter, one individual attended 7 sessions. • 27 units of Narcan were distributed this quarter. • 15 distribution activities were recorded this quarter, items distributed include personal hygiene kits, tents, and gas cards.
<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • Multiple staff have successfully completed the Building Futures Together Program through the UNH Institute on Disability, positioning Archways as a center with the ability to assist youth with a history or family history of substance use concerns. • Archways partnered with Healthfirst, Navigating Recovery, Laconia PD, and the Doorway to create a peer recovery response team (PRRT) program modeled loosely on our existing ACERT program in an effort to better assist individuals who experience contact with law enforcement discover recovery options available to them. This quarter Archways was able to hire a new staff member to fill this position. Our PRRT program is expected to pilot in Laconia as well as Tilton in partnership with each town’s police departments. • Recovery Exercise Program for long term Success (REPS) program has continued. This quarter Archways is offering it’s second cohort of REPS programming. Our wellness center has been equipped with the help of financial assistance from Franklin Savings Bank and NH Charitable Foundation. • In addition to the REPS program, Archways also began offering a Yoga program to interested participants this quarter. • This quarter Archways staff supported a participant, who had been experiencing homelessness for almost a decade, successfully engage in a housing program, where she now has access to long term housing. • Another participant was also supported through center resources and supports in gaining access to her own apartment, allowing her to live with her daughter and work towards regaining custody of her other children. • Archways designated Family Threads program has gained momentum this quarter and is now serving 6 families. One of the family threads families who staff have been supporting for over a year, has maintained his recovery journey, established a stable living environment, and was most recently granted full custody of his child. • Tilton Northfield Old Home day was well attended, in spite of the weather. We were able to give out several Narcan Kits and Deterra bags as well as talk to several people about programming. It is estimated that 200 people attended this event. • Archways participated in Franklin’s Community Day event this quarter and outreached to an estimated 122 people.

	<ul style="list-style-type: none"> • Archways staff presented recovery program and prevention information to youth at both the Franklin High School New Student Orientation event, as well as the 'No Safe Experience' Event. An average of 40 students were present at each event. • This quarter recovery coaches were successful in supporting multiple participants in accessing and engaging in treatment to address their substance/alcohol use disorders. • Substantial funding was granted this quarter that will support the sustainability of Archways newly implemented Youth Programming, as well as the continued development and implementation of the Community Corrections program.
Challenges	<ul style="list-style-type: none"> • Housing availability and affordability continues to present challenges to our participants. The lack of low to moderate income apartments especially presents tremendous hurdles for participants who have felony criminal backgrounds or previous evictions on their records. • Increased need for data for multiple grants has placed difficulty on staff members. Data gathering and preparation is not a job function accounted for by grants, leaving this task to employees who must take time from their primary roles. • Currently our financial support role is contracted out. We are finding that having this arrangement is causing difficulty and delay in completion of tasks, as we are certainly not the contractor's only account. Archways began interviewing other financial firms and came to a decision on contracting with a larger national financial firm that deals primarily with non-profits. • Over the past year wages in our general area for entry level positions have increased dramatically, making it difficult to remain competitive and hire new staff. For example, McDonalds is hiring new staff at approximately \$17.00/hr in our area. Archways currently pays new recovery support staff at \$15.00/hr, which bumps to \$20.00/hr upon obtaining a CRSW credential. With so many employers hiring at wages more than what we are able to offer, hiring has continued to suffer. • Across multiple grants we remained level funded compared to last year, even as operational expenses have increased rapidly. With utilities and regular bills such as heat, electricity, phones, etc. increasing rapidly, we have been unable to offer regular raises to staff across the agency. • Staffing coverage at the Concord location has been challenging over the last quarter, with staff working on programs outside of the center or participants needing to meet in the community – leaving the center with needed coverage. Management continues to meet to discuss staffing patterns at this location to develop a reasonable solution, and to best meet the needs of our participants. • This quarter the RecoveryLink database was updated, staff have been struggling and working to adapt to the new RecoveryLink 2.0 database system. • Archways staff continue to experience difficulty when working with some area town welfare offices regarding the town's duty to support individuals experiencing homelessness. Archways staff work to establish professional relationships with local town welfare agencies to ensure collaborative efforts, as well as utilize the President of the NH Local Welfare Administrators Association for support when indicated.

Addiction Recovery Coalition of NH

Quarterly Progress Report

Report Date	reporting period	Prepared By
July 2023	April -June 2023	Kate Choquette

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Addiction Recovery Coalition of New Hampshire	180 Elm Street, Suite E Milford, NH 03055	Monday-Friday 8am-6pm Saturday 8am-4pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	ARC�H holds a monthly Overdose Education/Prevention/Narcan Training that is open to the community for free. Kate Choquette provided the Overdose Education/Prevention/Narcan Training to the Nurses at the Milford HS and at a Senior Living Facility this past quarter and has scheduled a training at Waypoint on July 31, 2023. Continues to provide Overdose Awareness and Prevention Kits to the community. Each kit includes 2 doses of Narcan, an Overdose Prevention Pocket Guide to stopping an overdose with Narcan, an ARC�H information postcard and 2 fentanyl test strips with instruction sheet. Partnered with Nashua Public Health to come to the center on the 1st Monday of every month to offer HIV/AIDS/HEP C testing, as well as vaccinations and an abundance of support and education for our community members. We have HIV Test Kits, condoms, and female condoms to provide to participants at their request.
Criminal Justice	Expert in Field	ARC�H continues to partner with the Souhegan Valley First Responders to address prevention efforts and to educate and assist with navigating the treatment system. Our new Program Manager, Laura Werlinger, has extensive experience with the Department of Corrections and will be working on further developing relationships with them.
Hospital/ED Integration	Expert in Field	ARC�H continues to build a collaborative relationship with St. Joseph's Hospital. We have received several referrals from them and those referrals continue to be participants of ARC�H. Our first referral from St. Joseph's is celebrating his 1-year Anniversary on 7.17.23! Laura Werlinger, Program Manager, has collaborated with St. Joseph's Mobile Health Van who will be coming to the center starting in September.
Crisis Intervention	Expert in Field	All ARC�H's staff and 3 volunteers have been trained and certified in CPI. In addition, staff completed the Youth Mental Health First Aid Training on 11.29.22 and we hosted an additional Youth Mental Health First Aid Training on May 17, 2023. We are currently working on scheduling a Teen Mental Health First Aid Training.
Parenting/Family Support	Expert in Field	ARC�H holds a PAL Group weekly at the Center. Support Group are scheduled for every Wednesday evening. We have

