



# PRSS FO QUARTERLY REPORT

REPORT DATE	REPORTING PERIOD	PROJECT NAME	PREPARED BY
October 31, 2023	July-September 2023	PRSS FO	Elyssa Sage, Cheryle Pacapelli

## PROJECT SUMMARY

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

- Provide funding and assistance for operational and programmatic support to each RCO.
- Support the provision of quality PRSS within each recovery center.
- Monitor each subcontractor's compliance through regularly occurring meetings.
- Subcontract with 12 RCOs totaling 19 open RCCs providing PRSS.
- Ensure each subcontracted RCO provide a minimum of one recovery center, recovery coaching, telephone recovery support, a venue for mutual aid meetings, additional support as determined by the local community, engage with local and regional partners, and comply with all applicable state and federal laws, rules, and regulations.
- Work to maintain existing recovery centers and establish new centers in underserved geographic regions.
- Work with each subcontractor within each centers' administrative capacity and readiness to reach the following goals; meet the 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.

## ACCOMPLISHMENTS

### I. Facilitating Organization

1. The FO is currently subcontracting with 19 RCCs in 10 Public Health Regions.
2. PRSS Community of Practice: Navigating Pathways of Advocacy
3. Promotion:
  - i. Presented on FO model to Maryland Recovery Collaboration (MARCO), network of recovery providers in Maryland.
  - ii. Attended booths at Recovery Rallies.
4. Back Office Supports
  - i. HR Functions including hiring/recruitment, conflict resolution, corrective action planning, and employee termination are provided as needed to all subcontractors.

- ii. Finance functions including but not limited to invoicing and associated bookkeeping are provided to all subcontractors. Additional support like payroll is available as needed.
  - iii. Medicaid credentialing support is provided to all subcontractors including continued support for billing procedures and protocol.
  - iv. IT functions are provided as needed including but not limited ensuring Exhibit K compliance.
  - v. Grant writing/sustainability support is provided to all subcontractors.
5. Trainings Provided:
  - i. Paid for RCO leadership to attend an Impact Leadership Cohort that includes individual coaching.
6. Facilitates bi-weekly meetings with RCO leadership.
7. Maintains and updates Recovery Hub social media including Facebook and Instagram.
8. Monitoring statistically significant improvements in recovery capital for all subcontractors.
9. Uploads monthly data reports to AFMC for ongoing dashboard maintenance.
10. Regularly attends Governor's Commission on Alcohol and Other Drugs.
11. Regularly attends LADC Board meetings.
12. Member of the Peer Recovery Innovative Network (PRIN) External Advisory Board. PRIN will be hosting its first Recovery Science ECHO next quarter on Recovery High Schools.
13. Create and distribute a monthly Parenting Ed newsletter called Parenting in Recovery.
14. Create a distribute monthly Recovery Spotlight newsletter.
15. Facilitated monthly parent education facilitator meeting.
16. Facilitates bi-monthly Data Quality Community Forum for RCOs to discuss and identify best practices for managing daily data entry of staff and monitoring quality.
17. Ongoing TA for day to day use and functionality of RecoveryLink platform provided as needed.
18. Manages and updates staff lists and training requirements through MedTrainer, an online training platform. \*These training are not counted in the training activity numbers in the FO Quarterly Activity table below.
19. Working with BDAS and AFMC to establish an ongoing evaluation and improvement plan for subcontracted RCOs.
20. FO leadership regularly meets with contract leads at BDAS for project updates.
21. Registered stakeholder for the national PRSS Center of Excellence and attend related meetings.
22. Approved technical assistance provider through the national PRSS Center of Excellence.
23. Project Director is member of the Governor's Commission on Alcohol and Other Drugs' Budget Taskforce.
24. Assistant Project Director is a member of the Governor's Commission on Alcohol and Other Drugs' Data Task Force.
25. Project Director provides CRSW supervision for 2 hours per month.
26. FO are active members of Harbor Care task forces/committees including Emergency Management, Justice Equity Diversity Inclusion, Workplace Violence Prevention, and Quality Improvement and Assurance.
27. Continue to provide support for RCOs preparing to meet NH RCO Standards of Excellence.
28. Submitted request to be on the HepFreeNH Stakeholder Committee.
29. Regularly attend NH Opioid Abatement Committee meetings.
30. Launched new website [www.nhrecovery.org](http://www.nhrecovery.org).
31. Provided assistance in rewriting the Peer Assisted Recovery training curriculum.
32. Created an evaluation form for parenting ed facilitators to implement and collect at graduation.
33. Sent out a feedback survey to parenting ed facilitators to identify needs for ongoing training.
34. Coordinated facilitation training for Families in Recovery.
35. Coordinated facilitation training for Parenting Journey in Recovery.
36. Edited multiple guidance documents for RCOs that reflect RecoveryLink's new reporting features.
37. Continue to customize RecoveryLink based on RCO feedback and reported needs;
  - i. Added new transportation log
  - ii. Added evidence informed suicide screening tool
  - iii. Added basic needs assessment
  - iv. Revised distribution log to allow multiple resources to be recorded at once.
38. Providing technical assistance to North Suffolk Community Services in Boston, MA for data entry quality improvement and quality assurance.

39. Providing technical assistance to UNH on required reporting needs for RCOs contracted to run Alternative Peer Groups.
40. Harbor Care attended multiple recovery month events including Overdose Awareness Vigil, Concord Recovery Rally, SOS Recovery Rally, ARCNH Golf Tournament, and HOPE Recovery Festival.
41. Provided assistance to RCOs on third party grant data collection requirements.
42. Managed extensive and ongoing project of transitioning all subcontracted recovery centers onto new RecoveryLink platform.
43. FO Quarterly Activities:

Type of Activity	Count of Activities	Length (hours)	No. of Attendees
Back Office Support   Billing/Credentialing	5	33	N/A
Back Office Support   Compliance	7	9	N/A
Back Office Support   Finance	28	87	N/A
Back Office Support   Grants	3	4	N/A
Back Office Support   IT	2	2	N/A
Promotion   Promotion	8	9	4895
RCO Association   Community of Practice	3	3	13
RCO Association   Data Quality	1	1	10
RCO Association   Directors Meeting	4	4	77
RCO Association   Director's Meeting	2	2	35
RCO Association   Other	3	10	13
RCO Association   Parenting Ed	7	31	11
Technical Assistance   Administrative Support	1	3	N/A
Technical Assistance   Corrective Action Planning	8	7	N/A
Technical Assistance   Data/Reporting	26	30	N/A
Technical Assistance   Organizational Coaching	8	10	N/A
Technical Assistance   Other	3	2	N/A
Technical Assistance   RecoveryLink	52	53	N/A
Technical Assistance   Standards of Excellence	17	16	N/A
Training   Training	6	13	52
<b>Grand Total</b>	<b>194</b>	<b>327</b>	<b>5106</b>

*\*\*Number of attendees is only tracked for required meetings and trainings provided. Promotion number of attendees includes the number of Facebook post reaches along with promotion provided to a targeted audience in person or via video conferencing which are listed above in #3.*

## NH RCO BUDGET DIVERSIFICATION

Subcontracted RCOs have a collective annual budget of \$7.6 million of which \$3.471 million (45%) is funded by the FO contract. \*FO budget numbers have been modified to reflect a 12-month period; the current FO budget period only contains funding for 3 months. The remaining 55% of RCO budgets supplement their services and is comprised of a variety of funding sources.

## PRSS DATA

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

Summary of performance						
	Mean difference	Std. deviation	t-test	df	Significance (p-value)	Explanation
Current BARC score - Baseline BARC score	3.14	8.07	19.67	2550	0.00	Participants who received peer recovery support service(s) during the reporting period showed significant increases in Recovery Capital ( $M=3.14$ , $SD=8.07$ ) compared to Baseline BARC-10 scores, $t(2550)=19.67$ , $p<0.001$ .

