

HARBOR CARE: PRSS FACILITATING ORGANIZATION

ANNUAL REPORT FY 2025

July 2024- June 2025



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Definitions

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

Project History

Harbor Care's (formerly Harbor Homes) mission is to provide essential services, including housing and healthcare, to those in need within the community. Their vision is a world where everyone lives safe, stable, and healthy lives filled with purpose, dignity, and respect. Guided by a philosophy of care rooted in compassion and respect, Harbor Care believes everyone deserves dignity, stability, and opportunity. Through housing, healthcare, and supportive services, they empower individuals and families to overcome challenges and achieve lasting well-being, fostering hope and stronger, more resilient communities. Their core values—compassion, respect, collaboration, and transparency—guide their actions and interactions, ensuring a positive impact, inclusive environment, empowered voices, and trust through clear communication. Harbor Care was contracted in July 2016 to serve as the Facilitating Organization (FO) for the State of New Hampshire's effort to support the sustainable and integrated development of Recovery Community Organizations (RCO) and their delivery of Peer Recovery Support Services (PRSS). RCOs and Recovery Community Centers (RCCs) were known elsewhere in the country to fill gaps in addiction treatment and recovery infrastructures and to increase the number of people accessing vital supports to achieve and sustain long-term recovery. New Hampshire's innovation of funding a Facilitating Organization to aggressively grow a collaborative workforce of community based PRSS providers has contributed to an improved system of care for people affected by substance use.

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

In summer 2016, Harbor Care completed an environmental scan to identify grassroots organizations dedicated to providing peer support within the state of NH. Those organizations deemed "most ready" to meet standards set by the Council on Accreditation of Peer Recovery Support Services (CAPRSS) were offered subcontracts with Harbor Care under the FO. In September 2016, Harbor Care currently subcontracts with 10 RCOs servicing 21 different locations across all 13 of NH's Public Health Regions. Harbor Care continues to identify and work with multiple organizations and grassroots efforts to expand quality peer recovery support services in underserved areas of the state.

Great efforts have been made to share subject matter expertise in Recovery Community Organizations and PRSS on a more national level. These efforts include;

- Broadly sharing statewide PRSS evaluation data to national partners including submitting abstracts for multiple conferences and providing didactics and case studies for the Peer Recovery Innovations Network's Recovery Science Echo.
- Registered stakeholders with the National Peer Center for Excellence.
- Member of the Peer Recovery Innovation Network external advisory board as they look for opportunities to advance recovery support services through innovation and research.
- Providing technical assistance and consulting work with multiple RCOs in the Greater Boston area.
- Provided technical assistance to the University of New Hampshire for Alternative Peer Groups.
- Participating in Center for Addiction Recovery Support (CARS) Program Evaluation Learning Community.
- Working collaboratively with Third Horizons Strategies developing and implementing alternative payment model.
- AFMC findings on the effectiveness of the Facilitating Organization (FO) model highlight Harbor Care's pivotal role in driving the success of New Hampshire's Peer Recovery Support Services (PRSS) network.

Over the past eight years, the FO model has proven effective in expanding access, improving service quality, and enhancing sustainability across the state. Harbor Care’s coordination efforts have enabled Recovery Community Organizations (RCOs) to operate efficiently, align with state priorities, and maintain high standards of care. Key outcomes include the development of a collaborative statewide network, increased capacity in rural and underserved areas, standardized data collection through RecoveryLink, and measurable improvements in participant outcomes. Additionally, the FO has supported financial sustainability through Medicaid billing and equitable funding allocation, while also advancing advocacy efforts and reducing stigma. Despite these achievements, AFMC identified ongoing challenges, such as funding instability, the evolving scope of FO responsibilities, and the need to balance standardization with local flexibility. Addressing these challenges through stable, multi-year funding, streamlined financial models, and adaptable frameworks will be essential to preserving and building upon the PRSS network’s success.

RCO	Original Contract Date	Public Health Region
Addiction Recovery Coalition of NH <i>180 Elm St. Suite E Milford, NH 03055</i>	2021	Greater Nashua
Archways <i>5 Prospect St. Tilton, NH 03276</i> <i>175 Center St. Franklin, NH 03235</i> <i>202 N. State St. Concord, NH 03301</i> <i>57D Main St. Plymouth, NH 03264</i>	Tilton – 2017 Plymouth – 2019 Franklin – 2020 Concord - 2021	Winnepesaukee, Capital, Central
Hope for NH Recovery <i>267 Wilson St. Manchester, NH 03103</i>	March 2020	Greater Manchester
Keene Serenity Center <i>24 Vernon St. Keene, NH 03431</i>	2017	Greater Monadnock
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>	2018	Winnepesaukee
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060</i> <i>6 Railroad Ave. Derry, NH 03038</i> <i>99 Blaine St. Manchester, NH 03102</i>	Nashua – 2017 Derry – 2020 Manchester - 2023	Greater Nashua, South Central, Greater Manchester
Safe Harbor Recovery Center <i>115 Heritage Ave., Portsmouth, NH 03801</i>	2017	Seacoast
SOS Recovery Community Organization <i>4 Broadway Dover, NH 03820</i> <i>63 S. Main St. Rochester, NH 03867</i> <i>92 Portsmouth Ave., Suite 10 Exeter, NH 03833</i>	Rochester – 2017 Dover – 2018 Exeter - 2019	Strafford, Seacoast
TLC Recovery Programs <i>62 Pleasant St. Claremont, NH 03743</i> <i>24 Hanover St. Lebanon, NH 03766</i>	Claremont - 2019 Lebanon - 2025	Greater Sullivan, Upper Valley
White Horse Recovery <i>68 NH-16B Center Ossipee, NH 03814</i> <i>2977 White Mountain Hwy. N. Conway, NH 03860</i> <i>45 Union St. Littleton, NH 03561</i> <i>38 Glen Ave. Berlin, NH 03570</i>	Center Ossipee – 2017 N. Conway -2018 Littleton – 2018 Berlin - 2023	Carrol County, North Country

FY25 Project Summary

Harbor Care was contracted to provide facilitating organization (FO) services for 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 technical 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 10 RCOs totaling 21 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, policy and procedure development, grant writing, compliance monitoring, quality improvement, billing, and data collection and management.
- Ensure training 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 processes 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.
- Provide oversight to 3 Opioid Abatement funded programs.
- Provide oversight and financial assistants to support homeless outreach efforts at RCOs.

Funding Breakdown

Harbor Care currently manages a single contract, the Peer Recovery Support Service Facilitating Organization (PRSS FO) contract, with multiple funding streams including; SORII, Substance Abuse Prevention and Treatment Block Grant, Governor's Commission on Alcohol and Other Drugs, Opioid Abatement Trust Fund, and General Fund dollars. New funding received for FY2025 included program specific dollars to support Homeless Outreach efforts, opening of a new recovery center in Berlin, NH under White Horse Recovery, supporting a new center in Lebanon, criminal justice integration in central and seacoast areas, and youth and family support programming. The PRSS FO contract is overseen by the NH Department of Health and Human Service (DHHS), Bureau of Drug and Alcohol Services (BDAS) and currently provides funding to twenty- one RCCs. On average, PRSS FO funding supplements 45% of subcontracted RCO's annual operating budgets. *RCOs also have independent grants and funding revenues not managed by Harbor Care that help support their day-to-day operations and programming.*

FY 2025 Highlights

- Harbor Care continues to provide updated procedures, training, and TA for data input into RecoveryLink.
- Harbor Care continues to facilitate shared learning and open communication forums for RCO's through the RCO Association:
 - Harbor Care facilitates bi-monthly Data Quality Community Forum for RCOs to discuss and identify best practices for managing daily data entry of staff and monitoring quality.
 - Harbor Care facilitates a biweekly meeting for all RCO Directors to discuss program and contract updates.
 - Harbor Care facilitates a bi-monthly parenting education meeting that allows trained parenting facilitators to discuss ongoing curriculum implementation.
 - Harbor Care facilitates an ethics committee that allows directors to seek feedback and work through ethical dilemmas with other RCOs as problems arise.
 - Harbor Care continues to provide Community of Practice trainings quarterly with Technical Assistance being provided by Growth Partners.
- Promotion:
 - NH Recovery Hub Facebook Page Annual Stats:
 - Total Page Followers: 2.9K
 - # of Page Reaches: 8.5K
 - Content Interactions: 1.4K
 - Harbor Care continues to engage the public via [NH Recovery Hub](#) Facebook page.
 - Developed and maintains a new Recovery Hub website <https://www.nhrecovery.org/>
- Consulted with Main Stay and completed a comprehensive assessment of Exhibit K compliance. All RCOs have completed recommendations from assessment.
- Provided back-office services and technical assistance to all RCOs.
- Worked individually with RCOs on corrective action plans related to data collection, outcome improvement, organizational coaching, Medicaid billing and contract compliance.
- Created a Compliance Dashboard to proactively monitor RCO compliance.
- Provided technical assistance to RCOs on data collection and reporting to meet grant and evaluation requirements.
- Supported UNH with reporting needs for RCOs operating Alternative Peer Groups (APGs) by training them on data collection using RecoveryLink.
- Provided technical assistance to North Suffolk Community Services in Boston, MA for data quality improvement.
- Provided technical assistance to Victory Programs – Jamaica Plain RCO in MA on RecoveryLink customization and staff training.
- Supported completion of the AFMC evaluation of the Facilitating Organization (FO).
- Provided data reporting to support AFMC's dashboard.
- Continued to monitor statistically significant improvements in recovery capital across subcontracted RCOs.
- Reviewed, edited, and audited RCO billing for accuracy and compliance monthly.
- Supported RCOs with monthly billing and invoicing processes.
- Reviewed general ledger (GL) vendor charges in accounting software and confirmed proper input.
- Created standardized RCO billing packets for submission to the State.
- Created drawdowns for FO billing and other consultation work, including RecoveryLink usage, and posted accordingly.
- Followed up with the State on billing payment processes and made necessary corrections.
- Sent Electronic Funds Transfers (EFTs) to RCOs upon receipt of funding.
- Attended weekly finance meetings to discuss financial operations.
- Updated internal financial monitoring systems with billing documentation, grant trackers, and revenue updates.
- Created amendments for RCOs related to contract or funding changes.
- Developed budgets and contracts for FY25 Opioid Abatement funding (Archways, SOS, TLC).