		<p>3 Recovery Coaches with lived experience as parents with children experiencing SUD. ARC�H has started creating a “Kid’s Corner” in the meeting room to support parents who attend meetings and groups with their children. Two staff are trained in the Family Supported Recovery Training through the Recovery Coach University.</p> <p>A Recovery Coach, Rick, has been accepted to UNH’s Building Futures Together program and is currently enrolled and taking courses.</p>
Prevention	Expert in Field	<p>ARC�H is partnered with CAST (Community Action for Safe Teens) in Milford. Executive Director, is the Individual Sector Representative for CAST to represent the other organizations involved in reducing substance misuse. Vice Principle of Milford High School reached out at the end of June to discuss ARC�H hosting a community service program for students who get suspended. A meeting has been set up to discuss further on 7.18.23. ARC�H continues to have working relationship with SVBGC Camp Resilience. ARC�H has partnered with M-ACERT.</p>
Recovery Friendly Workplace	Expert in Field	<p>ARC�H has been a designated Recovery Friendly Workplace since June 4, 2020 through the Governor’s commission.</p>
System Navigation	Expert in Field	<p>All ARC�H staff are efficient with assisting participants and the community with navigating the ever-changing treatment system. We are able to successfully identify and remove roadblocks within the system and then stay engaged with the individual(s) throughout the referral process and beyond.</p>
Veteran Support	Expert in Field	<p>In addition to our Veterans Recover Program, ARC�H has been asked by the Partnership for Public Health to stand-up a Veteran Suicide Prevention Coalition for the Greater Nashua Region. The group agreed on “The Stronger Together Veterans Coalition of New Hampshire”. Meetings are underway and progress is being made. Our 3rd Annual Golf Tournament is being held on September 18, 2023 and will be raising funding for “The Stronger Together Veterans Coalition of New Hampshire”.</p>
Grief Support	Expert in Field	<p>ARC�H is offering GRASP Support Groups.</p>
Mental Health	Expert in Field	<p>A volunteer coach is facilitating a NAMI Virtual Support Group. Two of our Recovery Coaches are taking the Intentional Peer Support Course to become a mental health Peer Support Worker.</p>

Capacity

Current # of Staff:	4
# of Staff w/CRSWs:	2
Current # of Volunteers:	22
# of Volunteers w/CRSWs:	3
# of Volunteers in process of obtaining their CRSW:	3

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	In progress	Working with FO on organizational development.
Currently delivering Recovery Coaching services.	Yes	ARC�H is currently delivering Recovery Coaching services to 33 participants.

Currently delivering Telephone Recovery Support services.	Yes	Telephone Recovery Support Services are available and utilized by all participants when needed.
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	In progress	ARCNH is currently contracted with NHHF and Amerihealth. We are still waiting Beacon Wellsense
Actively billing Medicaid for PRSS?	No	
Does the RCO have an active sustainability plan?	No	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Victoria Lee, LCMHC, MLADC Tanya Wessells, CRSW-S
Engage with Regional Public Health Network.	Yes	Nashua Public Health Department
Engage with Regional Doorway.	Yes	The Doorway of Greater Nashua
Coordinate with local Mental Health Peer Support Center(s).	Yes	HEARTS

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • Recovery Dharma • Buddhism and the 12 Steps • Women's Support Group
Quarter Highlights	<ul style="list-style-type: none"> • ARCNH was awarded a 2-year \$150,000.00 Grant from the Foundation of Opioid Response Efforts; • ARCNH was approached by the VA and the Partnership for Public Health of New Hampshire to stand-up a Veterans Suicide Prevention Coalition for the Greater Nashua Area; • A community member has offered to hold a Transformative Sound for Veterans event and a Transformative Sound for Those in Recovery event here at the Center in July; • Another community member offered to provide Safety Courses at the center; • Hosted a CRSW Training Series in collaboration with Revive Recovery; • Two participants reached a year of recovery; • MOU with M-ACERT; • Weekly participation with Community Connections in Milford; • Attended Hopefest in June at the Boys and Girls Club; • Implemented Social Hour Every Friday; • Relapse Prevention was implemented May; • Women's Recovery Group started in June; • Scheduled 3rd S.A.V.E Training for July; • Scheduled ASIST Training for August funded by the NH Army National Guard; and • One of our PT Recovery Coaches was offered and accepted a FT position with ARCNH.
Challenges	<ul style="list-style-type: none"> • None.

Hope for NH Recovery

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2023	Apr-Jun 2023	Dave Cote

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Hope for NH Recovery	293 Wilson Street	Weekdays 12-9 PM Saturdays 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.
Criminal Justice	Expert in Field	A formerly incarcerated Hope member chairs a weekly meeting, "Life Outside the Walls," which draws about a dozen participants weekly. 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. Program is not currently being implemented.
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	Expert in Field	The newest member of Hope's leadership team, Missy Kimball, has extensive lived and professional experience in family separation and unification. She has worked closely with DCYF and other agencies and will continue to do so as part of her job at Hope. Hope offers a safe place for visitation, offering parents a safe place to meet with their children
Prevention	Some Experience	Hosted an Alternative Peer Group in conjunction with the University of New Hampshire.
Recovery Friendly Workplace	Some Experience	Hope is a 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 and chairs the Recovery Monument Commission. Hope participated in the Governor's Stimulant Task Force, Manchester SUD Collaborative and the National Peer Recovery Center for Excellence.

LGBTQ+	Some Experience	LGBTQ All-Recovery meetings have grown from a small group of 3 to 15 to 20 regular attendees. Fierce and Fabulous, a 12-step LGBTQ meeting, continues to grow. Hope as a community continues to be supportive of the LGBTQ community.
Homeless Outreach	Expert in Field	In partnership with 1269 Café, Hope runs a warming station for homeless folks, Hope for the Winter at the 12. Nightly from 8PM-7AM from 12/1/22 through 3/31/23 we made approximately 6,008 unique 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 600 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. A biweekly Artist's Anonymous—Discover Your Higher Power through Art group has a small but devoted membership.
Music	Expert in Field	Music is a part of Hope's environment/culture. 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, guitar or drums before their recovery meetings or meeting with the staff.
Community building	Expert in Field	Currently, we average 1000 visits to the center weekly. Of those visits, there is a core group of more than 75 members that return 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. 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		Hope has a history of offering: open mic events "Sicker Than Most," "Addicted 2 Talent," and "Addict's Got Talent" monthly game nights, pancake breakfasts and more. Last year, Hope's 8 th Annual Recovery Festival was the best-attended ever, with more than 800 attendees. The Festival committee has been working hard to make our 9 th event September 30, 2023 better than the year before.
Veterans	Expert in Field	A staff member is a formerly homeless veteran who directed a transitional veteran's shelter. We provide support to a number of veterans and work closely with the Veterans Administration on particular cases.

Capacity

Current # of Staff:	6
# of Staff w/CRSWs:	3
Current # of Volunteers:	8
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCOSOE) and/or CAPRSS Accredited.	Yes	Hope has completed its Standard of Excellence evaluation and determined to meet standards. Working with FO to respond to new/revised standards and suggestions.
Currently delivering Recovery Coaching services.	Yes	Our staff had 639 follow-up engagements working with 226 active members seeking services.
Currently delivering Telephone Recovery Support services.	Yes	Of the 790 brief check-ins 419 were TRS calls with 135 successful contacts made last quarter
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	We are enrolled with all of them
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	In Progress	Working with the FO TA team
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board?	Yes	Joan Sementa, MMHC, MLADC
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

Service Delivery	<ul style="list-style-type: none"> • 467 mutual aid meetings attended by 13,238 people • 6 CRSW peer supervision meetings • 3 Pro Social events (art,) attended by 13 people • 639 follow-up engagements working with 226 participants • Of the 790 brief check-ins 419 were TRS calls with 135 successful contacts with 42 referrals made • 39 contacts made through 3 outreach events
Quarter Highlights	<ul style="list-style-type: none"> • Hired Missy Kimball as Operations Director. Missy has extensive lived and professional experience with family reunification. She holds CRSW and CRSW Supervision certification. • Two staff have peer support training completed and are working on gathering supervision and practical hours needed for their CRSW. • Continued participation in the Greater Manchester SUD Collaborative. • Continue to invite community partners for information sessions with the staff. • Continue to keep an open line of communication with the Manchester Police Community Liaison Richard Ells. • Actively participate in Homeless Zero Suicide with other city agencies. • Actively participate in bi-weekly overdose response meeting. • Participated in Community of Practice. • Attended PRSS Continuum of Care. • North Country Health Consortium Presentation. • Families in Transition Adult Shelter Case Manager tour/meeting.