Summary of Engagements	
Type	No. of Sessions
Intake Session	486
Brief Check-in Session	3194
Recovery Planning Session	2574
<b>TOTAL SERVICES</b>	<b>6254</b>

FY23Q1 Activity summary		
Type	No. of attendees	No. of activity logs
Org. Activity	10044	1429
Partnered Org. Activity	16683	970
Outreach	4219	229
Training	289	32
Distribution	≈ 57000	446
<b>Total</b>	<b>31235</b>	<b>3106</b>

*Distribution No. of attendees represents number of items distributed.*

## RCO DELIVERABLES SUMMARY

<p><b>SOS RCO – Strafford County, Seacoast</b> Contracted: September 2016</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><b>Safe Harbor– Seacoast</b> Contracted: September 2016</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><b>WHRC – Carroll County, North Country</b> Contracted: August 2016</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><b>KSC – Greater Monadnock</b> Contracted: December 2016</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><b>Revive– Greater Nashua, South Central</b> Contracted: December 2016</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><b>Archways – Winnepesaukee, Capital</b> Contracted: February 2017</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><b>NRLR – Winnepesaukee</b> <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><b>ARCNH- Greater Nashua</b> <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><b>TLC- Greater Sullivan</b> <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><b>MWV- Carroll County</b> <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><b>HOPE - Greater Manchester</b> <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>	

## CHALLENGES/BARRIERS

Challenge	Solution/Lesson
<p>Continue to find issues with RecoveryLink and some reports. Ongoing customization of platform changes reporting fields and formats, which makes it difficult for month to month comparisons as new fields are being used.</p>	<p>Working with RecoveryLink to troubleshoot identified continuity errors or bugs on platform and in reports. Upcoming release will allow for us to hide modules that we are not using, hopefully will cut down on some of the “clutter”.</p>
<p>Annual budget totals for FY24 and FY25 are not level. This makes it difficult to plan sustainable budgets for programs.</p>	<p>We are grateful for the extended contract term and cost of living increase. We will work with RCOs to budget appropriately and hope for carryover approval. FO is keeping our ear to the ground for potential upcoming research on alternative payment models for RCOs.</p>

## RCO UPDATES

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

# Archways

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
October 2023	July-September 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. An MOA has been drafted between DOC and Archways, as well as a collaboration begun with Dartmouth Hitchcock to provide Peer Recovery Support Services for a Re-entry Clinic they are piloting in Concord. A manual for the Peer Recovery Support Services-Inside & Out has been drafted and is with DOC for further editing.
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. Archways is involved in a DHHS supported Pilot of ZERO SUICIDE, and has been successful in advocacy efforts to have an evidence-based screening for Suicidal Ideation and Intent to both the RecoveryLink platform for RCOS and the Quick Base-Family Support Data System for Family Resources.
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. Multiple Recovery Coaches have been trained in the curriculum Active Parenting of Teens to support kinship families affected by addiction.
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 into it's 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. We have added a page to our website specific to workplace/employer relations with a link embedded to the RFW initiative.
System Navigation	<i>Expert in Field</i>	All staff are trained and experienced in navigating systems and advocate 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, and a fourth in training. We have partnered with Health Market Connect to obtain this training at no cost to our center.
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 Teatotaller 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. Our training center hosts a trainer for the Opioid Response Network's Curriculum Peer Support for Pregnant and Parenting Families and has cowritten a curriculum for Foster Parents Co-Parenting with families of origin with Be Strong Families of Chicago.
Youth Programming	<i>Some Experience</i>	Youth programming APG Groups 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 and the Newfound School District to hold APG Groups within the school, and a Seven Challenges Youth Program Staff have been trained directly by Seven Challenges to implement this program. We have partnered with the Spaulding Youth Center in this initiative. Additionally, we have partnered with an MLADC to provide supervision of the 7 Challenges program. The Franklin School District has offered a health credit to students in the APG groups due to successful advocacy of staff.
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 having their training and lived experience of the Manchester Teen Challenge training program.
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:	25
# of Staff w/CRSWs:	10
Current # of Volunteers:	12
# of Volunteers w/CRSWs:	0

### Contract Deliverables Status Updates

<b>Contract Deliverable</b>	<b>Status</b>	<b>Notes</b>
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 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**

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• During this quarter Archways served 121 participants through peer recovery support programming, 33 of which are enrolled adjacently or exclusively in our telephone recovery support services.</li> <li>• In the past three months, Archways provided venue for mutual aid groups to meet 48 times across its three locations, with 1,191 total individuals in attendance.</li> <li>• Session 1 through 5 of Families in Recovery was facilitated this quarter to a total of 4 participants.</li> <li>• We were able to provide 71 transports throughout the quarter, as well as provided 208 \$10 Cumberland Farms Gas Gift Cards, assisting in overcoming location and transportation barriers to legal obligations, medical appointments, retail locations, DMV, and other obligations to assist in building recovery capital.</li> <li>• Accudetox was provided 7 times for one individual during this quarter.</li> <li>• Individuals experiencing homelessness accessed the shower available at the Archways-Franklin location a total of 26 times during this quarter.</li> <li>• 21 times the REPS program was accessed by individuals completing the Recovery Exercise Program, facilitated by Viking Fitness.</li> <li>• We continue to partner with Healthfirst, a Federally Qualified Healthcare Clinic in providing wraparound services. Every Friday, Healthfirst facilitates a medically assisted treatment program out of our Franklin location.</li> <li>• Archways facilitated Suicide Prevention and Ethical Consideration Trainings for Recovery Workers during this quarter, in which 10 participants engaged in the training.</li> <li>• 26 units of Narcan were distributed this quarter.</li> <li>• Additional concrete support items were distributed this quarter:             <ul style="list-style-type: none"> <li>○ 262 clothing items were distributed to 28 people in need.</li> <li>○ 11 people in need received a total of 14 packages of child diapers.</li> <li>○ 7 people experiencing homelessness were provided with tents and blankets.</li> <li>○ 4 Deterra bags were distributed.</li> <li>○ 14 Food boxes were provided to individuals experiencing food insecurity.</li> <li>○ 10 Hygiene Kits were distributed.</li> </ul> </li> </ul>
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<p><b>Quarter Highlights</b></p>	<ul style="list-style-type: none"> <li>○ 7 First Aid Supply kits were distributed.</li> <li>• During this quarter two new Director level staff positions were created and successfully hired for. Archways has welcomed a Director of Programs &amp; Training as well as a Director of Operations. Archways has experienced unprecedented growth in recent years, further formal organizational structure is anticipated with the addition of these positions.</li> <li>• Two new recovery coaches were hired during this quarter, one for the Concord location, and the other for the Tilton location – making all Archways locations currently fully staffed with Recovery Coaches!</li> <li>• Archways was able to gain access to a hiring platform, Aquire4Hire, through its Family Support facilitating organization. This platform has made a positive difference in Archways ability to advertise and reach potential employees.</li> <li>• All three Archway center locations represented the agency at their local National Night out events that were held on August 1, 2023. Outreach at these events reached an estimated total of 784 people.</li> <li>• Archways worked to gain donated school book bags, and were able to provide 51 book bags to families in need.</li> <li>• Archways-Franklin engaged in an outreach event at the local Franklin Elk’s Lodge in July for an Ice Cream Social and information sharing event, reaching an estimated 42 people.</li> <li>• Archways-Tilton engaged in an outreach event at the local Northfield Craft Fair in September, reaching an estimated 56 people.</li> <li>• Archways joined Navigating Recovery in August for the annual Overdose Awareness Event, in honor of national recovery month, reaching an estimated 64 people.</li> <li>• Archways also joined Hope for Recovery’s annual Hope Recovery Festival in honor of national recovery month, reaching an estimated 213 people.</li> <li>• On September 15, 2023 Archways celebrated it’s second annual Recovery Rally hosted on the state house lawn, an estimated 550 people attended this event along with 25 vendors!</li> <li>• In honor of National Grandparents Day Archways hosted a Grandparents Gratitude Breakfast, during which 6 grandparents were able to engage in conversation and social connectedness. Some grandparents found commonality amongst themselves in caring for their grandchildren due to the child’s biological parent’s experience of substance use disorder.</li> <li>• Archways designated Family Threads program continues to gain momentum this quarter and is now serving 10 families.</li> <li>• Alternative Peer Groups are expanding! In addition to the group run last year at Franklin High school, the program has now expanded to serve youth in the Franklin Middle School and Newfound Regional High School as well. As of 10/05/23 there are three youth enrolled in APG though the Newfound High School. Currently in the Franklin School District we are holding voluntary attendance groups, and in Newfound we are holding an alternative to suspension group which offers youth who are facing disciplinary action in the school an alternative to being suspended. This is so far proving to be a big success!</li> <li>• Archways staff engaged in a GPRA Assessment tool training as it gears up to fulfill its first federal SAMHSA contract requirements, a total of 23 staff attended this professional development training.</li> <li>• <u>Participant Success Story:</u> <i>A participant was able to successfully advocate for themselves to Concord City Welfare and was able to receive assistance that allowed them to have a place to sleep indoors, previously the participant had been experiencing homelessness.</i></li> <li>• <u>Participant Success Story:</u> <i>A participant that has been experiencing homelessness for over 2 years along with her dog recently got an apartment. At times she was discouraged from waiting I have encouraged her to keep going forward and good</i></li> </ul>
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	<p><i>things will happen. She is extremely excited that she can have her dog at the new apartment.</i></p> <ul style="list-style-type: none"> <li>• <b>Participant Success Story:</b> <i>In the beginning of 2022, Archways Recovery Coach began working with a participant that had been a participant of the agency for some time. The participant struggled with substance use disorder and were experiencing homelessness at the time. This person struggled with their mental health as well and was on parole at the time. They were in active addiction at the time which led them to making the choices that got them into further legal trouble and reported that they had experienced recent overdoses due to their substance use. This person wanted a change in their life so in the Summer of 2022 they agreed to go to NH Detox. Their Recovery Coach assisted them in making the call and arranged transportation. They then went to treatment after that. They successfully completed both programs and then moved onto sober living.</i></li> </ul> <p><i>In the spring of 2023, they came back to Franklin, and they were able to start rebuilding the relationship with their family as the participant described their family relationships were strained due to substance use and frequent poor decision making. While maintaining his recovery he was able to show his family that he could be trusted and was able to start spending time with his daughter again. Currently this participant has achieved many goals that he set out for himself including, obtaining full time employment, and moving into his own stable housing. He is no longer on parole and is able to enjoy time with his family that he thought would never be possible.</i></p>
<p><b>Challenges</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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 and at high rates, we have been unable to offer regular raises to staff across the agency.</li> <li>• The new RecoveryLink 2.0 continues to pose some challenges as staff begin getting used to the new system. Of note is the platforms inability to log more than one referral within an engagement note, leaving the potential for other referral information to be lost unless the staff ads them as 'Ad hoc referrals. Also, the Reports feature in RecoveryLink 2.0 has been found to inaccurately pull information over from the platform into the excel spreadsheet format. I.e. Another participant note information is attached to a different participant id, or insurance information exists in RecoveryLink however it is blank on the excel spreadsheet version of the same information. Archways will continue to work with Harbor Care for assistance with these concerns.</li> <li>• 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.</li> </ul>