- Worked with legal to draft FY26 RCO subcontracts.
- Developed FY26 and FY27 budget narratives for the State of New Hampshire.
- Prepared internal budget presentations.
- Categorized State Spend Down funds and managed fiscal year-end expense allocations.
- Reconciled Harbor Care bank statements and the Workforce Outfitting Project.
- Input analysis charges for other Harbor Care entities.
- Ran financial reports to support oversight and planning.
- Supported the Uniform Guidance audit process.
- Updated the HHI dashboard using FY25 Q4 data.
- Tracked and followed up on RecoveryLink-related issues to ensure timely resolution.
- Collaborated with the National Peer Center for Excellence to host a three-part sustainability training for all subcontractors in July–August 2024.
- Funded and coordinated ongoing Impact Leadership Training for RCO and Harbor Care staff through the Communities Project.
- Planned a successful two-day leadership conference in collaboration with the NH Charitable Foundation.
- Senior Project Manager completed Crisis Prevention Institute (CPI) training.
- Provided scholarships for RCO staff and volunteers to attend the SOS Recovery Community Organization R.I.C.H. Conference and the 2024 NH Behavioral Health Summit.
- Partnered with New Hampshire Alcohol & Drug Abuse Counselors Association (NHADACA) to fund training opportunities for RCO staff pursuing or renewing CRSW credentials.
- Co-facilitated CE Broker training in collaboration with NHADACA.
- Presented at the CommUNITY Conference in Pennsylvania in collaboration with AFMC and RCOs (October 2024).
- Senior Project Manager presented “Professional Development in Peer-to-Peer Services” at the RICH Conference.
- Senior Project Manager created a Google Drive of Parenting Education resources.
- Hosted an in-person Journaling Self-Care for Peer-to-Peer Facilitators training.
- Delivered “The Art and Science of Peer-Assisted Recovery” training to 16 participants via Zoom (April 21–24).
- Delivered “Peer-Assisted Recovery Ethics” training to 21 participants (April 27–28).
- Attended, presented, and hosted a booth at the SOS Recovery Conference (April 8–9); facilitated breakout sessions with the Senior Project Manager.
- Submitted a proposal to present at the 2025 Behavioral Health Conference on the topic: Building Infrastructure for Peer Recovery Supports in New Hampshire.
- Attended the NH Charitable Foundation Annual Event and the New Futures State Capitol event.
- Met with Michael King of the Communities Project to plan upcoming leadership trainings and mentor integration.
- Finalized a formal implementation process in FY24 for the NH RCO Standards of Excellence in partnership with BDAS and Growth Partners. Three RCOs completed the process, one is prepared for a BDAS site visit, and three are in progress.
- Supported RCOs with Medicaid and Managed Care Organization (MCO) applications and developed a comprehensive Medicaid Billing Manual.
- Collaborated with East Coast Reimbursement to deliver Medicaid Benefit Eligibility training for RCOs billing Medicaid.
- Explored new collaborations with the NH Harm Reduction Coalition and RCOs operating syringe service programs.
- Project Director serves on the Governor’s Commission on Alcohol and Other Drugs Budget Taskforce.
- Assistant Project Director serves on the Data Taskforce of the Governor’s Commission.
- Project Director served as a partner on the NH Behavioral Health Summit Committee.
- Project Director participated in the Medex Search & Rescue Committee on a bi-weekly basis.
- Project Director completed work on the Hepatitis C Three-State Elimination Plan (Hep-C Free Northeast).
- Project Director is a member of the Peer Recovery Innovative Network (PRIN) External Advisory Board on Recovery Science and serves on the PRIN ECHO faculty through FY2025.

- Presented on the FO model at the Oregon Alcohol and Drug Policy Commission.
- Oversaw the successful passage of the FO contract through the Governor and Council (G&C) for a 26-month term.
- Revised RCO funding formula which incorporated suggestions from RCOs and was reviewed by AFMC, and Harbor Care Finance to ensure fairness.
- Regularly attends NHADACA Board meetings, Governor's Commission on Alcohol and Other Drugs, Opioid Abatement Committee, and LADC Board meetings.
- Participates in internal Harbor Care committees and workgroups, including Quality Assurance and Improvement, Training, Workplace Violence Prevention, Emergency Preparedness, Legislative and Policy, Accessibility, Strategic Planning, and Philosophy of Care.
- FY25 Activities:

FY25 Harbor Care Activities	Count of Activites	Duration (hours)	Sum of Attendess
Back Office Support	208	328	N/A
Billing/Credentialing	41	42	N/A
Compliance	89	110	N/A
Finance	48	132	N/A
Grants	3	3	N/A
HR	26	40	N/A
IT	1	1	N/A
Promotion	61	41	16244
RCO Association Meetings	122	117	1058
Community of Practice	32	34	277
Data Quality	7	8	98
Director's Meeting	24	22	427
Ethics	6	4	N/A
Other	17	16	132
Parenting Ed	36	33	124
Techincal Assistance	440	579	N/A
Corrective Action Planning	13	12	N/A
Data/Reporting	144	225	N/A
Organizational Coaching	34	30	N/A
Other	25	30	N/A
RecoveryLink	85	103	N/A
SME	43	57	N/A
Standards of Excellence	96	123	N/A
Training	48	415	474
Facilitated	20	182	194
Paid For	28	233	280
Grand Total	879	1479	17776

*Promotion attendees includes the number of social media reaches. Training numbers does not include training provided through learning management system, MedTrainer.

Training

Subcontracted RCOs have participated in diverse and practical trainings aimed at broadening the scope of PRSS and improving PRSS delivery, organizational capacity, and sustainability. Harbor Care has facilitated and collaborated with third parties to provide RCOs with interactive trainings and webinars on the following topics, totaling 48 sessions and over 415 hours. *Training data does not reflect trainings delivered through MedTrainer. MedTrainer trainings are listed separately at the end of this section.*

Trainings delivered in FY 2025 include:

- Ethical Considerations for Recovery Coaches
- HIV/AIDS Prevention
- Suicide Prevention
- Art & Science of Peer Assisted Recovery
- Families in Recovery
- Parenting Journey in Recovery
- Parenting Journey II
- RecoveryLink Data Entry
- RecoveryLink Outcomes
- FO Subcontractor Orientation
- Peer Supervision Rules
- Individual Placement and Support (IPS)
- Impact Leadership Mentorship Program
- Impact Leadership Retreat
- Recovery Capital Focused Coaching
- Best Practices in Data Collection
- Best Practices in Interviewing and Retention
- CRSW CE Broker Orientation
- Sustainability 3-part training
- Medicaid Eligibility Benefits Series
- Journaling for Peer to Peer Assisted Recovery Facilitators

MedTrainer Trainings:

- 42-CFR Pt. 2 For Peer Recovery Support Services
- HIPAA Security Rule
- HIPAA Privacy Rule – Practical Applications
- HIPAA, Social Media, and Texting Compliance
- HIPAA – Health Insurance Portability and Accountability Act
- HIPAA – Cyber Security Training and Awareness Out of Country (OOC): Trauma Informed Approaches
- Harassment in the Workplace
- General Safety Orientation (OSHA)
- Improving Workplace Culture
- Administering Naloxone
- Standards in Transportation Procedures for Persons with Behavioral and Mental Health Conditions
- Detoxification and Withdrawal Management for Individuals with Addiction
- Trauma Informed Care
- Overview of Substance Abuse Disorders
- Crisis Intervention in Mental Health
- State Regulation – Human Trafficking and the Role of Healthcare Professionals
- Motivational Interviewing in Behavioral Health Settings
- Identifying and Reporting Neglect and Abuse in Adults
- Harassment in the Workplace
- Trauma Informed Care
- Crisis Intervention in Mental Health
- Identifying and Reporting Elder Abuse
- Bloodborne Pathogens: The Basics
- Fire Safety and Fire Extinguisher Types (OSHA)
- Harassment in the Workplace
- Harassment Training: Gender Identity and Sexual Orientation

Standards of Excellence

The Council on Accreditation of Peer Recovery Support Services (CAPRSS), a program of Faces & Voices of Recovery, measures include four core areas of standards (Principles, People, Practices, Performance) and thirty domains that are assessed by the RCOs themselves and through a peer review process. The four core areas of standards in the CAPRSS accreditation process – Principles, People, Practices, and Performance – refer to the mission, vision, and code of ethics that a center follows; the participants served by the center and the community the

center is in; the way that the centers go about helping their participants and benefit the overall community; and the data showing that the centers are performing at the highest level – both through fiscal responsibility and overall outcomes for participants.

While eight of the subcontracted RCOs were originally accredited through the CAPRSS program, Harbor Care worked collaboratively with Growth Partners, BDAS Technical Assistance contractor and BDAS staff, to develop a process to ensure NH RCOs meet standards designed and developed by NH partners. Since its implementation, three subcontracted RCOs have been reviewed in the NH RCO Standards of Excellence program, and all centers are engaging in the preparation process with Harbor Care staff to ensure compliance.

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

I. Structure and Staffing

- a. The RCO structure supports its ability to achieve its vision and carry out its mission and core responsibilities.
- b. The RCO staffing supports its ability to achieve its vision and carry out its mission and core responsibilities.
- c. The RCO has developed sustainable partnerships with other organizations in its service area that enhance its ability to advance its vision, mission, and core values.
- d. The RCO uses effective processes to market peer recovery support services and encourage community members to support and participate in RCO programs.

II. Board of Directors

- a. BOD membership is representative of, and responsive to, local communities of recovery.
- b. The BOD has a defined structure and roles and responsibilities for members.
- c. BOD organizational policies and procedures are consistent with the principles of good governance.
- d. The BOD uses participatory processes with diverse recovery and other community members to solicit their input, engage them in strategic planning, and ensure cultural competency.

III. Assessment and Planning

- a. The RCO collects, analyzes, and uses valid and objective data to identify recovery support needs.
- b. The RCO collects, analyzes, and uses valid and objective data to plan improvements to service delivery and access.
- c. The RCO uses participatory processes to engage partners and stakeholders—including those who are in, or seeking, recovery—in planning efforts.

IV. RCO Workforce

- a. The RCO provides policies and procedures to all staff and volunteers that outline requirements for the positions, rules of the center, and local and federal regulations.
- b. The RCO has a defined process for determining the number of staff and volunteers needed to provide effective programming.
- c. The RCO has defined roles and responsibilities for all staff and volunteers.
- d. The RCO has efficient and effective processes to recruit quality staff and volunteers.
- e. The RCO has efficient and effective processes to retain quality staff and volunteers.
- f. The RCO has a process for regularly providing reviews, feedback, and disciplinary measures to staff and volunteers.
- g. The RCO provides training opportunities for staff and volunteers that are relevant to their roles in the organization.

V. Operations

- a. The RCO has established defined operational policies and procedures for the staff and volunteers at the center.
- b. RCO operational policies and procedures are easily accessible to staff and volunteers.