	<ul style="list-style-type: none"> • True Healing representative tour/meeting. • Provided space for parents involved with DCYF who are identified with SUD working on restoration/reunification. • Increased and improved partnerships with local recovery housing programs by <ul style="list-style-type: none"> ○ Hosting Starting Point sober living’s monthly meeting, ○ Hosting into Action Sober Living’s bi-monthly pizza party and meeting, and ○ Hosting weekly Homes Sober Living meeting. • Participated in Data Quality Community Forum. • Participated in RecoveryLink 2.0 Task Force. • Continue to provide space and technical support for hybrid Gamblers Anonymous and Debtors Anonymous meetings. • Hope’s director is part of Impact Leadership Training with Michael King. • Continue to host Wellsense NH to inform and assist members get access to insurance. • Actively participated in Manchester’s Continuum of Care homeless group. • Facebook Page Quarterly Stats: Total Page Likes: 8492 New Page Likes: 67 Post Reaches:12857 • Hope continues to provide space for a variety of recovery meetings as well as wellness groups; 38 meetings are held at the center. • We have partnered with WorkStuff Solutions to provide tents and labor for two Makin’ it Happen Health Fairs held in Veteran’s Park. • Meet bi-weekly with the FO Technical Assistance team to improve on our Standards of Excellence. • Ongoing participation in the Bi-Weekly Overdose Incident Updates with other Manchester nonprofits and City officials. • We were able to maintain a completion rate of 46% BARC 10, and 34% QOL Outcomes for this quarter. • Began preparing a proposal for the Manchester Opioid Abatement Committee asking for funding to begin outreach to three at-risk groups in the community. • Held a meeting with a Manchester Alderman to discuss bringing the Outreach Proposal to the city’s Opioid Abatement Committee. • Worked in tandem with the FO to present to the State Opioid Abatement Committee. • Hope had an information booth at Manchester Pride where 12 Hope volunteers were able to share about their recovery. • Healthcare for the Homeless held a tabling event and signed up five members for healthcare services
<p>Annual Highlights</p>	<ul style="list-style-type: none"> • In partnership with 1269 Café, Hope re-opened the warming station for the homeless, "Hope for the Winter at the Twelve" for our second year. The warming station is open from 8:00 pm to 7:00 am starting 12/1/22 until 3/31/23. • Hope’s director is an active member of the statewide Overdose Response Group, which meets biweekly. • In partnership with the Currier Museum and their Artist in Residence, Hope hosted an interactive art project called “More Than A Black Balloon” Hope members as well as members of the community participated in the work that celebrated the lives and focused on the good of the 60 people Manchester lost to overdose in 2022. • Hope hosted a free pancake breakfast on Thanksgiving morning serving 80 guests • Hope was the first in the State to have an SOE Site visit/evaluation completed. • For the fourth year, Hope provided space for NA to host a marathon meeting event Christmas Day. • Hope maintains business hours on most holidays to give the recovery community a safe space to gather on days that can be difficult many in recovery.

	<ul style="list-style-type: none"> • Participation in Homelessness Emergency Management Meetings. • Hope was the recipient of a donation from the Filotimo Casino & DraftKings Sportsbook. • Hope was the recipient of a donation from the Greater Manchester/Nashua Board of Realtors • Hope’s Board of directors and leadership team meet informally by Zoom every Wednesday morning to keep all members well informed of things happening at Hope. • Hope’s 8th Annual Recovery Festival drew more sponsors and more attendees than ever before, maintaining its status as the largest recovery celebration in the state. For three hours, Veterans Park in Manchester was filled with people celebrating their recovery, sharing their stories, demonstrating their musical talents and, in general, demonstrating that recovery is possible for anyone. Mayor Joyce Craig gave Hope kudos for our partnership with 1269 Café in creating and running Hope for the Winter at the 12, the winter warming station. One particular highlight was a performance by two amateur jugglers, both in recovery and both performing before the largest crowds in their lives. • Provided a space for an Art Show featuring 15 local artists and drawing almost 100 guests. • Baseball game with 20 members hosted by the NH Fisher Cats Box Suite, food and fun with a Hope information table at the game. Hope Board member Anna Thomas received a pre-game Knock it Out of the Park award and threw out the first pitch. Proceeds from the 50/50 raffle donated to Hope
<p>Challenges</p>	<ul style="list-style-type: none"> • Affordable Housing continues to be a serious challenge. Many Hope members are either at risk of homelessness or forced to continue living in recovery housing because of the availability of financial support. • Our staff come to this work because of their desire to help others. One struggle is helping staff understand the importance of not getting too attached to outcomes. We become so attached to positive outcomes for our members that we blame ourselves when success doesn’t come right away. • The constant battle finding and maintaining balance while still trying to help others walks a fine line. Often at Hope our staff members and leadership team can be heard saying, “I’ll do whatever it takes for Hope and our members”; unfortunately, whatever it takes can often lead to staff rearranging priorities. <ul style="list-style-type: none"> ○ While we each encourage others to take time for themselves, to leave work behind and to maintain our own recovery, too often we don’t take our own advice. • A constant struggle is finding and retaining peer support workers. Although we offer a starting hourly pay rate of \$21 per hour, the lack of candidates that meet the requirements needed in Manchester make this difficult

Keene Serenity Center

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 1, 2023	April-June 2023	Sam Lake

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Keene Serenity Center	24 Vernon 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. We go out in the community 3 times weekly to offer syringe services as an outreach service plus by request. We have a specific phone number and Facebook page for harm reduction supports allowing members to be more discreet and limit barriers. We recently added safe smoking supplies to our harm reduction offerings, which has been very successful.
Criminal Justice	Some Experience	We currently go to Cheshire County Corrections and offer recovery coaching and support groups on the female side. Many of the inmates are Federal, which creates challenges for offering referrals. Support Drug Court by offering coaching and transportation to participants. Drug court coach uses our office for engagements. Collaborate with probation and local police.
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	Our direct neighbor is the Fire Department, and we are fortunate to have a great working relationship with the Chief. Collaboration and support happen easily. 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	We host a Friends and Family group every Wednesday night from 6:30-7:30. Staff are trained in Parenting Journey in Recovery facilitation, not actively offering PJR. We maintain a child friendly space so that families can come into the Center for services, with children. Parents and guardians are responsible for their children at all times.
Prevention	Some Experience	We regularly do outreach events at local sports events and youth is part of our targeted audience. Seeing teens with our t-shirt that says "peer support works" is a delight. We hold an information table every Friday afternoon at the public library. We are able to engage with a broad range of people about harm reduction, prevention and support services.