# Addiction Recovery Coalition on NH

## Quarterly Progress Report

Report Date	Reporting period	Prepared By
October 2023	July- September 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 through Friday 8am-6pm and Saturday 8am-4pm

#### PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	Hosts monthly Overdose Education/Prevention/Narcan Training that is open to the community for free. ARC/NH 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/NH information postcard and 2 fentanyl test strips with instruction sheet. We have HIV Test Kits, condoms, and female condoms to provide to participants at their request.
Criminal Justice	<i>Expert in Field</i>	Partners with the Souhegan Valley First Responders to address prevention efforts and to educate and assist with navigating the treatment system. Our new Program Manager will be working on further developing relationships with criminal justice programs in the area.
Hospital/ED Integration	<i>Expert in Field</i>	Partners with St. Joseph's Hospital to offer mobile health services twice per month. Receive regular referrals from St. Joseph's for ongoing care coordination and resource navigation. Actively looking for opportunities to provide PRSS in emergency department settings.
Crisis Intervention	<i>Expert in Field</i>	All ARC/NH's staff and volunteers have been trained and certified in CPI.
Parenting/Family Support	<i>Expert in Field</i>	Offers regular family support groups with a "kid's corner" to support parents who attend meetings with their kids. Two staff are trained in the Family Supported Recovery Training through the Recovery Coach University. A Recovery Coach has been accepted to UNH's Building Futures Together program and is currently enrolled and taking courses. Director is scheduled to take the Parenting Journey in Recovery week long facilitator training on 10.2.23 through 10.6.23. The first PJR 14-week course will be offered in January of 2024.

Prevention	<i>Expert in Field</i>	ARCNH 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. ARCNH continues to have working relationship with SVBGC Camp Resilience. ARCNH is partnered with M-ACERT.
Recovery Friendly Workplace	<i>Expert in Field</i>	ARCNH has been a designated Recovery Friendly Workplace since June 4, 2020.
System Navigation	<i>Expert in Field</i>	All ARCNH 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.
Veteran Support	<i>Expert in Field</i>	ARCNH also has a Veterans Recover Program where we support veterans, active military members and their families with SUD and/or general navigation and support with the VA system of care. The Stronger Together Veterans Coalition of New Hampshire has been in place since February of 2023. Monthly meetings are held at the Center on the 4th Monday night of the month from 6p-7p. We have gained statewide recognition and the coalition continues to grow.
Grief Support	<i>Expert in Field</i>	ARCNH is offering GRASP Support Groups.
Mental Health	<i>Expert in Field</i>	A volunteer coach is facilitating a NAMI Virtual Support Group and Recovery Together Group which is a virtual SUD and MH support group. A volunteer has taken and passed Intentional Peer Support Course to become a Mental Health Peer Support Worker.

**Capacity**

Current # of Staff:	4
# of Staff w/CRSWs:	1
Current # of Volunteers:	17
# of Volunteers w/CRSWs:	4
# of Volunteers in process of obtaining their CRSW:	2

**Contract Deliverables Status Updates**

<b>Contract Deliverable</b>	<b>Status</b>	<b>Notes</b>
Meets NH RCO Standards of Excellence (NHRCSOE) and/or CAPRSS Accredited.	In progress	<i>Will start working with Harbor Care next quarter.</i>
Currently delivering Recovery Coaching services.	Yes	<i>ARCNH is currently delivering Recovery Coaching services to 24 participants.</i>
Currently delivering Telephone Recovery Support services.	Yes	<i>Telephone Recovery Support Services are available and utilized by all participants when needed.</i>
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	In progress	<i>ARCNH is currently contracted with NHHF and AmeriHealth. We are still waiting for contract with Beacon Wellsense.</i>

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	<i>Matthew Bohannon, CRSW-S</i>
Engage with Regional Public Health Network.	Yes	<i>Nashua Public Health Department</i>
Engage with Regional Doorway.	Yes	<i>The Doorway of Greater Nashua</i>
Coordinate with local Mental Health Peer Support Center(s).	Yes	<i>HEARTS</i>