- c. RCO operational policies and procedures are regularly reviewed and updated as needed.
- d. The RCO has the financial resources in place to provide necessary recovery supports and programming.
- e. RCO services are responsive to the demographics and needs of those who are in, or seeking, recovery in the service area.

VI. Monitoring and Evaluation

- a. The RCO has internal financial controls and systems to follow accepted accounting principles and accurately track the time of staff and volunteers.
- b. RCO staff have effective processes for monitoring the quality with which recovery support service and programs are implemented.
- c. RCO staff have effective processes for analyzing and using monitoring and evaluation data to improve the quality with which recovery support service and programs are implemented.
- d. RCO staff accurately collect and report program data in accordance with all requirements.
- e. The RCO has procedures in place to analyze and use program data to evaluate the impact and effectiveness of recovery supports and services and plan to improve outcomes.

The NH Recovery Community Organization Standards of Excellence is a five-step process;

1. **Organizational Development:** during this phase RCOs participate in regular one-on-one meetings with Harbor Care. During these meetings RCO staff are able to ask questions and submit all required policies, procedures, and other documentation that demonstrate adherence to the standards described above for initial review and feedback from Harbor Care staff.
2. **Desk Review:** All policies procedures, and other required documentation is sent to BDAS for review to assess if they meet standards.
3. **Site Visit:** Representative from BDAS conducts an in person visit to RCO location(s). During the site visit, the center staff, board members, volunteers, and some participants will be interviewed about organizational policies and procedures. This helps ensure the organizational documents provided have been communicated throughout the organization and are used in daily operations.
4. **Findings Report:** based on the information obtained in steps two and three, BDAS compiles a report with a summary of findings and recommendations.
5. **Reassessment:** based on the findings and recommendations provided, Harbor Care will work with the RCO to develop a custom work plan and support for improvement in preparation for their next review.

RCO/ Address	NH /SOE Dates	Standards of Excellence Status
Addiction Recovery Coalition of NH <i>180 Elm St. Suite E Milford, NH 03055</i>		Organizational Development
Archways <i>5 Prospect St. Tilton, NH 03276</i> <i>175 Center St. Franklin, NH 03235</i> <i>202 N. State St. Concord, NH 03301</i> <i>57D Main St. Plymouth, NH 03264</i>	CAPRSS Completed: August 2019	Organizational Development
Hope for NH Recovery <i>267 Wilson St. Manchester, NH 03103</i>	NH SOE Completed: December 2022	Reassessment
Keene Serenity Center <i>24 Vernon St. Keene, NH 03431</i>	CAPRSS Completed: July 2019	Organizational Development
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>	NH SOE Completed: March 2023	Reassessment
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060</i> <i>6 Railroad Ave. Derry, NH 03038</i> <i>99 Blaine St. Manchester, NH 03102</i>	CAPRSS Completed: January 2021	Organizational Development: 2026
Safe Harbor Recovery Center <i>115 Heritage Ave., Portsmouth, NH 03801</i>	CAPRSS Completed: January 2021 NH SOE Completed June 2025	Reassessment
SOS Recovery Community Organization <i>4 Broadway Dover, NH 03820</i> <i>63 S. Main St. Rochester, NH 03867</i> <i>92 Portsmouth Ave., Suite 10 Exeter, NH 03833</i>	CAPRSS Completed: April 2018	Organizational Development
TLC Recovery Programs <i>62 Pleasant St. Claremont, NH 03743</i> <i>24 Hanover St. Lebanon, NH 03766</i> <i>John Stark Highway Newport, NH 03773</i>		Awaiting BDAS Desk Review
White Horse Recovery <i>68 NH-16B Center Ossipee, NH 03814</i> <i>2977 White Mountain Hwy. N. Conway, NH 03860</i> <i>45 Union St. Littleton, NH 03561</i> <i>38 Glen Ave. Berlin, NH 03570</i>	CAPRSS Completed: April 2020	Organizational Development: 2026

Back Office Support

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

<i>Back Office Support</i>				
RCO	Human Resources	Finance	Medicaid Billing	Technical Assistance
Addiction Recovery Coalition of NH <i>180 Elm St. Suite E Milford, NH 03055</i>	X	X	X	X
Archways <i>5 Prospect St. Tilton, NH 03276</i> <i>175 Center St. Franklin, NH 03235</i> <i>202 N. State St. Concord, NH 03301</i> <i>57D Main St. Plymouth, NH 03264</i>	X	X	X	X
Hope for NH Recovery <i>267 Wilson St. Manchester, NH 03103</i>	X	X	X	X
Keene Serenity Center <i>24 Vernon St. Keene, NH 03431</i>	X	X	X	X
Navigating Recovery of the Lakes Region <i>102 Court St. Laconia, NH 03246</i>	X	X	X	X
Revive Recovery Resource Center <i>263 Main St. Nashua, NH 03060</i> <i>6 Railroad Ave. Derry, NH 03038</i> <i>99 Blaine St. Manchester, NH 03102</i>	X	X	X	X
Safe Harbor Recovery Center <i>115 Heritage Ave., Portsmouth, NH 03801</i>		X		X
SOS Recovery Community Organization <i>4 Broadway Dover, NH 03820</i> <i>63 S. Main St. Rochester, NH 03867</i> <i>92 Portsmouth Ave., Suite 10 Exeter, NH 03833</i>	X	X	X	X
TLC Recovery Programs <i>62 Pleasant St. Claremont, NH 03743</i> <i>*24 Hanover St. Lebanon, NH 03766</i> <i>John Stark Highway Newport, NH 03773</i>		X	X	X
White Horse Recovery <i>68 NH-16B Center Ossipee, NH 03814</i> <i>2977 White Mountain Hwy. N. Conway, NH 03860</i> <i>45 Union St. Littleton, NH 03561</i> <i>38 Glen Ave. Berlin, NH 03570</i>	X	X		X

Medicaid Reimbursement

Subcontracted RCOs continue to rely on support from Harbor Care when it comes to billing Medicaid for reimbursable services. In FY25, Harbor Care staff updated and disbursed a Medicaid Billing Manual specifically detailing the services that are eligible for reimbursement from Medicaid for PRSS and the process(es) centers need to take to become eligible to receive those reimbursements. The billing manual also summarizes the relative He-W 513 SUD provider rules for subcontracted RCOs to reference as they each work towards eligibility for Medicaid reimbursement.

RCOs receive support from Harbor Care to apply for Medicaid IDs, contracting and credentialing with individual Managed Care Organizations (MCOs), establishing organization procedures to submit claims, and connection to a third-party biller to help process claims and distribute reimbursement. There are currently eight RCOs actively billing Medicaid, two use their own internal back office supports to submit and process claims and six of them utilize the third-party biller facilitated by Harbor Care. Subcontracted RCOs billing Medicaid recieved a total of \$ 690,425.24 in reimbursement from NH MCOs in FY25.

Sustainability

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

It is clear that Medicaid reimbursement alone is not a sustainable source of dollars for the RCOs due to low reimbursement rates and the additional administrative procedures and time needed to process and submit claims. RCOs continue to work diligently to diversify funding sources and build financial reserves to cover extended times between incurring costs and receiving reimbursements. In FY25 Harbor Care partnered with the National Peer Center for Excellence to conduct a three-part training series on sustainability planning for subcontracted RCOs. Six out of ten subcontracted RCOs have an active sustainability plan for their organization. Harbor Care will continue to support and aid subcontractors on this matter..

Data Collection

Data collected and summarized below comes from two sources; qualitative data from RCOs written reports and quantitative data collected in RecoveryLink™.

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

Participant Demographics

Participant demographics include age, gender, race, ethnicity, sexual orientation, and veteran status. The tables below represent total demographic information for participants that received at least one peer recovery support service in fiscal year 2025. Of the 4,006 unique individuals served throughout the fiscal year, the primary demographic is 25-44-year-old, heterosexual, white, non-Hispanic, men who are not veterans.

Age	Count of Participants
17 and under	33
18-24	176
25-44	2515
45-64	1153
65+	126
TOTAL	4003

Gender	Count of Participants
Female	1601
Male	2353
Trans gender	21
Gender fluid	9
Non Binary	14
Not listed	2
Prefer not to answer/Unknown	6
TOTAL	4006

Race	Count of Participants
Alaskan Native	4
American Indian	38
Asian	12
Black	144
Pacific Islander	16
White	3472
More than 1 races selected	136
Other	117
Prefer not to answer/Unknown	67
TOTAL	4006

Ethnicity	Count of Participants
Puerto Rican	5
Mexican	5
Hispanic or Latin X	163
Cuban	0
Other Hispanic, Latin X or Spanish o	15
More than 1 ethnicity selected	479
Non Hispanic /Latin X/ Spanish	2921
Other	167
Unknown /Prefer not to answer	251
TOTAL	4006

Sexual Orientation	Count of Participants
Heterosexual	3378
Homosexual	88
Bisexual	257
Asexual	9
Pansexual	43
Not Listed/other	70
Decline to answer	161
TOTAL	4006

US Military Veteran	Count of Participants
Veteran	136
Non veteran	3770
Prefer not to answer	100
TOTAL	4006

Participant Services

PRSS as they are defined for purposes of potential Medicaid billing are exclusive to individual or group Recovery Coaching and continuous recovery monitoring (or telephone recovery support). However, PRSS as delivered by NH RCOs include a broad array of services, including police-assisted recovery response programs; housing and other basic needs assistance; treatment/health systems navigation; inter/intraorganizational group facilitation; homeless outreach; hospital and emergency department response; transportation; services delivered to family members; community outreach and education, adventure outings, naloxone training and distribution, syringe service programs, fentanyl test strip distribution, etc. RCOs utilize the various engagement types in RecoveryLink to record these different services including recovery planning sessions, brief check ins, referrals, contact logs, and activity logs. ***In FY25 subcontracted RCOs provided 26,370 individual services and 11,989 activities with 159,540 people in attendance and 1,021,680 items distributed.*** The following tables offer fiscal year totals for services provided subcontracted RCOs including intakes, recovery planning sessions, referrals, (successful) brief check ins, group sessions, and activity logs. **TLC Lebanon location is currently under contract with Harbor Care through the Facilitating Organization as of May 2025 and service numbers reflect this.*