Recovery Friendly Workplace	Some Experience	Partnered with Reality Check to coordinate Recovery Friendly Workplace training for Cheshire County. Collaborate with Working Fields, a mission-based job placement organization.
System Navigation	Expert in Field	Regularly assists people to access a variety of services. Collaboration with Doorway, Better Life Partners, New Seasons Methadone Clinic, Housing Supports, Mental Health Supports and Department of Health and Human Services.
Homeless Outreach	Expert in Field	We partner with every supporting agency possible to have all resources at hand such as; PATH Outreach, SCS Homeless Outreach, Love They Neighbor Outreach, 100 Nights, Greater Keene Homeless Coalition, and Keene Mutual Aid.

Capacity

Current # of Staff:	4.5
# of Staff w/CRSWs:	1
Current # of Volunteers:	6
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCOSOE) and/or CAPRSS Accredited.	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?	No	Working with FO to start billing. Data collection is at the point that we can make this happen.
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"> Our center hosts mutual aid meetings such as AA, All Recovery, Mental Health and Wellness in Recovery and the areas only HA Group. We offer a transportation program for people in recovery called “Road to Recovery” and it is currently at full capacity offering 80 rides per week. We offer local MAT rides 6 days a week. We partner with DOC to offer rides to inmates who are leaving for treatment. We also support individuals in long term recovery with specific health appointments. We support volunteerism and are super thankful and grateful to those that support our mission. Our volunteers help make peer driven transport possible,
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	<p>support our groups, keep the facility clean and safe, build harm reduction and wound care kits and fill roles on our board of directors.</p> <ul style="list-style-type: none"> • We offer Harm Reduction services, including a syringe services program called GROW SSP. We receive support and funding from NH Harm Reduction Coalition. • Homeless outreach. All our staff engage directly with a multitude of individuals and organizations to help gain some form of housing security for individuals. • We offer our group CRSW supervision for the community along with our staff and volunteers.
<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • Our new space is working out well. The lack of parking is the only real drawback, and the reality is that most of our demographics do not drive. The neighborhood relations have improved greatly. We act as a team and share resources, staff and programs. Our landlord is the local mental health peer support agency, MPS-Monadnock Peer Support. • One of our volunteers was able to complete all requirements to submit and receive their CRSW. She has since taken a full-time leadership role at another RCO. • In July, we will be celebrating 10 years as an organization and will be holding a celebration on July 15th. Our founder, Gary C., celebrated 40 years of continuous recovery on June 29. We do recover- together. • We continue using social media to engage the public. Social media platforms work well with individuals that have no cell service but have wifi access. • We had a visit from Congresswoman Ann Kuster that was fantastic. She interacted with every participant and staff member and is supportive of the work we all do and its importance.
<p>Challenges</p>	<ul style="list-style-type: none"> • Finding housing is getting harder for participants. The prices of rentals are still rising, and availability is slim. On the same subject, one of the local men's sober living facilities shifted away from housing to detox only. This lost us housing for 26 that covered 90 days sober living. • We are putting all the energy into harm reduction and recovery supports-offering more and it seems like overdoses are increasing. It is sad and tiring. We will keep on trying and do recognize that we see success also.

Mount Washington Valley Supports Recovery Quarterly Progress Report

Report Date	reporting period	Prepared By
07/10/2023	April-June 2023	Jamie Tibbetts/Rosemary Normandin

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 - Thursday 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 Naloxone Distribution/2 kits max per person + Rapid Response Fentanyl strips.
Criminal Justice	Some Experience	Working with the Trust program and Carroll County drug court.
Hospital/ED Integration	Expert in Field	We are an on-call Recovery Coach service at Memorial Hospital. 24/7 Project via telephone recovery coach services. Not currently offering services.
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)-this is ongoing.
Parenting/Family Support	Expert in Field	Working with DHS and DCYF.
Prevention	Expert in Field	Developing programs for prevention and working with other organizations. Attending meetings with the CP3H. On 06/02, MWVSRRC staff ordered and picked up a supply of Narcan and Fentanyl strips at DHHS in Concord.
Recovery Friendly Workplace	Expert in Field	This is an on-going program. Became recognized as a Recovery Friendly Workplace in June of 2019.
System Navigation	Expert in Field	Provide referrals to client for appropriate resources.
Drug Court	Some Experience	We offer opportunity to fulfill community service hours.
A Woman's Way Through The 12 Steps	Some Experience	A women's recovery group where people can speak of their struggles and support one another.
Parent of a Teen Meeting	Some Experience	Meets bi-weekly (1st & 3rd Monday of the month).
MARA International	Expert in Field	A support meeting to help those in medically assisted treatment and/or MAT programs. Meets once a week.
SMART Recovery	Expert in Field	Meetings twice weekly, in person along with the option via zoom.
Recovery 101	Some Experience	Began a 4-week series group that includes: Boundaries, Anger Management, The 4 Agreements, and WRAP (Wellness Recovery Action Plan).
F.A.S.T.E.R. Family Support	Expert in Field	Families Advocating Substance Treatment, Education & Recovery. For families, friends, and community members affected by an individual with a substance use disorder. **This meeting is being held online every other Thursday.

Capacity

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

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	In Progress	Continuously working on development
Currently delivering Recovery Coaching services.	Yes	We are currently seeing people in-person at the office.
Currently delivering Telephone Recovery Support services.	Yes	Contacting participants and completing wellness checks.
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	Medicaid billing procedure is set up but no claims have been billed out/submitted as of yet due to shortage in staff.
Does the RCO have an active sustainability plan?	In development	Actively applying for grants and in the process of hiring a grant writer. We receive annual support from local towns: Brownfield, NH, Tamworth NH, Jackson NH and Fryeburg, ME. We also receive annual support from Carroll County, HAM Charity fund, NH Electric COOP, Robert and Dorothy Goldberg Charitable Foundation, Economic Council. Along with other generous annual donations from our community.
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	Strategic plan annual meetings
Engage with Regional Doorway.	Yes	Ongoing communication with the doorway to making sure we have enough supplies to handout to the community.
Coordinate with local Mental Health Peer Support Center(s).	Yes	Referrals as needed