**PROGRAM UPDATES**

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Director provided the Overdose Education/Prevention/Narcan Training to Waypoint in Manchester on 7.31.23 to their staff of 20.</li> <li>• ARC�H partners 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.</li> <li>• St. Joseph’s Mobile Health Van comes to the Center on the 2nd and 4th Fridays of the month from 10a-1p.</li> <li>• ARC�H holds a PAL Group weekly at the Center.</li> <li>• ARC�H has a Family Support Group scheduled for every Wednesday evening.</li> <li>• ARC�H has a “Kid’s Corner” in the meeting room to support parents who attend meetings and groups with their children.</li> <li>• The Stronger Together Veterans Coalition of New Hampshire has been in place since February of 2023. Monthly meetings are held at the Center on the 4th Monday night of the month from 6p-7p.</li> </ul>
<b>Quarter Highlights</b>	<ul style="list-style-type: none"> <li>• Captain Pelletier from the Milford Police Department has joined our Board of Directors;</li> <li>• ARC�H was awarded a 2-year \$150,000.00 Grant from the Foundation of Opioid Response Efforts’;</li> <li>• ARC�H was nominated and won the Best of the Best Award for Addiction Recovery from the Greater Nashua/Souhegan Valley Chamber of Commerce;</li> <li>• A community member held a Transformative Sound for Veterans event and a Transformative Sound for Those in Recovery event here at the Center in July;</li> <li>• Two participants reached a year of recovery;</li> <li>• MOU with M-ACERT;</li> <li>• Tabled at Community Connections weekly from 6.28.23 through 8.2.23</li> <li>• Hosted 3rd S.A.V.E Training for July;</li> <li>• Hosted the ASIST 2-day Training in August funded by the NH Army National Guard;</li> <li>• Met with Ryan Hyde from Congresswoman Annie Kuster’s Office on 7.5.23 for introductions and a tour of the Center;</li> <li>• ARC�H has partnered with Better Life Partners to provide office space for their MD to meet with existing and new patients for MAT induction and maintenance;</li> <li>• We tabled at Keene Serenity Center’s 10th Anniversary event;</li> <li>• Program Manager, is attending the City of Nashua’s MOTF meetings;</li> <li>• ARC�H hosted “Paint the Town Purple” during Overdose Awareness Month by providing purple ribbons in the SV communities to raise awareness for overdose and the importance of treatment;</li> <li>• ARC�H hosted a free Paint Night on 8.4.23;</li> <li>• Program Manager attended the ACERT Summit on 8.14.23 and 8.15.23 in Manchester, NH;</li> <li>• Executive Director joined the Business Education Committee for the Greater Merrimack/Souhegan Valley Chamber of Commerce;</li> </ul>

	<ul style="list-style-type: none"><li>• On 8.20.23, ARCNH held a Recovery Works Family Fun Day at the Center with food, games and recovery discussions;</li><li>• We tabled at the 3rd Annual A.J.'s Car Show on 8.20.23 that raised awareness for suicide prevention;</li><li>• ARCNH hosted our 2nd Annual Walk for Recovery on 9.6.23. Despite the extreme heatwave, about 15 providers attended to table to event, 3 speakers and a band, as well as a BBQ;</li><li>• Board Chair and Program Manager represented ARCNH at the Rally for Recovery in Concord with Archways;</li><li>• Board Chair and Executive Director flew to Washington, DC on 9.26.23 through 9.28.23 to attend the FORE 5 Years of Innovation Conference; and</li><li>• On 9.30.23, ARCNH tabled at the Hope Festival in Manchester and the Freedom Festival in Milford.</li></ul>
<b>Challenges</b>	None.

# Hope for NH Recovery

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
Oct 10, 2023	Jul-Sep 2023	Dave Cote

### BASELINE UPDATES

#### RCC Information

Recovery Center (s) Name	Address	Hours of Operation
<i>Hope for NH Recovery</i>	<i>293 Wilson St., Manchester NH 03103</i>	<i>Mon – Sat 3-9 pm</i>

#### PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Some Experience</i>	All staff support harm reduction when working with members. It is at the core of our approach to recovery.
Criminal Justice	<i>Expert in Field</i>	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	<i>Some Experience</i>	Hope worked with Catholic Medical Center's Emergency Department for two years, providing roughly 200 visits between ED and in-hospital patients. Program not currently running.
Crisis Intervention	<i>Expert in Field</i>	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 as needed.
Parenting/Family Support	<i>Expert in Field</i>	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	<i>Some Experience</i>	Hosted an Alternative Peer Group in conjunction with the University of New Hampshire.
Recovery Friendly Workplace	<i>Some Experience</i>	Hope is a Recovery Friendly Workplace and regularly helps conduct trainings with the Governor's RFW Program
System Navigation	<i>Expert in Field</i>	Our staff works extensively helping members find and apply for treatment, find food, housing/sober living, and connect with others in recovery
Advocacy	<i>Expert in Field</i>	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+	<i>Some Experience</i>	LGBTQ+ All-Recovery meetings and Fierce and Fabulous, a 12-step LGBTQ meeting, happen weekly. Hope as a community continues to be supportive of the LGBTQ community.
Homeless Outreach	<i>Expert in Field</i>	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. Plans are made to begin again in December
Art	<i>Expert in Field</i>	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 new 12-step based art meeting has recently formed and is beginning to gain traction
Music	<i>Expert in Field</i>	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	<i>Expert in Field</i>	Currently, we average 1000 visits to the center weekly. Of those visits, there is a core group of constantly changing more than 75 members that returning 3 or more times a week to participate in meetings, meet with other members for coffee and conversation, create art, focus on recovery work (step work), play games, and make music. 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	<i>Expert in Field</i>	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 <sup>th</sup> Annual Recovery Festival was the best-attended ever, with more than 800 attendees. The Festival committee has worked hard to make our 9 <sup>th</sup> event September 30, 2023 better than the year before. Details are in the highlights.
Veterans	<i>Expert in Field</i>	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:	8
# of Staff w/CRSWs:	3
Current # of Volunteers:	5 regular /55 (for festival)
# 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	Hope has completed its Standard of Excellence evaluation, and is working with FO to respond to areas of improvement.
Currently delivering Recovery Coaching services.	Yes	Our staff had 357 Recovery Planning Sessions working with 187 engaged members seeking services.
Currently delivering Telephone Recovery Support services.	Yes	Of the 509 brief check-ins 142 were TRS calls with 68 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 - We are waiting for guidance from the State on expectations.
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

<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• <b>Activities:</b> <ul style="list-style-type: none"> <li>○ 384 mutual aid meetings attended by 9448 people</li> <li>○ 10 CRSW peer supervision meetings</li> <li>○ 34 Pro Social events (art, games, music, festival) attended by 1117 people</li> <li>○ 357 Recovery Planning Sessions working with 278 participants</li> <li>○ Of the 509 brief check-ins 142 were TRS calls with 68 successful contacts with 68 referrals made</li> <li>○ 495 contacts made with 182 referrals</li> <li>○ Hope Recovery Festival with 900 in attendance</li> </ul> </li> </ul>
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## Quarter Highlights

- Hope Recovery Festival 2023 – We hosted our ninth event September 30, 2023. Our sponsorship/participation included several new sponsors, many returning from last year, and some returning after not participating for a few years. Between sponsors, activities like a dunk tank (Keith is still drying off), and games, our Festival boasted 66 tents and a conservative estimate of 900 visitors and participants. We held the festival at a new and much larger location allowing us room to grow this year and in the future. A cornhole tournament was held simultaneously that raised \$3000 for Hope.
- Ongoing meetings with HOME Sober Living and Into Action Sober Living throughout September to plan fundraising to benefit Hope at the Recovery Festival that included a large ticket raffle, a 50/50 raffle and the cornhole tournament. Their efforts brought in \$5,200 for Hope.
- Participated in the SOS Rally in Dover.
- Participated in the Archways Rally in Concord.
- Maintained positive relationships with both Manchester mayoral candidates, either by telephone or through a series of in-person meetings.
- Director was a panelist for a forum on addiction/recovery for sixty-five nursing students at Franklin Pierce University.
- Health Care for the Homeless tabling at Hope.
- Director wrote an article each day of Recovery Month that was published in the Manchester Ink Link <https://manchesterinklink.com/author/keith-howard/>.
- Ongoing meetings with 1269 Café to coordinate reopening the Winter Warming Station in December.
- Brought on a college intern for the summer to help coordinate the Recovery Festival.
- Met with Currier Museum to discuss the permanent installation of artwork in the Center as part of a city-wide Art Scavenger Hunt.
- Met with Archways Leadership for idea exchange.
- Hosted a meet and greet with presidential candidate Marianne Williamson.
- Hosted a round-table with presidential candidate Chris Christie.
- Participation in MOM Grant Care Coordination Committee Meeting.
- ORN Innovations in Recovery Leadership Training.
- Participated in the Data Quality Community Forum.
- Met with the Opioid Response Network.
- Director wrote a blog post for JSI and arranged a podcast interview with them.
- Brought on 2 new front-end staff, Sharna and Bret.
- Five 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.
- Participated in Growth Partners, PRSS CoP.
- Attended PRSS Continuum of Care.
- Attended RCO Bootcamp.
- 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:
  - Including almost all recovery houses in expanding activities at this year's Hope Recovery Festival;