Participant Services						
RCO	Referrals	Brief Check Ins	Intakes	Recovery Planning	Groups	Total Services
Addiction Recovery Coalition of NH	17	477	65	1218	0	1761
Archways	223	2024	213	1078	0	3441
Hope for New Hampshire Recovery	322	337	384	2708	162	3645
Keene Serenity Center	7	397	56	191	2	654
Navigating Recovery Lakes Region	367	740	167	2572	48	3805
Revive Recovery Resource Center	52	1219	669	1928	535	4376
Safe Harbor	42	604	189	258	5	1095
SOS Recovery Community Organizat	103	2292	445	248	3	3090
*TLC Recovery Programs	15	277	309	3312	212	4122
White Horse Recovery	32	135	104	110	1	381
Total	1180	8502	2601	13623	968	26370

Organizational Activities

RCO	No of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	178	844
Archways	595	2142
Hope for New Hampshire Recovery	527	5357
Keene Serenity Center	150	2039
Navigating Recovery Lakes Region	189	2645
Revive Recovery Resource Center	195	2206
Safe Harbor	167	718
SOS Recovery Community Organization	893	13012
TLC Recovery Programs	198	2026
White Horse Recovery	282	1574
Total	3374	32563

Partnered Organizational Activities

RCO	No of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	237	2604
Archways	336	6355
Hope for New Hampshire Recovery	1247	29653
Keene Serenity Center	154	2543
Navigating Recovery Lakes Region	109	1209
Revive Recovery Resource Center	1045	15580
Safe Harbor	482	4763
SOS Recovery Community Organization	157	1877
TLC Recovery Programs	200	1723
White Horse Recovery	498	4326
Total	4465	70633

Outreach Activities

RCO	No of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	30	976
Archways	29	3592
Hope for New Hampshire Recovery	126	1516
Keene Serenity Center	257	2784
Navigating Recovery Lakes Region	84	2385
Revive Recovery Resource Center	501	33678
Safe Harbor	10	62
SOS Recovery Community Organization	235	4164
TLC Recovery Programs	59	333
White Horse Recovery	39	682
Total	1370	50172

Training Activities		
RCO	No. of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	4	52
Archways	0	0
Hope for New Hampshire Recovery	0	0
Keene Serenity Center	13	254
Navigating Recovery Lakes Region	1	68
Revive Recovery Resource Center	195	784
Safe Harbor	1	12
SOS Recovery Community Organization	95	993
TLC Recovery Programs	0	0
White Horse Recovery	0	0
Total	309	2163

Distribution Activities		
RCO	No of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	5	461
Archways	1453	9148
Hope for New Hampshire Recovery	158	16347
Keene Serenity Center	168	30659
Navigating Recovery Lakes Region	194	198094
Revive Recovery Resource Center	1223	305498
Safe Harbor	355	1332
SOS Recovery Community Organization	27	459019
TLC Recovery Programs	38	1054
White Horse Recovery	13	124
Total	3634	1021736

***Items distributed may include but are not limited to sterile syringes, rapid drug testing strips, naloxone, sharps containers, collection of used syringes, hygiene items, daily essentials (clothing, food, shelter supplies), safe use kits, etc.*

Homeless Outreach

The Governor's Commission on Alcohol and Other Drugs provided specific funding for eight subcontracted RCOs to support outreach efforts and the distribution of resources to individuals experiencing homelessness.

FY25 Homeless Outreach Data			
RCO	No. of Activities	No. of Encounters	No. Resources Distributed
Addiction Recovery Coalition of NH	3	23	266
Archways	399	971	3058
Keene Serenity Center	228	3102	7348
Navigating Recovery fo the Lakes Region	117	3186	192774
Revive Recovery Resource Center	1297	21112	272249
SOS Recovery Community Organization	133	2640	459019
Safe Harbor	0	1	974
TLC Recovery Programs	43	188	946
Total	2220	31223	936634

Participant Outcomes

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

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

Participant Outcomes			
RCO	No. of BARC 10s Completed	Avg. Recovery Capital Differentials	BARC 10 Completion Rates
Addiction Recovery Coalition of NH	743	5.2	42%
Archways	1614	2.92	49%
Hope for New Hampshire Recovery	2093	0.78	57%
Keene Serenity Center	428	3.17	67%
Navigating Recovery Lakes Region	1694	5.67	49%
Revive Recovery Resource Center	2061	3.65	55%
Safe Harbor	631	1.58	61%
SOS Recovery Community Organization	1644	1.93	57%
TLC Recovery Programs	1324	2.62	40%
White Horse Recovery	221	3.23	63%
Total	12453	3.075	54%

Participant Outcomes					
RCO	Mean Difference	Std. Deviation	t-test	df	Significance (p-value)
Current BARC 10 scores - Baseline BARC 10 scores	2.96	7.85	41.99	12452	<0.01

Participants who received peer recovery support service(s) during fiscal year 2025 showed significant increase in Recovery Capital ($M= 2.96$, $SD= 7.85$) compared to baseline BARC-10 scores, $t(12452)=41.99$, $p<0.01$.

AFMC findings underscore that state-funded Peer Recovery Support Services (PRSS) delivered by Recovery Community Organizations (RCOs) are not only effective in increasing recovery capital but are also both cost-effective and cost-saving. A cost-effectiveness analysis model, developed by researchers at the University of Texas Health Science Center and Houston School of Public Health, demonstrates that PRSS significantly reduce healthcare costs by decreasing emergency department visits and hospitalizations. Compared to standard substance use disorder (SUD) treatment, PRSS save approximately \$5.47 million annually. The model also highlights broader societal savings, particularly in reduced criminal justice system costs. Long-term engagement with PRSS is associated with higher recovery rates and lower societal burdens. Regression analyses identified that increased participation in meetings, prosocial, educational, and advocacy activities—as well as progress on recovery plan goals—are key drivers of increased recovery capital. These findings reinforce the substantial value of PRSS as both an effective intervention and a fiscally responsible investment in public health.

RCO Deliverables Summary

SOS RCO – Strafford County, Seacoast <u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> In Progress <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	Safe Harbor– Seacoast <u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>NHRCOSOE:</u> Yes <u>Sustainability Plan:</u> In Progress <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes	WHRC – Carroll County, North Country <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
KSC – Greater Monadnock <u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>NHRCOSOE:</u> Yes <u>Sustainability Plan:</u> In Progress <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes	Revive– Greater Nashua, South Central, Greater Manchester <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	Archways – Winnepesaukee, Capital, Central <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
NRLR – Winnepesaukee <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	ARCNH- Greater Nashua <u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> In Progress <u>NHRCOSOE:</u> In Progress <u>Sustainability Plan:</u> In Progress <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes	TLC- Greater Sullivan, Upper Valley <u>Delivering TRS:</u> Yes <u>Delivering RC services:</u> Yes <u>Billing Medicaid:</u> Yes <u>NHRCOSOE:</u> In Progress <u>Sustainability Plan:</u> In Progress <u>Engaged w/RPHN:</u> Yes <u>Engaged w/MHPS:</u> Yes <u>Engaged w/Doorway:</u> Yes <u>CRSW Supervision:</u> Yes
HOPE - Greater Manchester <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: Yes</u> <u>Engaged w/MHPS: Yes</u> <u>Engaged w/Doorway: Yes</u> <u>CRSW Supervision: Yes</u>

RCO Quarter 4 Updates

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

Archways

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	Joseph D. Barbrie Dr. Mark Watman Michelle Lennon

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Archways	202 N. State St Concord, NH 03301	10:00am-5:00pm
Archways	175 Central St Franklin, NH 03235	10:00am-5:00pm
Archways	5 Prospect St Tilton NH, 03276	10:00am-5:00pm
Archways	57 D Main St Plymouth NH, 03264	10:00am-5:00pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	All staff are trained in Harm Reduction as a stand-alone recovery pathway, and as a pathway to any other participant defined pathway, including potential pathways to MAR/MAT/Moderation. Narcan, fentanyl and Xylazine test strips are available at all locations.
Legal System Involved	<i>Expert in Field</i>	Archways has a formal MOU with the Department of Corrections (DOC) allowing Archways staff entry into DOC facilities. We are currently providing services to legal system involved participants inside and outside the DOC with weekly set appointments occurring within the Women's Correctional Facilities in Concord, NH. Additionally, Archways collaborates with Dartmouth Hitchcock to provide Peer Recovery Support Services for a Re-entry Clinic we are piloting in Concord. We also have a Peer Recovery Response Team program with a local consortium based in the Federally Qualified Health Center (FQHC). We are also working with the DOC's Family Connections Center to replicate Family Threads, our evidence-based Family Support & Strengthening and Peer Recovery Support program.
Crisis Intervention	<i>Expert in Field</i>	Staff are trained in CPR/AED, non-violent crisis intervention, Narcan training, suicide prevention, trauma informed care, and risk management. Additional trainings in Motivational Interviewing, CRSW trainings and trainings for our Zero Suicide Pilot are completed. Centers are equipped with Naloxboxes and AED machines.
Parenting/Family Support	<i>Expert in Field</i>	We hold designation as a Family Resource Center of Quality. Archways is also nationally recognized for its evidence-based program by NH's Center for Excellence on Addiction Service to Science for our Family Threads programming. Staff are trained in the Protective Factors Framework and Standards of Quality training. Family

		programming consists of Parent Café, Parenting Journey in Recovery, Positive Solutions for Families, Active Parenting of Teens, Home Visiting, Screening, and more.
Prevention	<i>Expert in Field</i>	We have received the Quality Designation from the Wellness and Primary Prevention Council of the State of NH. Prevention practices are incorporated into many programs including Alternative Peer Groups, Café classes, and parenting classes.
Recovery Friendly Workplace	<i>Expert in Field</i>	Archways is a designated Recovery Friendly Workplace (RFW). We collaborate with RFW in our workforce programming and maintain relationships with other RFWs to assist individuals with safe employment in their recovery. Additionally, Archways recently collaborated further with RFW to assist in recruiting more businesses within our catchment area and have successfully achieved our target recruitment.
System Navigation	<i>Expert in Field</i>	Staff are trained and experienced in navigating various systems to help alleviate stressors and fulfill basic needs of participants to increase the likelihood of sustained recovery. Systems include benefits, housing, employment, food security and nutrition, recovery supports, family supports, and more. Archways has trained a staff member as a Community Health Worker through the Southern NH Area Health Education Center, and the position was, until recently, partially funded through a Health Care Disparities Grant. Numerous staff members have been trained in state healthcare insurance navigation through our former relationship with Health Market Connect.
Youth Programming	<i>Expert in Field</i>	Archways' youth programming has continued to grow each quarter. Consistent relationships with schools such as Franklin High School, Newfound Regional, and others have allowed Archways to reach youth with our Alternative Peer Groups and Seven Challenges programming who we may not have been able to reach otherwise. Archways is also operating a successful pilot "Panther Peers" at Plymouth State University, and expanding our Collegiate Recovery Program in collaboration with UNH, focusing on programming for the College and University students in the Concord area as well with NH Technical Institute (NHTI) and Franklin Pierce Law.
Training	<i>Expert in Field</i>	Archways' Forever Hope Training Center is equipped to provide training in peer assisted recovery, suicide prevention, ethics, bloodborne pathogens, and co-occurring disorders. Archways partners with other RCOs and leverages funding opportunities to offer SOS Peer Assisted Recovery (PAR) and related trainings free of charge on a quarterly basis. We also train facilitators in various curricula. We have added a 4-day and 2-day training for Family Support Specialists working with families affected by addiction and an implementation training for the Family Threads Program. Additionally, the podcast, Archways' Threads for Peer Recovery and Family Support Workers, has continued to deliver episodes this quarter reflecting on sharing your story and harm reduction, discussing issues present in the RCO

		communities with a goal of duplicating some of the knowledge and history as more people are leaving the field. The podcast is gaining traction with over 200 unique views.
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Capacity