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • AA support meetings have been discontinued as of September 2022 due to the facilitator/volunteer having other commitments. No plans to reintroduce. • As of right now we are not hiring due to limited funding. • We are currently not participating in the Hospital Dispatch services because we can't cover the demand due to staff shortage. • We are involved within the community by engaging with Carroll County Coalition for Public Health and having ongoing meetings with them. We're involved with Carroll County Drug Court and Carroll County House of Corrections. We also have MOU's with Saco River Medical group, White Mountain Community Health Center and Unite Us. • We are actively finding and retaining participants by constantly updating our resources and presenting them on our Social Media platforms (Facebook, Instagram, Our website, Flyers for Outreach).
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	<ul style="list-style-type: none"> ● We are working with White Mountain Community Health Center and Carroll County Public Health to extend programming with our Harm Reduction Program. ● We are in contact with The New Life program at Memorial Hospital to give one on one recovery coaching services to new mothers that struggle with SUD. Currently there is no one in the program.
Quarter Highlights	<ul style="list-style-type: none"> ● Our Recovery Coaches are working on their CRSWs. All courses completed. They have obtained their required hours of supervision and have all paperwork filled out for submission. Studying and preparing for the CRSW exam. ● Our organization put on a fundraiser Saturday, May 13. Selling our own handmade crafts and plants. There was a steady flow of supporters through the whole event. ● Two staff members attended the RICH Conference in April that was located in Portsmouth, NH. ● Celebrated Earth Day by having a table set up with information on all of the services we offer, including harm reduction at valley clean-up/valley earth day. ● Reached out to the community by passing out harm reduction supplies to people in need of them. ● Learning/adjusting to the new platform for RecoveryLink. ● Updating our admission paperwork to match the new RecoveryLink Platform. ● Better Life Partners has recently started utilizing our office space to meet with their MAT patients on the third Thursday of each month. ● A visit from Carroll County, a house of corrections, came to see our RCO to see what we do and what services we provide. ● On May 22, attended a zoom with Granite United Way to talk about SUD housing/funding. ● Upcoming events for the next quarter: In September we will be participating in a craft fair at the local church selling our jewelry/crafts. During Overdose Awareness month we participate working with the way station to pass out harm reduction supplies to the people in the community in need of them.
Challenges	<ul style="list-style-type: none"> ● Still working on filling the RCO Manager position. Not currently hiring due to limited funding. <ul style="list-style-type: none"> ○ Responsibilities currently being divided amongst staff. ● Adjusting to the changes of the CRSW requirements.

Navigating Recovery of the Lakes Region Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2023	April-June 2023	Daisy Pierce, Executive Director

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Navigating Recovery of the Lakes Region	102 Court Street, Laconia NH 03246	Mon-Fri 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, started Laconia Exchange (SSP), and provide street outreach for people experiencing housing insecurity and homelessness.
Criminal Justice	Expert in Field	Provide in-person group coaching to residents at Belknap County Corrections (since 2017); collaborate with Probation & Parole.
Hospital/ED Integration	Expert in Field	Provide 24/7 support to Concord Hospital – Laconia and Franklin (since 2017).
Crisis Intervention	Expert in Field	Provide crisis support and facilitate access to treatment and withdrawal management; subcontract with The Doorway since 2020.
Parenting/Family Support	Expert in Field	Facilitate Parenting Journey in Recovery, PJ II, Families in Recovery, and offer one-on-one and group family support services.
Prevention	Some Experience	On the board for Laconia Youth Alliance (DFC); provide youth coaching for 12+.
Recovery Friendly Workplace	Expert in Field	Recipient of the RFW grant and worked on helping businesses become RFW. Executive Director appointed to the Recovery Friendly Workplace Advisory Council.
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:	4
Current # of Volunteers:	4
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

In the columns below please indicate the current status of each contract deliverable. In the notes section please offer details on how you are meeting this contract deliverable or why you are not currently meeting this deliverable.

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCOSOE) and/or CAPRSS Accredited.	Yes	Completed SOE site visit and received full report.
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 Mike Gallagher, CRSW-S
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"> PRSS & TRS: The primary service we offer to participants is one-on-one peer supports, either in person, over the phone, or via Zoom. 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. Street Outreach: Three days a week the coaches go out in pairs to provide street reach to people experiencing housing insecurity and homelessness. Coaches offer treatment and recovery resources, hand out tents, blankets, socks, naloxone, personal hygiene products, etc., and provide PPE, rapid COVID tests, and vaccine information. Compass House: We continue to provide weekly house meetings and one-on-one coaching to the 8 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 67 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 II and Families in Recovery: Weeks 5-12 & 5-17 were held this quarter. Pro-social activities: This quarter we continued the free bagged lunch program on Saturdays from 12-1pm, free BBQs the first Saturday of the month, and hiking group the 1st and 3rd Saturdays of the month. LEX (Laconia Exchange): This quarter we started a SSP. Since April we have collected over 2,200 syringes and distributed over 2,500 (88% return rate). In addition to the safe use kits, we also distribute wound care kits, condoms, HIV at-home test kits, and other essential items.
Quarter Highlights	<ul style="list-style-type: none"> Male participant reunited with the daughter he gave up for adoption. He stayed with her in Maine for 5 days. This was a goal he has had for many years. Sobriety

	<p>and wellness made this event possible. He plans to go back for a visit at the end of August</p> <ul style="list-style-type: none"> • Male participant finished paying off his child support. This has been a goal he has been working on since he became a participant here over two years ago. • Male participant reached a year of recovery and made his first sale as a real estate agent. • Male participant quit his “toxic job” and became the assistant manager in his new position. • Female participant complied with DCYF and her son was able to move back home. She had struggled with a very messy house and some hoarding tendencies and her son was removed from the home because of it. She worked really hard on cleaning up her house and is engaged with long term services to stay on top of it. She also just celebrated 1 year of continuous recovery. • Female participant had struggled with the passing of her father and in his will he left his motorcycle to her. She has had the goal of getting her motorcycle license since her recovery journey started 3 years ago. She now has a motorcycle license. • Female participant has completed 2 years at Compass House and will be transitioning into her own place in October. She was able to find an apartment and has a move in date of October 1st. • Male youth participant has struggled with his attendance at school for the last 3 or 4 years. He was trying to drop out of school and showed no interest in future goals. He has since decided to go for his HiSet; he has already taken the pre-test to see if he qualifies (he passed all but his math, and is retaking the math in the fall). • Female participant used Strengthening Community funds (from NRLR) to go to the DMV and get a non-driver's ID. She applied to Winniwomenade for CAIP funds. She completed CAIP with no recommendations of continued counseling services and she can move forward with getting her driver's license. She is now employed, and saw her son and her grandson she had not seen for over a year.
<p>Challenges</p>	<ul style="list-style-type: none"> • NRLR has struggled to get sufficient participant feedback about services and programs. <ul style="list-style-type: none"> ○ Trying to come up with ways to incentivize participation in satisfaction surveys without spending a lot of money.

Revive Recovery Resource Center (RRRC)

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2023	April-June 2023	Jessica Carter

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Revive-Nashua (South)	263 Main St. Nashua, NH 03060	M-F 8a-5p
Revive-Derry (East)	6 Railroad Ave. Derry, NH 03038	M-F 11a-3p
Revive-Manchester (North)	293 Elm St. Manchester, NH 03103	M-F 9a-5p