	<ul style="list-style-type: none"><li>○ Hosting Starting Point sober living's monthly meeting;</li><li>○ Hosting Into Action Sober Living's bi-monthly pizza party and meeting; and</li><li>○ Hosting weekly Homes Sober Living meeting.</li><li>● Keith was interviewed by the <i>New York Times</i> and didn't say anything outrageous or provocative.</li><li>● Participated in RecoveryLink 2.0 Task Force.</li><li>● Continue to provide space and technical support for weekly hybrid Gamblers Anonymous and Debtors Anonymous meetings.</li><li>● Hope's Director is part of Impact Leadership Training with Michael King.</li><li>● Continue to host Wellsense NH to inform and assist members get access to insurance</li><li>● Actively participated in Manchester's Continuum of Care homeless group</li><li>● Facebook Page Quarterly Stats: Total Page Likes: 8,621 New Page Likes: 168 Post Reaches: 25,701</li><li>● Hope continues to provide space for a variety of recovery meetings as well as wellness groups 39 meetings are held at the center.</li><li>● We have partnered with Work Stuff Solutions to provide tents and labor for two Makin' it Happen Health Fairs held in Veteran's Park.</li><li>● Met bi-weekly with the FO Technical Assistance team to improve on our SOE.</li><li>● Ongoing participation in the Bi-Weekly Overdose Incident Updates with other Manchester nonprofits and City officials</li><li>● Continue to finalize a proposal for the Manchester Opioid Abatement Committee asking for funding to begin outreach to three at-risk groups in the community.</li><li>● Continue conversations with a Manchester Alderman to discuss bringing the Outreach Proposal to the city's Opioid Abatement Committee.</li><li>● Worked in tandem with the FO to plan and present a proposal to the State Opioid Abatement Committee to educate about the NH RCO network and services provided.</li><li>● Hosted talent show.</li></ul>
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# Keene Serenity Center

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
October 10, 2023	July- September 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 exchange 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 now offer a full range of safe snorting and safe smoking kits. We utilize peers and volunteers to put together harm reduction kits which has been a great way to create allies.
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. Helped a volunteer with Facilitating Family Support training. One Staff is 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 the minors 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 can 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 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 Keene Mutual Aid Applied for the funding through the FO for Homeless Outreach funds.

### 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 (NHRCSOE) 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	In progress, receiving support from Harbor Care.
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

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Our center hosts mutual aid meetings such as AA, All Recovery, Mental Health and Wellness in Recovery and the areas only HA Group.</li> <li>• 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.</li> <li>• We support volunteerism and are super thankful and grateful to those that support our mission. Our volunteers help make peer driven transport possible, support our groups, keep the facility clean and safe, build harm reduction and wound care kits and fill roles on our board of directors.</li> <li>• We offer Harm Reduction services, including a syringe services program called GROW SSP. We receive support and funding from NH Harm Reduction Coalition.</li> <li>• Homeless outreach. All our staff engage directly with a multitude of individuals and organizations to help gain some form of housing security for individuals.</li> <li>• We offer our group CRSW supervision for the community along with our staff and volunteers.</li> </ul>
<b>Quarter Highlights</b>	<ul style="list-style-type: none"> <li>• We were able to participate and many outreach events this past quarter in our community. These are opportunities to engage with a broader range of people and interests, where we can come together in common support. Some of the amazing events brought about during Recovery Month such as the event put on by monadnock Peer Support, ARC NH and with Archways at the State House. We were most surprised by the Keene Pride event where we gave out more than 150 overdose prevention kits in one day.</li> </ul>
<b>Challenges</b>	<ul style="list-style-type: none"> <li>• The increase of housing support needs continues to increase and the number of unsheltered is rising. Our local shelter, respite, CAP program and City supported hotel vouchers are at capacity which is deeply concerning considering it is still nice weather. Additional homeless outreach funding and support will help, however the crisis is in safe, care managed housing opportunities.</li> </ul>

# Mount Washington Valley Supports Recovery Quarterly Progress Report

Report Date	reporting period	Prepared By
10/9/2023	07/12/23- 10/9/23	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 - Friday 9am -5 pm
<i>At this time we are temporarily closed on Fridays due to staff shortage. Director of Programs is here in the office to receive incoming calls and in case of emergencies.</i>		

### 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.
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.
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 participants for appropriate resources.
Drug Court	Expert in Field	We have ongoing volunteers doing community service hours. MWV/EH -1 residents in the Drug court program.
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 once a week (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)
AA support meeting	Expert in Field	Discontinued as of Sept. '22 due to the facilitator/volunteer having other commitments.
NA support meeting	Expert In Field	Meets once a week with 1 person attending.



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.
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### 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
Currently meeting NH standards of Excellence as determined by FO/BDAS evaluation.	In Progress	Site visit scheduled for October 2023
Currently delivering Recovery Coaching services.	Yes	We are currently seeing people in-person at the office. We are open Monday through Friday 9:00 a.m. - 5:00 p.m. Currently temporarily closed on Fridays due to staff shortage.
Currently delivering Telephone Recovery Support services.	Yes	Contacting participants and completing wellness checks.
Does the RCO have a Medicaid ID?	Yes	In Progress
Is the RCO enrolled with MCOs?	Yes	Wellsense Health Plan
Actively billing Medicaid for PRSS?	Yes	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	This plan is actively ongoing by applying for grants. 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	<i>Jim Stoddard MLDAC</i>
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

<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• We are currently not participating in the Hospital Dispatch services because we can't cover the demand due to staff shortage.</li> <li>• 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 Carroll County House of Corrections. We also have MOU's with Saco River Medical group, White Mountain Community Health Center and Unite Us.</li> <li>• 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).</li> <li>• We are working with White Mountain Community Health Center and Carroll County Public Health to extend programming with our Harm Reduction Program.</li> <li>• Ongoing connection 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 one person in the program.</li> <li>• Ongoing meetings with the woman at Carroll County House of Corrections about self-love, self-respect, self-esteem, and hopes for the future. We have named the group "Women's Worth"</li> <li>• We are collaborating with one of the case managers from Carroll County House of Corrections to do more with the women. Such as more meetings and activities such as "SMART Recovery" or "Courage of Life".</li> <li>• Starting to prepare and get everything together for our yearly fundraiser in January, Soups &amp; Songs.</li> </ul>
<p><b>Quarter Highlights</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Recently found out that the FO approved our funding for the next 21 months.</li> <li>• For Overdose Awareness month we participated working with NH of Public Health and White Horse Recovery to pass out harm reduction supplies to the people in the community in need of them and to spread awareness about addiction and share the services we provide.</li> <li>• Working with Carroll County providers SUD to see what the needs are for the people in our community struggling with addiction.</li> <li>• Continuously reaching out to the community by doing outreach with passing out harm reduction supplies to people in need of them.</li> <li>• Working with people that are currently homeless to provide warmer clothes and food.</li> <li>• Learning/adjusting to the new platform for RecoveryLink.</li> <li>• Updated our admission paperwork to match the new RecoveryLink Platform.</li> <li>• Better Life Partners has continued utilizing our office space to meet with their MAT patients on the third Thursday of each month.</li> <li>• With our site visit scheduled for October 10th and 11th to finalize the standards of excellence.</li> <li>• We sponsored a two-part series on "Responding to Addiction", which was held at Memorial Hospital.</li> </ul>

	<ul style="list-style-type: none"><li>• Upcoming events: We will be putting on our annual winter fundraiser in January, Soups &amp; Songs.</li></ul>
<b>Challenges</b>	<ul style="list-style-type: none"><li>• Still working on filling the RCO Manager position. (Note: Possibly training current staff for the position.)<ul style="list-style-type: none"><li>○ Responsibilities currently being divided amongst staff.</li><li>○ Adjusting to the changes of the CRSW requirements.</li></ul></li></ul>

# Navigating Recovery of the Lakes Region Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
October 2023	July-September 2023	Daisy Pierce, Executive Director

## BASELINE UPDATES

### RCC Information

Recovery Center (s) Name	Address	Hours of Operation
<i>Navigating Recovery of the Lakes Region</i>	<i>102 Court Street, Laconia NH 03246</i>	<i>Mon-Fri 9am-5pm, Sat 9am-1pm</i>

### PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Some Experience</i>	Provide naloxone kits & training, support harm reduction pathways, run Laconia Exchange (SSP), and provide street outreach for people experiencing housing insecurity and homelessness.
Criminal Justice	<i>Expert in Field</i>	Provide in-person group coaching to residents at Belknap County Corrections (since 2017); collaborate with Probation & Parole.
Hospital/ED Integration	<i>Expert in Field</i>	Provide 24/7 support to Concord Hospital – Laconia and Franklin (since 2017).
Crisis Intervention	<i>Expert in Field</i>	Provide crisis support and facilitate access to treatment and withdrawal management; subcontract with The Doorway since 2020.
Parenting/Family Support	<i>Expert in Field</i>	Facilitate Parenting Journey in Recovery, PJ II, Families in Recovery, and offer one-on-one and group family support services.
Prevention	<i>Some Experience</i>	On the board for Laconia Youth Alliance (DFC); provide youth coaching for 12+.
Recovery Friendly Workplace	<i>Expert in Field</i>	Recipient of the RFW grant and worked on helping businesses become RFW. Executive Director appointed to the Recovery Friendly Workplace Advisory Council.
System Navigation	<i>Expert in Field</i>	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:	6
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

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>PRSS &amp; TRS: The primary service we offer to participants is one-on-one peer supports, either in person, over the phone, or via Zoom. PRSS &amp; TRS includes brief check-ins, follow-up engagements, helping participants achieve goals set in their recovery wellness plans, and providing case management / system navigation.</li> <li>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.</li> <li>Compass House: We continue to provide weekly house meetings and one-on-one coaching to the 8 women at Compass House.</li> <li>CORE Groups: Weekly group meetings are held at Belknap County Corrections for the residents in the Correctional Opportunity for Recovery and Education Program.</li> <li>24/7 Hospital Support: This quarter we saw 55 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.</li> <li>Families in Recovery: Week 1 was held this quarter.</li> <li>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 1<sup>st</sup> and 3<sup>rd</sup> Saturdays of the month.</li> <li>LEX (Laconia Exchange): This quarter we collected 6,547 syringes and distributed 6,260 (100% return rate). In addition to the safe use kits, we also distribute wound care kits, Xylazine test strips, condoms, HIV at-home test kits, and other essential items.</li> </ul>
<b>Quarter Highlights</b>	<ul style="list-style-type: none"> <li>On August 31<sup>st</sup> we hosted our 7<sup>th</sup> annual International Overdose Awareness Day Vigil, which was attended by almost 300 community members and service providers. This was our biggest IOAD vigil to date.</li> </ul>

	<ul style="list-style-type: none"> <li>• Female participant was able to get her license, a car, and has enrolled in school.</li> <li>• Female participant started Families in Recovery, moved into the Belknap House, and is currently looking for housing for herself and her three kids.</li> <li>• Female participant celebrated 7 months substance free which is the longest time she has ever had.</li> <li>• Female participant is moving out of the Compass House and into her own apartment.</li> <li>• Male participant got his license back after nearly 15 years without it, and he has even bought a car! (The car is now road worthy and he is happy).</li> <li>• Male participant has transitioned from living in his car to living with his grandmother. He also has a therapist and is working with a PCP.</li> <li>• Male participant now has a career opportunity, switching from odd jobs to a machinist position with benefits, 40 hours a week, year-round.</li> <li>• Male participant has signed up for the CAIP class after now working part-time for a few months and saving money. He is on his path to getting his license back which he has not had for well over a decade.</li> <li>• Female participant has been working towards her dental goals for just about two years now and she now has a beautiful big smile (she got dentures). She also bought a car after not having a vehicle for 6 years.</li> <li>• Female participant and her fiancé just bought a house together.</li> <li>• Female participant is studying for the "TEAS test" to get into the nursing program as she has finished all of her prerequisite classes.</li> <li>• Female participant just completed her 90 meetings in 90 days. She is also back in her teenage daughter's life and talking with her on the phone daily. She is working full time and has started working towards her dental goal of getting dentures.</li> <li>• Female participant off all her old fines and is eligible to get her license back. She just passed the written exam and is scheduled to take the drivers exam 10/20.</li> </ul>
<p><b>Challenges</b></p>	<ul style="list-style-type: none"> <li>• NRLR has struggled to get sufficient participant feedback about services and programs.             <ul style="list-style-type: none"> <li>○ Trying to come up with ways to incentivize participation in satisfaction surveys without spending a lot of money.</li> </ul> </li> </ul>

# Revive Recovery Resource Center (RRRC)

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
October 2023	July-September 2023	Jessica Carter

### BASELINE UPDATES

### RCC Information

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

### PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	Revive provides a comprehensive harm reduction program to The Greater Nashua community, The Syringe Services Alliance of the Nashua Area (SSANA), conducting 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	<i>Expert in Field</i>	Revive sits on both Hillsborough County (South & North) recovery/drug court teams and has been providing Peer Recovery Support Services to these programs. The organization has partnered with the NH Department of Corrections. 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	<i>Some Experience</i>	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 (SNHHS) 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	<i>Expert in Field</i>	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. Revive 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	<i>Expert in Field</i>	RRRC currently provides a Family Support Group to community members biweekly. Revive currently provides individual family peer recovery support services. RRRC offers community members 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	<i>Expert in Field</i>	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	<i>Some Experience</i>	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	<i>Expert in Field</i>	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 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	<i>Some Experience</i>	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 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:	10
# of Staff w/CRSWs:	4
Current # of Volunteers:	26
# of Volunteers w/CRSWs:	1

**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.

<b>Contract Deliverable</b>	<b>Status</b>	<b>Notes</b>
Meets NH RCO Standards of Excellence (NHCOSOE) 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?	Yes	Update 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**

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Continues to provide transportation when funding is available, free cell phones with minutes and clothing to participants in need.</li> <li>• Revive engages in Harm Reduction Services 5 days a week for two hours each day.</li> <li>• SSANA, a program of Revive distributed 35,359 syringes, and took 38,853 syringes out of the community. A 109% Return Rate for the quarter.</li> <li>• SSANA also distributed 306 nasal naloxone kits. On 76 instances individuals reported reversing overdoses with naloxone obtained from SSANA.</li> <li>• SSANA performed 502 transactions with 215 unique individuals with 973 served through secondary contacts.</li> <li>• SSANA provided 120 Fentanyl test strip kits, 77 Xylazine Test Strip Kits, 126 wound care kits, 294 Safer Smoking Bubble Kits, 381 Safer Smoking Stem Kits, 206 Safer Smoking Foil Kits, 133 Safer Snorting Kits, 99 Safer Boofing Kits, 16 Hygiene Kits, 7 Stay Warm Bags and 35 Feminine Hygiene Kits.</li> <li>• Continued 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 to connect with other community partners based.</li> <li>• Began continued PRSS to all inmates interested at the Hillsborough County House of Corrections and provided 5 separate groups to males and females within the walls. This quarter Revive provided 58 groups inside the Walls.</li> </ul>
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	<ul style="list-style-type: none"> <li>Continued outreach to Gatehouse Treatment Centers, The Process Recovery and to The West Campus of SNMHC.</li> <li>Continued outreach to the State of New Hampshire Department of Corrections transitional living units for women.</li> <li>Continued to engage in outreach with the Milford ACERT team through collaboration with Milford PD, GNMHC &amp; Bridges and has met with 6 families impacted by substance use in the Milford Community so far this year and participated in 6 home visits this quarter.</li> <li>Revive continues to be active team members for the Hillsborough County South Adult Recovery Court Program and Hillsborough County North Adult Drug Court Programs.</li> <li>Began conversations with community partners in Merrimack, NH to begin a Merrimack ACERT Team.</li> <li>Continued providing Families in Recovery at the Cynthia Day Family Center. During the course of the quarter, three individuals graduated from this program.</li> </ul>
<p><b>Quarter Highlights</b></p>	<ul style="list-style-type: none"> <li>Helped plan a CRSW training series through a partnership with ACRNH in Milford including a 3-hour Mental Health/Co-occurring training to fulfil the new requirement.</li> <li>Revive was able to send three staff members to the New Hampshire Treatment Court Conference in Bartlett, NH.</li> <li>Three Revive staff attended the Hillsborough County South Adult Recovery Court Team Member Retreat at The Lake Shore Village Resort in Weare, NH.</li> <li>Attended the Mobilize Recovery Conference in Washington D.C., September 16-20, 2023.</li> <li>Revive had individuals attend the Family Support Group</li> <li>Hired a consultant who will be assisting with several new grants/development projects. This person is going to help additionally with Sustainability Planning.</li> <li>Launched our new website, and new social media presence with the help of their new Marketing Person who has bolstered their online presence as well as helped set up a spread shop store.</li> <li>Participated in several photo shoots in all of their locations with Black Mill Photography. These photographs will be used by our Marketing team to help build our online presence and help people understand who we are.</li> <li>Added three new board members to their Executive Board of Directors and they are very excited about the new skillset that are dedicated to the mission and vision of the organization.</li> <li>Attended Hope’s Recovery Festival.</li> <li>Attended Archway’s Recovery Rally.</li> <li>Increased our capacity to serve individuals recently released from Valley Street Jail to both of their locations in Nashua and Manchester. This relationship has helped support the Drug/Recovery Court programs we currently serve.</li> <li>Continued to participate 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.</li> <li>Hosted Revive’s Community Table, a Mobilize Recovery Day of Service Event on September 30, 2023 with 85 lunch bags containing sandwiches, chips, water and granola bars being distributed to 54 unique individuals across the City of Nashua.</li> <li>Revive has been active with the Greater Nashua Continuum of Care.</li> <li>Revive Co-Facilitates the Mayor’s Opioid Task Force Meetings with The City of Nashua.</li> <li>Revive is active and present with The South-Central Public Health Leadership Committee.</li> <li>Revive staff attended PRSS COP and Harm Reduction COP’s.</li> </ul>
<p><b>Challenges</b></p>	<ul style="list-style-type: none"> <li>Staffing three locations and commitments while managing people being out sick and people out with PTO.</li> </ul>