Current # of Staff:	25
# of Staff w/CRSWs:	10
Current # of Volunteers:	12
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	Yes	Archways is currently undergoing our Standards of Excellence review and has met with Harbor Care to review the process. Currently we have ongoing meetings with Harbor Care as we progress through the process.
Currently delivering Recovery Coaching services.	Yes	All locations are serviced by CRSW staff and those in process of earning CRSW certification.
Currently delivering Telephone Recovery Support services (TRS).	Yes	Staff are completing TRS calls and are trained to delivery TRS calls according to internal processes.
Does the RCO have a Medicaid ID?	Yes	Concord, Tilton, Franklin, and Plymouth have established Medicaid IDs.
Is the RCO enrolled with MCOs?	Yes	Concord, Tilton, and Franklin are current with all MCOs. Plymouth had a successful Medicaid site visit and now has a Medicaid ID. MCO enrollment for Plymouth is currently in progress.
Actively billing Medicaid for PRSS?	Yes	Yes.
Does the RCO have an active sustainability plan?	Yes	Yes, this is part of our strategic planning.
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Michelle Lennon, CRSW Joseph Barbrie, CRSW Patricia Eisner, CRSW Hilary Stark, CRSW Tonya Brown, CRSW Patricia Tucker, LADC
Engage with Regional Public Health Network.	Yes	Yes. We are collaborating partners in multiple consortium and public benefit activities.
Engage with Regional Doorway.	Yes	MOU is in place and active collaboration and referrals are regularly made.
Coordinate with local Mental Health Peer Support Center(s).	Yes	One Peer to Another is our peer mental health collaborating partner. We currently co-host a peer to peer group at the Plymouth Center every Wednesday at noon.

PROGRAM UPDATES

Service Delivery	• Archways served 212 unique enrolled participants this quarter throughout various program offerings. • A total of 803 successful sessions were logged, including 53 intake sessions for new comprehensive service participants, as well as 7 reactivation intakes for returning participants. • Archways served 261 individuals not enrolled in programming through contact log sessions. • Archways transportation program provided transportation to individuals from all four locations. The transportation program has proven invaluable as it has allowed participants to access healthcare, recovery supports, mental health supports, legal obligations, and other wellness supports. • Archways continues to host parenting education classes for members of the community. Many community members who enroll exclusively in parenting classes also end up enrolling in full services, showing how important these classes are for the community. • Archways continues to partner with HealthFirst, the Franklin area Federally Qualified Health Center (FQHC) to offer medically assisted treatment and recovery at Archways' Franklin location each Friday. • Homeless Outreach continued this quarter with many distribution activities and assistance to the community. Archways logged 626 distribution activities this quarter with over 2400 items given out to the community including tents, sleeping bags, etc.
Quarter Highlights	• Archways was engaged to assist in recruitment efforts on behalf of the Recovery Friendly Workplace (RFW) initiative. Through collaborating with RFW and many local businesses, Archways was able to achieve target enrollments set by RFW, further expanding the reach of recovery friendly workplaces, reducing stigma, and strengthening communities. • Archways focused intently on expanding its pro-social programming. Some of the greatest successes in this expansion have been youth and young adult jam sessions where participants can bring instruments (including their voice!) to gather and create music together, painting group nights, karaoke nights, and morning walking groups. These activities have allowed Archways to serve members of the community we may otherwise not have reached while strengthening our communities' recovery support networks. We have found participants of ALL ages have begun to attend (ages 6 to 80+!). • Archways' legal system involved programming has continued to experience significant growth. At the close of year two of Archways' independent contract with SAMHSA on June 30th, 2025, enrollment in this program has more than doubled over year one of the contract. This program has proven to be an invaluable addition to the lives of members of the community who are re-entering or will soon be re-entering society from incarceration. Additionally, Archways has been able to help navigate the recovery needs of participants who have various levels of legal system involvement such as probation or parole, recent arrests, and in pending charge situations. Archways is also pleased to report that the minimum GPRA requirements under this contract, including a six month follow up target rate of 80% are being exceeded! The representative from SAMHSA under this contract has expressed much gratitude for these efforts, and has called our performance exceptional. • In addition to the successes currently experienced in Archways' legal system involved programming, planning is currently underway to incorporate a pilot of our Family Threads program within the Family Connections Center of the Dept. of Corrections. Archways will provide training to corrections staff on the delivery of this groundbreaking, newly evidence-based program which incorporates Family

	Support and Strengthening with Peer Recovery Support services to accomplish a whole-person and whole-family approach to services for participants reentering the community. Archways is honored to collaborate with the Department of Corrections on this important initiative and deeply appreciates the support and encouragement of the advisory council at the women's facility, which played a key role in guiding us through the program's development and launch. • Archways' Youth Programming has continued to experience growth this quarter and year. Building on its presence in several high schools and middle schools, Archways has expanded its efforts to include collegiate recovery initiatives. • Archways has begun hosting multiple pro-social groups including meditation, art and painting, karaoke, and music jam nights. Some feedback we have received is that these groups are a very welcome addition to the collegiate communities as well as to the recovery community at large. In addition to this, Archways' collegiate program coordinator attended the Association for Alternative Peer Groups (APG) annual conference in New Orleans this June which focused on APG and other services provided to youth. Archways' collegiate programming coordinator and a member of management were invited to present on the topic of braiding resources to create a continuum of substance use and recovery support for youth. They were also able to bring some valuable information and practices back to New Hampshire to help improve youth services.
Challenges	• Housing insecurity in New Hampshire continues to be a major concern. Apartment rental costs continue to rise while more people need affordable housing. • In addition to affordable rental homes, participants are being affected by lack of funding support from Doorway or Community Housing Program (CHP) due to certain certification requirements placed on the recovery home, not the resident. This reduces the number of overall recovery home beds available for people just starting out their recovery who typically do not have means to pay for the bed until they find stable work. It also puts participants at risk of losing recovery housing they had found if unable to pay. • Participants are currently at greater risk than ever of losing their public health insurance coverage and Supplemental Nutrition Assistance Program (SNAP) benefits. While social service agencies can prepare to help mitigate the impact where possible, the reality is that many members of our communities will be affected by these changes, resulting in additional hardship.

Addiction Recovery Coalition of New Hampshire

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 10, 2025	April-June 2025/Q4 2024-2025	Gray Somers

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Addiction Recovery Coalition of New Hampshire	180 Elm St., Ste. E, Milford, NH 03055	M-F 9:00am to 6:00pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in field	Staff have been fully trained in harm reduction and also utilize it as a pathway to recovery. At its core, ARCNH emphasizes harm reduction as a way to decrease overdoses/deaths. ARCNH has scheduled Narcan trainings every Tuesday at the center and has also conducted Narcan training with area school districts (Milford and Mont Vernon). Our Overdose Awareness and Prevention kits include two doses of Narcan, an Overdose Prevention Pocket Guide, an ARCNH information postcard and two fentanyl test strips. ARCNH also has HIV test kits and male and female condoms for distribution at the center. Additionally, ARCNH hosts monthly MAT appointments for participants with, Better Life Partners. ARCNH will also participate in an 11-part Harm Reduction Education Series led by Boston Medical Center Grayken clinical educators in FY26Q1.
Criminal Justice	Expert in field	ARCNH is a member of the Milford Adverse Childhood Experiences Response Team (ACERT). This is a local group that partners with First Responders to educate and assist with navigating the treatment system particularly for those in crisis. ARCNH also works closely with the Milford Police Department’s prosecutor to work closely with Milford High School students who have court-ordered community service. ARCNH has also launched a comprehensive outreach campaign to include criminal justice organizations and employees that will conclude on 12/31/2025.
Hospital/ED Integration	Some experience	ARCNH has met with representatives from both St. Joseph’s Hospital and Southern NH Hospital to review their MOSAIC programs. The MOSAIC programs embed Certified Recovery Support Workers into the Emergency Department who work alongside emergency medicine physicians and nurses. This is a good referral avenue both to and from these hospitals. ARCNH will continue to meet with representatives of the MOSAIC program at both hospitals to enhance the referral

		relationship. ARCNH's Executive Director has also met with Wentworth-Douglas's MOSAIC team. In addition, ARCNH has launched outreach to all healthcare providers in its catchment area, i.e., the 11 towns of the Souhegan Valley and Town of Merrimack.
Crisis Intervention	Expert in field	All of ARCNH's staff have been trained and certified in the Crisis Prevention Institute (CPI) training. In addition to Milford ACERT and the Community Action for Safe Teens Coalition (C.A.S.T.), ARCNH also works closely with Milford High School's Assistant Principal to engage students in crisis through their pivot program. ARCNH also includes our Stronger Together Veterans' Coalition which assists veterans and their families in crisis.
Parenting/Family Support	Some experience	ARCNH holds a weekly family support group on Wednesdays at 5:30pm. Additionally, most of our recovery coaches have lived experience as parents of children with SUD. Also, one of our recovery coaches is a current student at UNH's Building Futures Together Program and will graduate next year with another bachelor's degree with this concentration. ARCNH also relaunched a women in recovery group, EmpowHER, in June that has been well-attended.
Prevention	Some experience	ARCNH is partnered with the C.A.S.T. Coalition. This group meets monthly at the Milford Boys' and Girls' Club and is designed to reduce substance misuse by bringing attention to activities and events that are substance-free. ARCNH's veterans' coalition Stronger Together Veterans' Coalition (STVC) collaborates with veterans and veterans' organizations to promote substance-free activities for veterans and their families.
Recovery Friendly Workplace	Expert in field	ARCNH became a Recovery Friendly Workplace (RFW) on June 4, 2020. ARCNH will work with both the Greater Merrimack/Souhegan Valley and Greater Nashua Chambers of Commerce to promote the benefits of becoming an RFW. ARCNH is also working to identify all Recovery Friendly businesses in our catchment area to develop synergies and participation with the center. ARCNH will also begin re-certification as a RFW in late summer 2025.
System Navigation	Some experience	All ARCNH staff are competent in understanding how to assist participants select and participate in the most meaningful services available for SUD. This includes detoxification, inpatient treatment facilities, Intensive Outpatient, Partial Hospitalization Programs, and other resources and assets to support recovery. ARCNH has developed a new Resource Directory to enable staff and volunteers to instantaneously locate services and the right people to contact at recovery-related organizations and resources.
Veterans Support	Some experience	ARCNH's Stronger Together Veterans' Coalition (STVC) meets on the last Monday of every month at 6:00pm. This is a pan-veterans group that includes representation from the Manchester VA, mental health counselors with specific experience in treating veterans and numerous representatives from a diverse array of veterans' organizations including the VFW, American Legion, Clear Path for Veterans, Camp Resilience and Equine Therapy programs. ARCNH's Executive Director also participates in monthly veterans' suicide preventions meetings with the