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. Revive has expanded supply offerings to include safer smoking (meth, fentanyl and cocaine), safer snorting kits, and safer boofing kits. SSANA also distributes personal hygiene items, feminine care kits, safer sex kits for both females and males, fentanyl test strip kits, xylazine test strip kits, CPR face shields, wound care kits, as well as water and snacks when available or requested.
Criminal Justice	Expert in Field	Revive sits on both Hillsborough County (South & North) recovery/drug court teams and has been providing Peer Recovery Support Services to these programs. Revive has been conducting outreach to the NH DOC since 2021, where they hold monthly Peer Recovery Support Services Informational Sessions. Revive has a relationship with Hillsborough County House of Corrections and has been working with all populations at Valley Street Jail including the ACT program and anyone who puts in a request slip to attend Recovery Support Groups in person at the jail.
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 staff agreement since May 2020. This quarter, Revive has continued conducting Outreach to SNHHS and is working on building a relationship with St. Joseph's Medical Center to begin providing PRSS to individuals receiving care at their facility.
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. The ACERT team in Milford currently serves any Adverse Childhood Experience/Crisis in which children are present. RRRC has begun building a relationship with the NH Rapid Response Teams in the various locations served to help support the crisis response needs of the participants we serve.
Parenting/Family Support	Expert in Field	RRRC currently provides a Family Support Group to community members biweekly. Revive currently provides individual family peer recovery support services. RRRC offers the Families in Recovery Program at the Cynthia Day Family Center. Revive currently has two trained facilitators for Parenting Journey in Recovery. Revive now has one facilitator trained to provide Parenting Journey II. Revive currently has four facilitators for the Families in Recovery program and is providing this program at the Cynthia Day Family Center in Nashua.
Prevention	Expert in Field	RRRC is present in the Nashua Prevention Coalition. RRRC provides community members with overdose prevention & language training. Revive has also worked 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	RRRC engages the Recovery Friendly Workplaces by serving on lived experience panels, assisting with recovery-friendly workplace orientations, providing peer recovery support services to local Recovery-Friendly Workplaces, referring participants to recovery-friendly workplaces in the area, and providing naloxone & language training to Recovery Friendly Workplaces. This year Revive will have a billboard featuring RFW on West Hollis St. in Nashua
System Navigation	Expert in Field	RRRC facilitates system navigation for its community members in Greater Nashua, Greater Manchester & Greater Derry. This practice has 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 Greater Nashua Mental Health Center (GNMHC) and Milford ACERT collaboration. This team reduces barriers and meets with participants out in the community to help them navigate recovery-oriented systems of care.
Youth	Some Experience	Revive offers a "Youth in Recovery", an Alternative Peer Group for youth directly or indirectly impacted by substance use between the ages of 12-25. Revive currently has 2 trained facilitators for the Alternative Peer Group. The 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 continues to build relationships with the schools

		in Nashua, Hudson, and Milford to better help support youth impacted by substance use disorder.
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Capacity

Current # of Staff:	9
# of Staff w/CRSWs:	4
Current # of Volunteers:	26
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCSOE) and/or CAPRSS Accredited.	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	Jessica Carter, CRSW Traci Weaver, MLADC
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"> • Revive continues to provide transportation when funding is available, free cell phones with minutes and clothing to participants in need. This quarter we needed to reduce the number of Lyft rides provided due to funding. • Revive engages in Harm Reduction Services 5 days a week for two hours each day. This quarter, Revive has expanded SSANA supply offerings to include; xylazine test strip kits, hammer pipes and more basic essentials. • This quarter Revive began conducting outreach daily to encampments and other locations as needed/requested by the City or community partners to engage folks in recovery-related conversations or help connect them to other community partners based on needs. • This quarter Revive began providing PRSS to all inmates interested at the Hillsborough County House of Corrections and provides 4 separate groups to males and females within the walls. • Revive continued outreach to Gatehouse Treatment Centers and to The West Campus of SNMHC. • Revive continued outreach to the State of New Hampshire Department of Corrections transitional living units for women. • This quarter Revive continued to engage in outreach with the Milford ACERT team through collaboration with Milford PD, GNMHC & Bridges and has met with 31 families impacted by substance use in the Milford Community so far this year and participated in 9 home visits this quarter.
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	<ul style="list-style-type: none"> • Revive continues to be active team members for the Hillsborough County South Adult Recovery Court Program and Hillsborough County North Adult Drug Court Programs. • This quarter, Revive began providing Families in Recovery at the Cynthia Day Family Center.
<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • This quarter, Revive helped host a CRSW training series through a partnership with ACRNH in Milford • Revive was able to send four staff members to the SOS RICH Conference April 4 & 5, 2023 • This quarter Revive sporadically had new individuals attend the Family Support Group. • Revive has begun building a relationship with the Merrimack Police Department as they begin to discuss Harm Reduction offerings as well as an ACERT program in their area. • This quarter Revive hosted it's 2nd official Drug Court Cares Day and had many in attendance of the event including team members and participants. We also provided a cookout to follow this year in the parking lot. • On June 1st Revive opened its third location at 293 Elm St. in Manchester to focus on serving participants of the Hillsborough County North Adult Drug Court Program and Inmates re-entering from the Hillsborough County House of Corrections. • This quarter, Revive helped to distribute 24 naloxoboxes to community partners across the Greater Nashua Region. • This quarter we hired an amazing marketing person who has revamped our website, designed our swag store for us and significantly built our presence on social media platforms. • This quarter an employee attended the Family Facilitator Training through SOS RCO. • On June 17th Revive hosted our annual Recovery Community Cookout and had over 90 people in attendance; in the rain. • This quarter Revive has been receiving individuals who have been recently released from Valley Street Jail to both of their locations in Nashua and Manchester. This relationship has helped to also support the Drug/Recovery Court programs we currently serve. • Revive was blessed with the opportunity to attend two Drug/Recovery Court Program graduations this quarter and witness 12 participants graduate. • This quarter, Revive continued to host students from Rivier University's nursing program as part of their Community Health Clinical Rotation. • This quarter, Revive began participating in the Encampment meetings and also engaged in the community clean up in the areas of the encampments with 20 other community partners from the Greater Nashua Region. • This quarter, Revive spoke with students within Rivier University's Criminal Justice Program about who we are and the services we are able to offer to the community. • Revive has been active with the Greater Nashua Continuum of Care and this quarter presented about Revive and what we do for the community. We also presented on the Outreach Subcommittee and the Youth Homelessness Subcommittee. • Revive Co-Facilitates the Mayor's Opioid Task Force Meetings with The City of Nashua. • Revive is active and present with The South-Central Public Health Leadership Committee. • Revive staff attend PRSS COP, HR COP & RFW COPs.
<p>Challenges</p>	<ul style="list-style-type: none"> • Staffing three locations and commitments while managing people being out sick and people out with PTO.

	<ul style="list-style-type: none">○ Will have to reconsider approving PTO for multiple individuals at one time.○ Work to promote continuing to get tested for communicable diseases, even after COVID is not as much of a focus in our community.○ Look to build capacity and obtain funding to support more employees to better staff all locations.○ Understand that sometimes it is OK to say no, or triage operations for the day.● Engaging participants in areas with decreased transportation services available. This quarter buses have not been operating as frequently in Nashua and there is no public transportation in Derry.<ul style="list-style-type: none">○ Work on being more specific with outreach to promote services.○ Build better relationships with other entities that might be able to provide transportation.○ Train staff to meet people where they are, and be accommodating with schedules.○ Remain creative with ways to meet the needs of the community.○ Utilize telephones or Zoom to meet individuals with transportation challenges if needed.○ Offer to meet in the community if one feels more comfortable.○ Begin to send reminder messages for scheduled appointments and to help plan for any transportation needs.● Managing boundaries and behaviors of participants and volunteers in the center.<ul style="list-style-type: none">○ Train staff to be aware of their surroundings and provide adequate guidance on how to respond appropriately.○ Model healthy boundaries in order to teach others how to do the same.○ Revisit Revive's Code of Ethics and see if things need to be updated/changed.○ Continue to meet people where they are, acknowledging that mental health conditions often impact members of our community while in the center.○ If there is a situation that needs to be addressed, it should be addressed immediately and by at least two staff members.
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Safe Harbor Recovery Center Quarterly Progress Report