	<ul style="list-style-type: none"><li>○ Will have to reconsider approving PTO for multiple individuals at one time.</li><li>○ Work to promote continuing to get tested for communicable diseases, even after COVID is not as much of a focus in our community.</li><li>○ Look to build capacity and obtain funding to support more employees to better staff all locations.</li><li>○ Understand that sometimes it is OK to say no, or triage operations for the day.</li><li>● Figuring out new culture at the centers with new managers, new employees, and new roles.<ul style="list-style-type: none"><li>○ Make time to properly train new staff and also keep older staff informed and up to date with processes for handling situations.</li><li>○ Work to create a team atmosphere where all feel included and can contribute towards the culture at Revive.</li><li>○ Establish Roles and Responsibilities that set appropriate expectations of each person individually.</li><li>○ Develop and implement team building activities that solicit participation from all employed at Revive; as well as board members.</li></ul></li><li>● Managing boundaries and behaviors of participants and volunteers in the center.<ul style="list-style-type: none"><li>○ Train staff to be aware of their surroundings and provide adequate guidance on how to respond appropriately.</li><li>○ Model healthy boundaries in order to teach others how to do the same.</li><li>○ Revisit Revive's Code of Ethics and see if things need to be updated/changed.</li><li>○ Continue to meet people where they are, acknowledging that mental health conditions often impact members of our community while in the center.</li><li>○ If there is a situation that needs to be addressed, it should be addressed immediately and by at least two staff members.</li><li>○ Ensure that boundaries and behaviors are handled the same way in all three locations.</li></ul></li></ul>
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# Safe Harbor Recovery Center

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
October 2023	July-September 2023	Whitney Brown

### BASELINE UPDATES

### RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Safe Harbor Recovery Center	865 Islington Street, 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	<i>Some Experience</i>	Implementing co-location with NHHRC 10/13 and every Friday 11-2
Criminal Justice	<i>Some Experience</i>	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 via Alternative Peer Group (APG)
Hospital/ED Integration	<i>Some Experience</i>	Bi-weekly visits to Behavioral Health Unit of Portsmouth Hospital and discussion with Neil Meehan, DO, 10/11.
Crisis Intervention	<i>Some Experience</i>	FO Trained 2 of 7 staff
Parenting/Family Support	<i>Some Experience</i>	Nurturing Parenting/Families in Recovery, PJIR I; 5 of 7 trained facilitators in at least one curricula
Prevention	<i>Some Experience</i>	Alternative Peer Group programming supports youth affected by substance misuse on Saturdays during youth only hours.
Recovery Friendly Workplace	<i>Expert in Field</i>	Job Launch partners and collaborates with RFW Initiative
System Navigation	<i>Expert in Field</i>	Integrated into recovery support services
Workforce Readiness Programming	<i>Expert in Field</i>	Workforce program, Job Launch, entering fourth contract year

### Capacity

Current # of Staff:	7
# of Staff w/CRSWs:	4
Current # of Volunteers:	25
# of Volunteers w/CRSWs:	1

### Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCSOE) and/or CAPRSS Accredited.	Yes	SOE site review scheduled 12/7-9
Currently delivering Recovery Coaching services.	Yes	Working on increasing caseload of three employees/CRSW candidates
Currently delivering Telephone Recovery Support services.	Yes	And secure zoom/virtual
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	Update in progress by WB

Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	<i>Dawna Jones, MLDAC and Whitney Brown, CRSW</i>
Engage with Regional Public Health Network.	Yes	Expecting \$6500 for youth programming, also serves as our Naloxone distributor
Engage with Regional Doorway.	Yes	Harm reduction supplies
Coordinate with local Mental Health Peer Support Center(s).	Yes	One of our RFWs for Job Launch in addition to collaborative community partner

## PROGRAM UPDATES

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• APG Summer attendance reached five adolescents, postponed parent café.</li> <li>• Rhapsody Rally successful and launched our new outreach efforts and expanded art programming.</li> <li>• Implementing SSP and harm reduction services in collaboration with the City of Portsmouth Health Department.</li> <li>• Established partnership with Pinetree in order to help conduct Greater Portsmouth Recovery Coalition meetings and objectives.</li> <li>• Satellite office hours “Safe Harbor Wellness Hours” at Gosling Meadows starts 10/10.</li> <li>• Creating and implementing new sustainability and targeted outreach plans.</li> <li>• Harm Reduction Works new meeting starting 10/13.</li> </ul>
<b>Quarter Highlights</b>	<ul style="list-style-type: none"> <li>• Attained new funding sources, SAMHSA, Foundation for Seacoast Health and implemented associated programming.</li> <li>• Attained the longest contract term ever through FO and Association’s efforts.</li> </ul>
<b>Challenges</b>	<ul style="list-style-type: none"> <li>• Emergency assistance is not available for individuals referred by Safe Harbor to City Welfare and we have yet to see this fund they said they would award us.</li> <li>• Hiring/onboarding discrimination with respect to staff criminal justice history – HCA Healthcare...point of advocacy and barrier we hope to confront and eliminate.</li> </ul>

# SOS Recovery Community Organization

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
Choose an item.	Choose an item.	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	<i>Expert in Field</i>	All centers are syringe service providers
Criminal Justice	<i>Expert in Field</i>	Peer-Strength program run in Strafford County and Rockingham County within probation, parole, correctional facilities and 5 drug courts including Federal Drug Court (LASER program).
Hospital/ED Integration	<i>Expert in Field</i>	Fee-for-service contract w/ Wentworth Douglass Hospital and Exeter Hospital
Crisis Intervention	<i>Expert in Field</i>	Peers are all trained in various crisis intervention and well trained in motivational interviewing.
Parenting/Family Support	<i>Expert in Field</i>	Nurturing Parents program 3 trained Now hosting "Invitation to Change" with 4 trained Level 1 facilitators weekly.
Prevention	<i>Expert in Field</i>	Harm reduction is prevention.
Recovery Friendly Workplace	<i>Expert in Field</i>	Have continued working in this since 2017, add a social enterprise Fold'd restaurant project.
System Navigation	<i>Expert in Field</i>	Worked closely with navigating medical, behavioral health, SUD treatment, housing, public insurance and more.
Syringe Service Provider	<i>Expert in Field</i>	Distributing several thousand syringes monthly as well as wound care, referrals for care, and other harm reduction supplies and services.
Training	<i>Expert in Field</i>	NAADAC certified education provider. 11 NAADAC authorized curriculums. Total of 15 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:	18
# of Staff w/CRSWs:	5 (3 pending)
Current # of Volunteers:	19
# of Volunteers w/CRSWs:	1

### Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Currently meeting CAPRSS standards as determined by achieving CAPRSS Accreditation or by FO/BDAS evaluation.	Yes	CAPRSS 5 years Exemplary through June 2023 (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	<i>John Burns, CRSW and Ashley Lewis, CRSW are approved CRSW supervisors providing staff supervision and manager supervision.</i>
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	

### PROGRAM UPDATES

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>SOS is providing 1:1 comprehensive supports and brief check ins. We also provide Families in Recovery Program. We have multiple digital meetings being held 7 days a week and both Invitation to Change and Harm Reduction Works meetings weekly.</li> <li>We offer onsite in person meetings and supports at all centers.</li> <li>SOS extended work we did with our previous subcontract through DOJ and received funding for our Peer-Strength Program from Opioid Abatement. We are now working in multiple counties. Added Rockingham County Treatment Court in Q4 of 2023 to Coos, Carroll, Cheshire, Strafford County and Federal LASER program in Concord.</li> <li>SOS had a successful 5<sup>th</sup> annual Recovery Rally in Sept 2023.</li> <li>Engagement with our fee-for-service recovery coaching contract w/ Exeter Hospital has been increasing. We are now contracting a fee for service coaching contract with CORE Physicians to provide support to primary care providers. We also are providing a fee-for service coaching contract with Working Fields for their workforce development.</li> <li>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.</li> </ul>
<b>Quarter Highlights</b>	<ul style="list-style-type: none"> <li>Recovery Rally in Sept had approx. 750 attendees. We had 36 exhibitors and entertainment and speakers all day at Henry Law Park in Dover, NH.</li> <li>SOS continued collaboration with NHHRC on harm reduction supports and services and is subcontracting a care coordination contract.</li> </ul>

	<ul style="list-style-type: none"> <li>• SOS has been continuing engagement with the New England Regional Justice Opioid Initiative (NERJOI) and serving on their emerging issues taskforce.</li> <li>• SOS staff attended the NH Drug Treatment Court Conference in Bartlett, NH.</li> <li>• SOS completed offering training to approximately 40 people as a subject matter expert in the UNH Citizens Initiative substance use disorder ECHO training.</li> <li>• SOS completed their first quarter operating as an independent non-profit successfully and we are close to opening our social enterprise restaurant, Fold'd.</li> <li>• Trained police, first responders and community mental health workers in Vermont on Motivational Interviewing which helps build revenue and sustainability for expansion of training offerings.</li> <li>• The securing of 21 months of increased funding has been a tremendous support for us as we plan for future.</li> </ul>
<p><b>Challenges</b></p>	<ul style="list-style-type: none"> <li>• Challenges continue with availability of workforce.</li> <li>• We continue to work on balancing harm reduction data as evidence-based data that should be included w/recovery supports and are making progress with the FO on this.</li> <li>• Housing and childcare for our staff continues to strain capacity as so many of them are struggling to find childcare that doesn't interfere with work schedules and are spending entirely too much of their take-home pay on housing in this region.</li> </ul>



# TLC Recovery Programs

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
October 10, 2022	July-September 2022	Dan Wargo

### BASELINE UPDATES

### RCC Information

Recovery Center (s) Name	Address	Hours of Operation
TLC Recovery Programs Central Location	62 Pleasant St Claremont, NH 03743	Mon-Friday 8:00am-4:30pm
TLC Recovery Programs Satellite Location	24 Hanover St. Lebanon, NH 03766	Mon-Friday 8:00am-4:30pm
TLC Recovery Programs Satellite Location	John Stark Highway Newport, NH 03773	By appointment only

### PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	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	<i>Expert in Field</i>	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. 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	<i>Expert in Field</i>	TLC has partnerships with Valley Regional Hospital ED, DHMC's P2P Program, HIV/HPV Program, and the Dartmouth Doorway.
Crisis Intervention	<i>Expert in Field</i>	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	<i>Expert in Field</i>	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	<i>Expert in Field</i>	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	<i>Expert in Field</i>	TLC is a designated Recovery Friendly Workplace and worked under contract with Granite United Way to better connect employers to TLC services.
System Navigation	<i>Expert in Field</i>	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	<i>Expert in Field</i>	TLC has a designated outreach coordinator and is providing weekly outreach with other organizations, groups, vulnerable populations, and the general public.
Counseling	<i>Some Experience</i>	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:	11
# of Staff w/CRSWs:	7
Current # of Volunteers:	5
# of Volunteers w/CRSWs:	

### Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCSOE) and/or CAPRSS Accredited.	Yes	TLC is currently working with Harbor Care towards being accredited 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

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>TLC offers programs such as the 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.</li> <li>TLC's staff facilitated groups and outside group partnerships have maintained consistent attendance.</li> <li>TLC receives consistent positive feedback from community partnerships and contract affiliates.</li> </ul>
<b>Quarter Highlights</b>	<ul style="list-style-type: none"> <li>TLC Recovery Programs has opened a new Recovery Center! The center is located at 24 Hanover St. Lebanon, NH and is being funded by the Opiate Abatement Grant through DHHS.</li> <li>TLC Recovery Programs hosted two very successful events in honor of National Recovery Month. We had a Recovery BBQ that included 10 SUD related vendors and over 100 in attendance. We also partnered with the Hope 2 Freedom Recovery Home and hosted a Vigil in honor of those lost due to substance use.</li> </ul>
<b>Challenges</b>	<ul style="list-style-type: none"> <li>None.</li> </ul>

# White Horse Recovery

## Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
October 06, 2023	July - September 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 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. Partnered with NCHC to host a criminal record Annulment clinic on September 20,2023
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: 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: two staff members completed facilitator training for parenting journey in recovery. Collaborating with WARM4 Women to facilitate 2 parenting education curriculums in 2023. Hosting Bi-Weekly family support group, Support Tree.

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.
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:	10
# of Volunteers w/CRSWs:	0

### Contract Deliverables Status Updates

<b>Contract Deliverable</b>	<b>Status</b>	<b>Notes</b>
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 Recovery Link
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: One staff member attended board meeting for local PHN
Engage with Regional Doorway.	Yes	Littleton: provides updated resource information monthly to regional doorway.
Coordinate with local Mental Health Peer Support Center(s).	Yes	Littleton: Attending open house for North country Peer support Oct. 11 <sup>th</sup>

### PROGRAM UPDATES

<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>All locations continue to provide all aspects of PRSS to participants including recovery coaching, telephone recovery support, crisis intervention, system navigation and care coordination.</li> </ul>
<b>Quarter Highlights</b>	<ul style="list-style-type: none"> <li>Ossipee/ The Community Garden produced food that was used for both the Cooking Over the Fire group that continued into August, as well as Family Night. Family Night continues. AA has been better attended.</li> </ul>

	<ul style="list-style-type: none"><li>• The Freedom Event happened on September 15<sup>th</sup>.</li><li>• A new volunteer has started at the Ossipee location with hopes for future employment.</li><li>• New policies and procedures are going over well with existing and incoming guests.</li><li>• Littleton: Collaborating with local non-profit Artisans with a Mission to open Awam Café (soup kitchen) and a food pantry.</li><li>• Littleton: Field Day event took place on August 19<sup>th</sup>, 2023.</li><li>• Littleton: Hosted candlelight vigil for overdose awareness August 31,2023</li><li>• Littleton: Partnered with North Country Health Consortium for Littleton Speaks: An Interactive Community Conversation on August 30<sup>th</sup>.</li><li>• Littleton: attended 5K hosted by a local RFW, provided resources for the community.</li></ul>
<b>Challenges</b>	<ul style="list-style-type: none"><li>• Ossipee/Conway: An increase in participants has brought new barriers that we are working to solve. The PO Box for the Shed has helped guests get the documents needed, ex. DHHS paperwork, IDs/licenses etc. This is offered with a contract.</li></ul>

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