		other seven veterans' coalitions in NH and has joined several Regional Health Network meetings to present STVC.
Mental Health	Expert in field	All ARCNH recovery coaches are completing training in the Intentional Peer Support (IPS) training course to become certified in IPS. This is seen as the premier mental health training available for recovery coaches and combined with other trainings our staff have done, makes ARCNH an expert in the field. Two of our recovery coaches are completing the coursework and related requirements to become Certified Behavioral Health Peer Support Specialists.
LGBTQIA+	Some experience	ARC�H holds an LGBTQIA+ mutual group weekly on Thursdays at 6:00pm. One of our volunteers is facilitating the group. We also work closely with NH NAMI to identify outreach and related opportunities.
Pro-social/Art	Some experience	ARC�H recognizes the value of self-expression for those in recovery. We regularly hold pro-social events including paint night, origami, and tie dye classes.

Capacity

Current # of Staff:	6
# of Staff w/CRSWs:	3
Current # of Volunteers:	7
# of Volunteers w/CRSWs:	0 (one in progress)

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	In progress	ARC�H is working with Harbor Care on its Standard of Excellence (SOE) submission.
Currently delivering Recovery Coaching services.	Yes	ARC�H has implemented a comprehensive outreach campaign targeting healthcare providers, local businesses including those owned by veterans, criminal justice organizations and staff, schools, and churches to promote and raise awareness of ARCNH and the free services we provide to the community.
Currently delivering Telephone Recovery Support services.	Yes	Telephone Recovery Support Services are available and utilized by all participants when needed.
Does the RCO have a Medicaid ID?	Yes	Yes.
Is the RCO enrolled with MCOs?	Yes	ARC�H's Executive Director is working toward becoming a Certified Health Navigator through NH Health Market Connect to enable Medicaid enrollment for eligible participants.
Actively billing Medicaid for PRSS?	In progress	
Does the RCO have an active sustainability plan?	In progress	ARC�H is completing a new strategic plan for 2025 and will include a sustainability plan.
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Matt Bohannon, CRSW-S, provides weekly CRSW supervision.
Engage with Regional Public Health Network.	Yes	Nashua Division of Public Health
Engage with Regional Doorway.	Yes	The Doorway of Greater Nashua
Coordinate with local Mental Health Peer Support Center(s).	Yes	Greater Nashua Mental Health Center and HEARTS.

Service Delivery	• ARCNH staff facilitated 435 individual sessions with participants from April 1st to June 30, 2025. • Held 144 mutual aid and recovery and family support meetings serving 1,898 people, increased active participants to 73 and attended 35 outreach meetings. • ARCNH had 162 walk-ins. • Continued to develop family support services with corresponding increase in attendance by 30%. • Began review of staff and volunteer training needs to streamline training programs and ensure high quality content and facilitation. • RecoveryLink training help for all ARCNH staff members and volunteers.
Quarter Highlights	• The average length of participant engagement is 271 days (~8.5 months) and participant Basic Assessment of Recovery Capital (BARC10) reflect statistically significant improvements in recovery capital and quality of life outcomes. • ARCNH also held three Stronger Together Veterans Coalition (STVC) monthly meetings from during the first two quarters of 2025. ARCNH is the only recovery community organization that includes a veterans' coalition in New Hampshire. • STVC is holding its first annual Motorcycle Ride and Rally on 7/27 which will begin with a tour of the Easterseals Veterans' Campus in Franklin, NH. • We conducted over 35 outreach meetings and are on track to increase the number of new participants to 50. • ARCNH also held a number of pro-social events including Sober Super Bowl, Paint Night, Tie Dye, Origami, Dungeons and Dragons for participants, family members, and loved ones and a Sound Bowl for Healing, a meditation event for veterans during the April through May of 2025. • We also conducted a two-day leadership training for all staff members and volunteers by Michael King from The Communities Project on 4/30 and 5/1/2025. • All ARCNH staff members and volunteers were re-certificated in naloxone (Narcan) administration by the New Hampshire Harm Reduction Coalition in March 2025. • ARCNH's Executive Director attended six monthly New Center for Nonprofits CEO Roundtable meetings. • ARCNH was featured in a WMUR segment (New Hampshire ABC affiliate) on SUD and homelessness in the greater Manchester area. • ARCNH participated in a University of New Hampshire senior business class marketing project for the 2025 spring semester which produced an actionable and thoroughly researched marketing report. • ARCNH's Executive Director attended three Nashua Mayor's Task Force on Substance Misuse meetings • STVC participated in the NH Department of Military Affairs and Veterans Services' 2025 Ask the Question and Ending Veterans' Homelessness Summit conferences in April and June. • ARCNH's Executive Director attended five monthly Community Action for Safe Teens (C.A.S.T.) coalition meetings including one in which ARCNH conducted naloxone training. • ARCNH has continued work on its Standard of Excellence (SOE) accreditation with Harbor Care. • ARCNH's four recovery coaches and Executive Director attended the R.I.C.H. conference on 4/16 and 4/17.
Challenges	• Raising awareness of the Addiction Recovery Coalition of New Hampshire (ARCNH) remains essential, as many community members are still unaware of the services offered—including that they are provided at no cost. Additionally, stigma continues to be a significant barrier preventing individuals from seeking treatment and support. • Sourcing sustainable funding is a challenge. ARCNH is working to identify

	foundations and benefactors with a particular focus on addiction/recovery. The end goal is to generate a “rainy day” fund to provide a financial cushion to support operational expense variances. • Developing ARCNH’s policies and procedures for Medicaid reimbursement for peer recovery support services for participants with Medicaid. • Developing a sustainability plan.
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Hope for NH Recovery

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	Dave Cote

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Hope for NH Recovery	293 Wilson St. Ste, 101, Manchester NH 03103	Mon – Sat 11:30-9pm

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>	Several of our staff have been or are currently involved with the Criminal Justice system. Weekly coaching groups are attended by members currently involved with the Criminal Justice system. 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 a local hospital from 2017 to early 2019, providing about 200 visits to ED and in-hospital patients.
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 arranged for rides to the hospital.
Parenting/Family Support	<i>Expert in Field</i>	A staff member brings with them extensive lived and professional experience in family separation & unification working closely with DCYF & other agencies. We offer a safe place for agencies and parents to meet with their children.
Prevention	<i>Some Experience</i>	We work in collaboration with Makin' it Happen to raise awareness of SUD.
Recovery Friendly Workplace	<i>Expert in Field</i>	Hope is a Recovery Friendly Workplace; we have a contract with RFW as a representative assisting the organization register new businesses.
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 former Director was a member of the Governor's Commission on Alcohol and Other Drugs. Hope participated in the Governor's Stimulant Task Force, Manchester SUD Collaborative and the National Peer Recovery Center for Excellence. We work with New Futures advocating for the needs of the recovery community in NH.

LGBTQ+	<i>Expert in Field</i>	Hope as a community continues to be supportive of the LGBTQ community. Our end-of-year demographics report listed 16% of our population identified as a sexual orientation besides heterosexual – more than twice the national average.
Homeless Outreach	<i>Expert in Field</i>	“Hope Connections” was created to, in part, focus on outreach to the community. Currently, our team, led by our Hope Connections Manager, works with the unhoused population at the Beech Street Shelter three times a week and monthly resource fairs at the Families in Transition (FIT) Adult Emergency Shelter. Our Case Manager/CRSW spends most of the week between the two shelters assisting people getting needs met to improve their quality of life.
Art	<i>Expert in Field</i>	Art, particularly painting, is central to what we do at Hope. With hundreds of member-created paintings on our walls and new ones created daily the message every artist transmits is: "I was here, and I matter." A weekly 12-step-based art meeting continues to thrive where participants paint as they discuss recovery topics.
Wellness	<i>Some Experience</i>	Our Wellness Clinic provides free, accessible wellness services to our community, including various holistic therapies. These services address unmet needs and complement traditional addiction services, which are often inaccessible to underserved populations due to cost, transportation, stigma, and lack of awareness.
Community building	<i>Expert in Field</i>	Community building is at the heart of all we do, from art to meditation to music. Our goal is that every person walking into Hope is welcomed, celebrated, and introduced to others. We see 800-1000 visits to the center weekly. Many of these are people that come three or more times a week for meetings, to have coffee and conversation with other members, create art, play games, and more.
Special Events	<i>Expert in Field</i>	Hope has a history of offering regular events as well as one-time activities. Plans for our 11 th Recovery Festival on 9/27/25 are in full swing. Hope’s inaugural Gala 2025 for May 15, 2025, sold out and was a huge success. Hope continues to offer events like afternoon tea, art, game night, karaoke, and other activities have been added to our schedule.
Veterans	<i>Expert in Field</i>	We have provided support to a number of veterans and worked closely with the Veterans Administration on particular cases.