	REPORTING PERIOD	PREPARED BY
July 2023	April-June 2023	Whitney Brown

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Safe Harbor Recovery Center	865 Islington St., Portsmouth, NH 03801	Mon-Fri 8:30 AM-6 PM Sat 8:30 AM-2 PM Sat 2 PM- 5 PM Youth

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Some Experience	Narcan/opioid reversal and more; will provide SSP by Fall 2023
Criminal Justice	Some Experience	Volunteer service program partners with Drug Court and Job Launch works with Probation Officers, Diversion and Pre-Trial services, attempting collaboration with youth justice program in area.
Hospital/ED Integration	Some Experience	Bi-weekly visits to Behavioral Health Unit of Portsmouth Hospital.
Crisis Intervention	Some Experience	Staff are trained in crisis prevention.
Parenting/Family Support	Some Experience	We offer multiple parenting focused curriculums including; Families in Recovery, Parenting Journey in Recovery, and Parenting Journey II.
Prevention	Some Experience	Alternative Peer Group (APG) programming supports youth affected by substance misuse on Saturdays during youth only hours.
Recovery Friendly Workplace	Expert in Field	Job Launch partners and collaborates with RFW Initiative.
System Navigation	Expert in Field	Integrated into recovery support services.
Employment Services	Expert in Field	Workforce program, Job Launch, is in its third year of successful implementation.

Capacity

Current # of Staff:	7
# of Staff w/CRSWs:	4
Current # of Volunteers:	26
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCOSOE) and/or CAPRSS Accredited.	Yes	CAPRSS Accredited, SOE uploading in process
Currently delivering Recovery Coaching services.	Yes	Individual and group recovery support
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	Dawna Jones, MLDAC and Whitney Brown, CRSW
Engage with Regional Public Health Network.	Yes	Narcan and possibly youth funding
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	Co-hosted recent "fun-raiser" with Connections Peer Support June

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> • APG Group completed at Lister Academy and now is held every Saturday. • Opened Center to individuals affected by substance use under the age of 21 on Saturdays 2-5. Will roll out adjoining parent group, "Parent Café" at same time at Seacoast Pathways down the road starting 7/22/23. • Open House successful, 40 attendees. • Hired job developer/placement specialist Ed Milliken. • Hired Kristian Bernier, CRSW, Recovery Specialist. • Will bring Syringe Exchange Services to SHRC in upcoming months in collaboration with City and Pinetree Institute. • Attempting to collaborate with Youth Probation and other agencies serving justice-involved youth. • Building advisory committee to integrate and coordinate recovery care on the Seacoast.
Quarter Highlights	<ul style="list-style-type: none"> • Met with City Officials to address City Welfare denials of SHRC participants and will be awarded grant to assist in emergency housing needs. • Met with Dave Mara and advocated for continued funding; discovered City of Portsmouth did not file suit for opioid abatement funding. • Awaiting funding determination from Seacoast Public Health Network. • Awarded Seacoast Foundation for Health grant for Youth Services. • Awarded Building Communities of Recovery SAMHSA Grant. • Attended NH Judicial Branch Mental Health Summit.
Challenges	<ul style="list-style-type: none"> • It has been challenging the legal and social aspects of responsive youth recovery support but we are learning.

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 9a-5pm
SOS Dover RCC	4 Broadway Dover, NH 03820	Mon-Friday 9a-5pm Sat 9am – 5pm
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. Have ongoing training with Jess Tilley and Western Mass SSP. 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 Strafford and Rockingham Counties 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 and launching with Exeter 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 Parenting (2 trained to train) and Parenting Journey in Recovery (3 trainers trained) Now hosting "Invitation to Change" with 3 trained Level 1 facilitators weekly.
Prevention	Expert in Field	Harm reduction is 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 intro and advanced curriculums. Director is a member of Motivational Interviewing Network of Trainers (MINT) and two trained on coding in MI under both MITI and MICA.

Capacity

Current # of Staff:	13
# of Staff w/CRSWs:	4 (1 pending)
Current # of Volunteers:	10
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	Yes	CAPRSS 5 years Exemplary through June 2023 (needs renewal).
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 and current structure being expected is a violation of CMS and federal laws if 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. We also provide Nurturing Parenting/Families in Recovery. We have multiple digital meetings being held 7 days a week. We offer onsite in person meetings and support services at all centers. SOS extended work we did with our previous subcontract through DOJ and received funding for our Peer-Strength Program from NH Opioid Abatement Commission. We are now working in multiple counties. Added Rockingham County Treatment Court this quarter to Coos, Carroll, Cheshire, Strafford County and Federal LASER program in Concord. SOS had a successful Recovery, Inclusion, Community & Harm Reduction Conference (RICH) conference. Over 250 attended and is the largest peer-recovery and harm reduction conference in New England. We are now planning the 2024 conference for April 2024. Engagement with our fee-for-service recovery coaching contract w/Exeter Hospital has been increasing. We are exploring a project with CORE Physicians to provide support to primary care providers. Our new training initiative has launched and as a result we are providing a number of trainings around Recovery Support Services, Harm Reduction and Motivational Interviewing.
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<p>Quarter Highlights</p>	<ul style="list-style-type: none"> • RICH Conference with over 250 attendees, 35 exhibitors with 12 breakouts and 5 keynote speakers for 2 days in April 2023. • SOS continued collaboration with NHHRC on harm reduction supports and services and is subcontracting a care coordination contract. • SOS has been continuing engagement with the New England Regional Justice Opioid Initiative (NERJOI) and serving on their emerging issues taskforce. • SOS presented to the annual justice meeting with treatment court judges and treatment teams in Concord in June on Drug Trends in NH. • SOS completed offering training to approximately 40 as a subject matter expert in the UNH Citizens Initiative substance use disorder ECHO training. • 2 more staff were trained in the Invitation to Change, Level 1 for family supports. • Transition of SOS as a program of Greater Seacoast Community Health to a separate entity was completed on June 30. • Finalizing the work at our new social enterprise project in Somersworth, NH which will be a workforce development effort. The restaurant, Fold'd should be ready to open this summer. • Trained 26 police, first responders and community mental health workers in Vermont on Motivational Interviewing which helps build revenue and sustainability for expansion of training offerings.
<p>Challenges</p>	<ul style="list-style-type: none"> • Funding continues to be a challenge with the FO contract being a 2% decrease through June and a 4% increase from July-Sept. • Workforce availability is also challenging and we continue training in workforce development. State support with funding for us to improve workforce would be welcome. • Finding funds for syringe service programs within recovery is a major barrier in NH to helping people find recovery. • Evidence based data on providing harm reduction supports in our RCO is not counted except to gather supply distribution. No valid way to capture engagements towards funding models and deliverables that are critically important, evidence based, and impactful despite the evidence it increases access to recovery.

TLC Recovery Program

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-Friday 8:00am-4:30pm
TLC Recovery Programs Satellite Site	John Stark Highway Newport, NH 03773	By appointment only

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	TLC provide community Narcan distribution. We facilitate the Medically Assisted Peer Support Program for those on MAT. We collaborate with the local needle exchange program. We partner with DHMC to provide quarterly Hep. C testing events at TLC.
Criminal Justice	Expert in Field	TLC provides two in-person All Recovery meetings and one Family in Recovery Group at Sullivan County DOC. We are facilitating Sullivan County DOC aftercare program and supervise the LADC and PRSS facilitating the program. TLC is providing peer support for incarcerated individuals up to one month prior to their release. We have two PRSS embedded in Family Treatment Court. We have referral partnerships with Sullivan County DOC and Probation. We have MOU's in place for Collaborative Outpatient Services with Sullivan County DOC and Probation.
Hospital/ED Integration	Expert in Field	TLC has partnerships with DHMC's P2P Program, HIV/HPV Program, and the Dartmouth Doorway.
Crisis Intervention	Expert in Field	TLC has developed partnerships with NH Tx Centers to provide quick, efficient admissions to Tx. We have staff trained in suicide prevention and crisis prevention
Parenting/Family Support	Expert in Field	TLC offers Parenting Journey in Recovery two times a year at the RCO. We have a Families in Recovery group offered weekly at Sullivan County DOC. We have referral processes in place with TLC Family Support Services.
Prevention	Expert in Field	Parent and child therapy are offered at TLC. We have sexual health prevention courses conducted at the local middle school. We have staff trained to provide Adverse Childhood Experiences (ACE) screenings and proper referral processes upon the completion of screenings
Recovery Friendly Workplace	Expert in Field	TLC is a designated Recovery Friendly Workplace and worked under contract with Granite United Way to better connect employers to TLC services
System Navigation	Expert in Field	TLC is a designated resource navigator under the Health and Disparities Grant. All TLC staff are trained in using

		NH Easy. TLC has a Resource Navigation Specialist position embedded into our programs.
Outreach Coordination	Expert in Field	TLC has a designated outreach coordinator and is providing weekly outreach with other organizations, groups, vulnerable populations, and the general public.
Counseling	Some Experience	TLC has a Licensed Drug and Alcohol (LADC) counselor on site and another staff working towards their licensure. The LADC team provides clinical support groups and individual counseling for the Sullivan County DOC.

Capacity

Current # of Staff:	9
# of Staff w/CRSWs:	6
Current # of Volunteers:	4
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCOSOE) and/or CAPRSS Accredited.	Yes	TLC is currently working with Harbor Care towards being evaluated through the 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?	In Progress	
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"> TLC offers programs such as Medically Assisted Peer Support, Collaborative Outpatient Services, Telephone Recovery Support, Parenting Journey in Recovery, Families in Recovery, Mapping our Recovery, and the Recovery Engagement Incentive Program. All programs have been going strong with consistent referrals and attendance. TLC's staff facilitated groups and outside group partnerships have maintained consistent attendance. TLC receives consistent positive feedback from community partnerships and contract affiliates.
Quarter Highlights	<ul style="list-style-type: none"> TLC is now offering a new Mindfulness in Addiction Group, which has been well attended. TLC has secured MOU's and referral partnerships with Hope 2 Freedom, Wisdom House, and the Sullivan House Recovery Homes. TLC plans to launch an additional RCO in Lebanon, NH. The tentative date to open is 9/11/2023.

	<ul style="list-style-type: none">• TLC has been approved to provide in-house peer support at the Sullivan County DOC. Peer support will provide individual support to inmates one month prior to their release
Challenges	None.

White Horse Recovery

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
April 1, 2023	April - June 2023	Vanessa Smith

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, North 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	<i>Expert in Field</i>	All Locations distribute both Narcan and Fentanyl testing strips, referrals to MAR providers, CRSW's trained in Recovery Coaching: a Harm Reduction Pathway.
Criminal Justice	<i>Expert in Field</i>	Ossipee/Conway: Working with local probation & parole and Drug court for transportation to appointments and assisting with community service hours. Most recently in Ossipee we have been working with Carrol County DOC Case Manager assisting in transportation to treatment as well as providing items from our thrift store as needed. Littleton: Continues to work with Grafton County DOC Alternative sentencing programs including Drug Treatment Court, Mental Health Court and FIRRM.
Hospital/ED Integration	<i>Expert in Field</i>	Have been responding 24/7 to Memorial Hospital in Conway and Huggins Hospital for a few years now. The program is doing well. Littleton: Have been coordinating with NHS Care Coordinators to assist with patients seeking SUD services.
Crisis Intervention	<i>Expert in Field</i>	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-ins. Littleton: Also collaborates with Littleton P.D. to help assist with crisis situations that arise within the community.
Parenting/Family Support	<i>Expert in Field</i>	Ossipee: Shed some light Family Support has been postponed, staff had training and group will resume in September. Littleton: Continues to facilitate Nurturing Families and just began new round of Parenting Journey in Recovery. Weekly family support group, Support Tree. Collaborating with WARM4 Women to facilitate 2 parenting education curriculums in 2023.

Prevention	<i>Expert in Field</i>	Ossipee: Facilitates prevention Wednesdays at the local youth center. Littleton: Attend Alcohol Tobacco and Other Drugs, collaborating with other agencies to work towards youth prevention, hosted Youth Open Mic in the Arts in February.
Recovery Friendly Workplace	<i>Expert in Field</i>	All facilities are Recovery Friendly Workplaces. Littleton also Participates in RFW advisory group for the area, participates in outreach events with our local RFW liaison.
System Navigation	<i>Expert in Field</i>	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:	9
# of Staff w/CRSWs:	5
Current # of Volunteers:	9
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCSOE) and/or CAPRSS Accredited.	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	Ossipee/Conway have had no participation, Littleton continues to provide TRS on a weekly basis.
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	All Centers
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Littleton: Angela Thomas Jones MLADC, LCMHC, LCS, Caitlyn Hilliard CRSW Ossipee/Conway: Angela Conforti CRSW Eric Moran CRSW
Engage with Regional Public Health Network.	Yes	Littleton: Two staff members serve on the BOD for local PHN.
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	Littleton: One staff member serves on the BOD for Alternative Life Center

PROGRAM UPDATES

Service Delivery	<ul style="list-style-type: none"> All locations continue to provide all aspects of PRSS to participants including recovery coaching, telephone recovery support, crisis intervention, system navigation and care coordination. Littleton has experienced an increase in volunteerism in recent weeks. Working with volunteers to support professional development and increase workforce capacity.
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Quarter Highlights	<ul style="list-style-type: none">• Ossipee/Conway: Rev for Recovery, a car show fund raiser happened in June. It was well attended and will happen again in September for Recovery Awareness Month.• Ossipee has had an increase in Guests. Community Garden was planted. Staff have added new groups for the upcoming months including cooking over the fire (UNH extension) and disc golf. Family night is back up and running. AA has been better attended.• New policies and procedures are going over well with existing and incoming guests.• Littleton: Collaborating with local faith-based artisan group to offer journaling group and open mic nights, one for adults and one for youth.
Challenges	<ul style="list-style-type: none">• Ossipee/Conway: An increase in participants has brought new barriers that we are working to solve. We were approved to get a PO Box for the Shed to help guests get the documents needed, ex. DHHS paperwork, IDs/licenses etc. This is offered with a contract.• Food shortage<ul style="list-style-type: none">○ We are working with the Wolfeboro Food Pantry to provide our guests with both the food needed and transportation. That should start in July.

DocuSigned by:

Erin Sawicki

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