Capacity

Current # of Staff:	18
# of Staff w/CRSWs:	7
Current # of Volunteers:	8
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence	Yes	
Currently delivering Recovery Coaching services.	Yes	707 RCS for 233 participants 33 group coaching with 153 attending

Currently delivering Telephone Recovery Support services.	Yes	Of the 353 brief check-ins 328 were TRS calls with 95 successful contacts
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	Randy Stevens, CRSW-S Dave Cote, CRWS-S Melissa Kimball, CRSW-s
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	We have an MOU and collaborate successfully.
Coordinate with local Mental Health Peer Support Center(s).	Yes	On the Road to Wellness

PROGRAM UPDATES

Service Delivery	298 mutual aid meetings attended by 7322 people. 153 Organizational groups/events attended by 1656 participants, including: 21 pro-social events for 502 participants and 108 wellness groups for 868 participants. 707 recovery planning sessions working with 233 participants. - Of the 353 brief check-ins, 328 were TRS calls with 95 successful contacts. 33 group coaching sessions with 153 attending. 20 contact referrals. 69 distribution events - 11822 items distributed including Narcan, safe sex kits, clothing, food and water, warming kits, daily hygiene, blankets, sleeping bags, basic needs items, and backpacks. 40 outreach activities serving 336 participants.
Quarter Highlights	Community Partnerships: - Manchester Police Athletic League, On the Road to Wellness, and Hope work together to support families affected by SUD and Mental Health. - Contribution in correctional jail planning & needs at Valley Street Jail. - Held joint meetings for our members with On the Road to Wellness. - Attended PRSS Continuum of Care. - Host community partners for information sessions with staff. - Continued participation in the Greater Manchester SUD Collaborative. - Participated in Growth Partners, quarterly PRSS Community of Practice. - Partner with UNH Manchester Collegiate Recovery to provide support for college students facing addiction. - Finalized the ES1 Grant transfer from Easterseals to Hope to begin FY 26. - A staff member is on the Behavioral Health Planning and Advisory Council that helps guide the block grant funding in NH. - A staff member continues to participate in the monthly Lived Experience Advisory panel with Foundations for Healthy Communities. - MAT Care Clinic provides services to their patients at Hope twice a week. - Participated in the Data Quality Community Forum. - The Executive Director graduated from the Leadership Greater Manchester Program. - A staff manager was selected for the Leadership Greater Manchester Program. - A staff manager continues to serve as an Ambassador for the RFW. - Continue to host Wellsense NH to assist members accessing insurance.

	• A staff member continues to serve on the board of Healthcare for the Homeless. • Added a new board member with a connection to National Association of Mental Illness (NAMI). Staff Development: • Five staff members are in various stages of acquiring their CRSW. • 5NP Ear acupuncture training for 25 people. • We continue to train staff to widen the breadth of services to offer our members. • We continue to hold weekly Staff and Leadership Team meetings, as well as weekly supervision. • Four staff attended the R.I.C.H. Conference. Hope Connections: Outreach into the Community • Ongoing meeting with the City of Manchester to review progress made using grant funds for Hope Connections. • Ongoing participation in the Bi-Weekly Overdose Incident Updates with other Manchester nonprofits and city officials. • Continued involvement at the Engagement Center at 39 Beech Street, Families in Transition Adult Shelter, and 1269 Café. • We partner with Manchester Public Works, Fire and Police Depts, Mayor's Office, and other agencies at the City Encampment Meetings to support people experiencing homelessness. • Weekly homeless outreach w/Squad One - Manchester Fire Department. • The Manchester Fire Department and the Office of the Mayor gave Hope a vehicle to use to help us better serve the community. Hope Focus Program: • Expanded the Hope Focus Program providing housing for 15 women and 8 men in three different locations while they are connected to Hope services. Hope Community: • 3 Days of free haircuts events with Oomph Salon. • Facebook Quarterly Stats: Follows: 10,239 - New Page Likes/follows: -165- Post Reaches: 74,654. • Hope continues to provide space for a variety of meetings and groups offering 48 meetings/groups and wellness events weekly. • The Community Wellness Clinic offers holistic services/groups- our FY25Q4 saw 108 wellness groups serving 868 people. Special Events: • Partnered with Manchester Community College Design students to create a video and graphics for the gala. • Our sold-out Gala 2025, on May 15, was a huge success with 225 guests. • Held a Neighborhood Clean-up with 80 people from our center and partnering businesses. • Live Me/2-Classical Music Performance. • Purchased our condo unit - 293 Wilson Street Manchester. • Co-facilitated a training on peer support with NAMI.
Challenges	• The Hope Leadership Team is challenged by the need to provide supervision for a growing staff while simultaneously ensuring the center remains monitored and operational during supervision sessions. ○ Supervision has been split into two one-hour sessions. ○ The center manager and peers have focused on recruiting more volunteers from among the members.

Keene Serenity Center

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	Sam Lake, Executive Director Emma Siemer, Office Manager

BASELINE UPDATES

RCC Information

Recovery Center Name	Address	Hours of Operation
Keene Serenity Center	24 Vernon Street, Keene NH	Office: M-F 9AM-5PM Transportation: M-F 7AM-5PM, Sa 7AM-10AM Nights & Weekends: for special events

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	KSC provides robust harm reduction support programs. Coaches go out in the community three times a week to offer syringe exchange services as an outreach service (this is also done by request). The center has a specific phone number (603-903-4049) and Facebook (GROW SSP) page for harm reduction supports allowing discretion and accessibility for participants. KSC offers a full range of safe snorting and safe smoking kits. Recently, we have utilized peers and volunteers to put together harm reduction kits. This has been effective in reducing the stigma around substance use and creating allies. KSC also offers Naloxone/overdose training in-house and through community outreach. KSC staff will clean up any reported discarded harm reduction supplies, including syringes, and empties the syringe disposal containers at public parks, the Keene Police Department, the Keene Public Library, and City Hall. This quarter, we provided portable disposal containers to Keene Police officers to carry with them to be able to pick up discarded syringes safely while out in the community.
Homeless Outreach	Expert in Field	KSC partners with numerous local organizations to have resources on hand for unhoused peers. Some of these organizations include Monadnock Family Services Outreach Team, Southwestern Community Services Homeless Outreach and Community Action Partnership (CAP) agency, Keene Mutual Aid, Love They Neighbor Outreach, and the Hundred Nights Shelter. The Executive Director attends Greater Keene Homeless Coalition meetings and maintains a working relationship with the City of Keene Human Services Department. KSC is also a coalition member of Cheshire County Mobile Outreach.

		This organization ensures there are no gaps or unnecessary duplication in services across multiple nonprofits. Finally, KSC is a participating agency for the Longest Night Memorial Celebration.
Parenting/Family Support	<i>Some Experience</i>	Every Wednesday evening there is an hour-long Friends and Family group held at the center, led by two trained facilitators. One KSC staff member is trained in Parenting Journey in Recovery (PJR) facilitation, although PJR is not currently a service offered. Our center continues to be a child-friendly space, allowing families to access services with their children. Parents and guardians are responsible for supervising minors at all times.
Criminal Justice	<i>Some Experience</i>	KSC coaches go to Cheshire County Corrections four days a week. They offer recovery coaching, support groups, and a SMART recovery group. Our "Road to Recovery" program aids graduated inmates going from DOC to recovery supports, like treatment or sober living. KSC also collaborates with probation, local police, and Drug Court. The aforementioned "Road to Recovery" program also helps with transportation for legal, probation, and parole needs.
Prevention	<i>Expert in Field</i>	KSC regularly participates in outreach events (examples of venues include Keene High School, Keene Family YMCA, and Keene Swampbats games). These events provide valuable opportunities to engage with a diverse community on topics such as harm reduction, prevention, and support services. Additionally, two of our staff members are certified prevention facilitators.
Crisis Intervention	<i>Expert in Field</i>	All full-time staff are CPI (Crisis Prevention Intervention) certified. KSC has strong working relationships with first responders (especially the Keene Fire Department as they are our direct neighbors) and partnerships with other mental health agencies.
Hospital/ED Integration	<i>Some Experience</i>	KSC works with the Continuum of Care Coordinator and the Center for Population Health Facilitator. There are also collaboration efforts with Cheshire Medical Center and The Doorway at Cheshire Medical Center.

Capacity

Current # of Staff:	7 (5 FT, 2 PT)
# of Staff w/CRSWs:	2
Current # of Volunteers:	9
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	Yes	CAPRSS Accredited 2019 (3-year accreditation)
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	

Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	In Progress	We are in the process of hiring a part-time fundraising coordinator to help with operational sustainability for KSC.
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Staff supervision is being provided by Sarah Johnston (License #0308), CRSW supervisor, in compliance with ALC 313.09 Supervision Agreement
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

PROGRAM UPDATES

Service Delivery	- Our transportation program for people in recovery called “Road to Recovery” continues to be successful. The program is offered 6 days a week, and rides fall under a variety of activity types including Medical Assisted Treatment (MAT), food pantry, medical appointments, and SUD Outpatient and Inpatient programs. - Our GROW (Guerilla Relief Outreach Work) program is offered three times a week, and by request, and promotes harm reduction through the distribution of syringes, first aid supplies, and other essential items. We receive support and funding from the NH Harm Reduction Coalition for this program. - Our Serenity Street Support program highlights our organization’s homeless outreach efforts. The funding has allowed us to be more consistent with having supplies available and being able to offer additional support to peers with housing insecurity. - Keene Serenity Center hosts mutual aid meetings in the evenings. These meetings include AA, NA, All Recovery, and Mental Health and Wellness in Recovery.
Quarter Highlights	- Almost all of Keene Serenity Center staff attended the 2025 RICH conference and brought back new ideas for supporting peers and self-care for staff. - Keene Serenity Center received its Recovery Friendly Workplace designation from the New Hampshire Governor’s office. - KSC continues to account for over 100% return rate for our syringe service program. - Our “Road to Recovery” program had 497 participant interactions this quarter. Many of these interactions provided transportation to and from MAT appointments highlighting our commitment to helping peers overcome barriers to receiving care.
Challenges	- The building our center is located in is under construction. The project has been disruptive to day-to-day operations. This, in addition to previous maintenance concerns, has started a discussion about finding a new location. - The Board of Directors and staff have discussed the pros and cons of moving. - The Executive Director has reviewed the current lease. - The President of BoD has put out soft inquiry to realtor. - We continue to see an increase in the need for housing support. Local programs and shelters, which we refer participants to, are at capacity. The absence of safe and managed housing opportunities makes recovery much more difficult.

Navigating Recovery of the Lakes Region

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	Daisy Pierce, Executive Director

BASELINE UPDATES

RCC Information

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

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	Provide naloxone kits & training, provide test strips, support harm reduction pathways, and run Laconia Exchange (LEX) since April 2023.
Criminal Justice	<i>Expert in Field</i>	Provide in-person group coaching to residents at Belknap County Corrections (since 2017); collaborate with Probation & Parole; has a Peer Recovery Response Team as part of the Rural Communities Opioid Response Program (RCORP) grant, specifically for individuals in the criminal justice system (since 2023).
Hospital/ED Integration	<i>Expert in Field</i>	Provide 24/7 support to patients at 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; all staff have received Crisis Intervention training
Parenting/Family Support	<i>Expert in Field</i>	Facilitate Parenting Journey in Recovery, PJII, Families in Recovery, and offer one-on-one and group family support services.
Prevention	<i>Expert in Field</i>	On the board for Laconia Youth Alliance (DFC); provide youth coaching for 12+ both one-on-one and groups in local schools.
Recovery Friendly Workplace	<i>Some Experience</i>	Recipient of the Recovery Friendly Workplace (RFW) grant and worked on helping businesses become RFW. Executive Director appointed to the Recovery Friendly Workplace Advisory Council. Continue to support local businesses with training and services becoming RFW.
System Navigation	<i>Expert in Field</i>	Staff are very knowledgeable about treatment and recovery options statewide, benefits navigation, and many other community resources; subcontract with The Doorway since 2020. Two staff members are trained health marketplace navigators.
Homelessness Outreach	<i>Expert in Field</i>	Provide street outreach to housing insecure and unsheltered neighbors 3 days per week (since 2020); distribute survival items: tents, sleeping bags, tarps, blankets, sleeping pads, heated sleeping pads, mummy bags, hats, gloves, sunscreen, tick removers, bug spray, sunglasses, cooling towels, etc.; collaborate with

		Community Action Program Belknap-Merrimack Counties Inc (BM-CAP) and Lakes Region Mental Health Center (LRMHC) outreach staff; Executive Director was Chair of Laconia Mayor's Housing Taskforce.
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Capacity

Current # of Staff:	10
# of Staff w/CRSWs:	6
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	Completed SOE review in 2023.
Currently delivering Recovery Coaching services.	Yes	Provide one-on-one and group coaching for recovery wellness plans.
Currently delivering Telephone Recovery Support services.	Yes	Provide one-on-one brief check-ins as needed.
Does the RCO have a Medicaid ID?	Yes	3111715
Is the RCO enrolled with MCOs?	Yes	All 3 MCOs in NH.
Actively billing Medicaid for PRSS?	Yes	Utilizes East Coast Reimbursement as 3 rd party biller.
Does the RCO have an active sustainability plan?	Yes	Updated in 2024.
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 Erica Gilbert, CRSW-S Steve Crowley, CRSW-S
Engage with Regional Public Health Network.	Yes	Partnership for Public Health; Executive Director sits on Winnepesaukee Public Health Council, Partners in Community Wellness subcommittee, and Winnepesaukee Rural Health Network.
Engage with Regional Doorway.	Yes	Subcontracted to provide CRSW coverage M-F, 8am-5pm since January 2020; added Plymouth Doorway coverage in October 2024, M-F 9am-4pm.
Coordinate with local Mental Health Peer Support Center(s).	Yes	One Peer to Another.

PROGRAM UPDATES

Service Delivery	- PRSS: The primary service we offer to participants is one-on-one peer supports, either in person, over the phone, or via Zoom. PRSS includes brief check-ins, follow-up engagements, helping participants achieve goals set in their recovery wellness plans, and providing case management/system navigation. - Homeless/Street Outreach: Three days a week, the coaches go out in pairs to provide street outreach 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. This quarter we spent \$4,352 on food for unhoused community members and served 636 people.
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	• Compass House: We continue to provide weekly house meetings and one-on-one coaching to the 8 women at Compass House. • CORE Groups: Weekly group meetings are held at Belknap County Corrections for the Correctional Opportunity for Recovery and Education Program residents. • 24/7 Hospital Support: This quarter we saw 80 patients in the hospital and referred patients to withdrawal management, treatment (all levels of care), sober living, group meetings, The Doorway, and peer support services. • Parenting Journey in Recovery: Weeks 3-10 were held this quarter. • LEX (Laconia Exchange): This quarter, we collected 25,569 syringes and distributed 25,982 (98% return rate). We also distributed 1,138 safer smoking kits. In addition to the safer use kits, we also distribute wound care kits, Xylazine test strips, Fentanyl test strips, condoms, HIV at-home test kits, Plan B, O-Pill, and other essential items. • Youth Coaching: "Building Futures Together" trained coaches run groups at Belmont High School and Inter-Lakes Middle/High School, and provide one-on-one coaching to participants 12+. This quarter we held 16 youth groups with 47 attendees.
Quarter Highlights	• Our Saturday bagged lunch program distributed 3,014 lunches and protein or yogurt drinks this quarter. • After a few years of working towards his goal, a male participant got a full set of dentures and has a full bright smile again. • Youth male participant got his Hi-Set, graduating a year early, and completed his Drivers Education classes • Male participant celebrated 4 months of recovery, first time in his life. He also completed PJR and has visitation with his son again. Recently had him overnight for the first time in 5 months for four days straight. • A chronically unhoused male participant completed residential treatment and is now in sober living. • Youth participant finished Junior year on honor roll and has found part-time employment for the summer. • Male participant completed some master's level college courses for his degree in clinical mental health and got married. • Male participant, who has been unhoused for 6 years, got an apartment with wrap-around services through the Concord Coalition to End Homelessness. • Male participant advanced to become the house manager for his sober living, getting the benefit of not paying housing fees anymore and giving back to his community. • Male participant has obtained funding for his Impaired Driver Care Management Program (IDCMP) class in full from Workforce Outfitting and is enrolled. He also moved out of living with his mother and got his own place. • Male participant received dentures with support from the NH Dental Society. • Male participant awarded supervised visits with his daughter. Recently celebrated 1 year of recovery. • Female participant obtained new apartment and recently got raise at full time job; reconnected with grandchild. • Female participant celebrated 2 years of recovery, recently got a new full-time job and is visiting family out of state for the first time in over 5 years. • Female participant started her dental journey and had her consult and extractions done. On to the next step of the process for her! • Female participant implemented healthy boundaries with family member. Retiring in mid-July, which she is very excited about! • Female participant started seeing a mental health counselor. Utilizing local resources and just got her car fixed and registered. • Female participant paid legal fines and got her driver's license back after not having it for years. She has supervised visits with son now and is working on trust and communication with son as well. • Male participant recently reached 13 months of continuous recovery. He also just got the Assistant Manager position at his job.

	• An 83-year old male participant's treatment of cancer is going well and he is maintaining his health. He also has not had any falls recently. • Male participant new to recovery went through inpatient, Partial Hospitalization Program (PHP), and Intensive Outpatient (IOP), is now in sober living. He is working full-time, thanks to Workforce Outfitting funds he used to purchase work clothes and he is taking his recovery very seriously. • Female participant paid off court and Dept. of Motor Vehicles (DMV) fines using Neighbors in Need funds and got her license. She also got a job and has moved out of sober living. • Female participant has regained guardianship of her daughter and is starting to get out to meetings and social activities to help her mental health. • Female participant is meeting her set goals weekly and is working on her self-care and confidence to get out of the house and participate in social activities. • Female participant was able to maintain her 8th yr. of sobriety, which was particularly difficult after her significant other, a "partner in crime" had a reoccurrence and overdosed. After completed referral participant is now working with LRMHC and will soon be starting counseling for herself and 7yr. old daughter.
Challenges	• As the treatment landscape in NH continues to shift towards PHP, we are finding it harder to place someone in residential treatment (if that is the appropriate level of care), especially if they have Medicare for insurance. Without funding assistance from The Doorways, anyone with Medicare must seek treatment outside of the state.

Revive Recovery Resource Center

Quarterly Progress Report

Report Date

reporting period

Prepared By

July 15, 2025

April-June

Jessica Carter

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Revive-South	263 Main St. Nashua, NH 03060	8a-5p M-F
Revive- East	6 Railroad Ave. Derry	11a-3p M-F
Revive- North	99 Blaine St. Manchester	9a-5p M-F

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	Revive provides a comprehensive harm reduction program to The Greater Nashua community with the collaboration of The Doorway of Greater Nashua and The City of Nashua’s Division of Public Health & Community Services. The Syringe Services Alliance of the Nashua Area (SSANA) conducts harm reduction-specific outreach to the community for two hours per day, five days per week. Revive provides overdose prevention education training to the public and naloxone free of charge. Revive/SSANA has expanded supply offerings to include safer smoking (meth, fentanyl, and cocaine), safer snorting kits, and non-IV injection 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, stay-warm bags as well as water and snacks when available or requested. Revive continues with a collaboration with St. Joseph’s Mobile Health Care Clinic which attends outreach two days per week.
Criminal Justice	Expert in Field	Revive sits on both Hillsborough County (South & North) recovery court teams and has been providing Peer Recovery Support Services to these programs since 2018. Revive has a relationship with The Hillsborough County House of Corrections and has been working with all populations at Valley Street Jail including the Assertive Community Treatment (ACT) program and anyone who puts in a request slip to attend recovery support groups in person at the jail. This quarter, Revive began discussion to expand our Criminal Justice Peer Support reach.
Hospital/ED Integration	Expert in Field	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) closely for collaboration with SSANA and assistance with system navigation. Revive has continued conducting outreach to SNHHS. Revive has partnered with the St. Joe’s Mobile Health Clinic to collaborate with SSANA on Harm Reduction Outreach several days per week.

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 in collaboration with the Adverse Childhood Experiences Response Team (ACERT) and has been working on rebuilding relationships with the police department in Nashua to get this team more active in the community. Revive has been a part of the Merrimack ACERT Team launch, serving the Merrimack Community. Revive began discussions with community partners in Greater Nashua to begin a Pre/Post Overdose Response Team in collaboration with the Doorway of Greater Nashua.
Parenting/Family Support	<i>Expert in Field</i>	Revive currently provides a Family Support Group to community members monthly. Revive currently provides individual family peer recovery support services. Revive offers community members the Families in Recovery (FIR) Program at the Cynthia Day Family Center. Revive currently has three facilitators for the Families in Recovery program and is providing this program at the Cynthia Day Family Center in Nashua. Revive had one additional trainer trained in the curriculum, in hopes of beginning to expand our service offerings for FIR.
Prevention	<i>Expert in Field</i>	Revive is present in the Nashua Prevention Coalition and 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.
Recovery Friendly Workplace	<i>Expert in Field</i>	Revive engages the Recovery Friendly Workplaces (RFW) by serving on lived experience panels, assisting with RFW orientations, providing peer recovery support services to local RFWs, referring participants to RFWs in the area, and providing naloxone & language training to Recovery Friendly Workplaces.
System Navigation	<i>Expert in Field</i>	Revive 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. Revive supports system navigation through its ACEs Mobile Response Team in collaboration with GNMHC, Bridges, The Souhegan Valley Boys and Girls Club, and Police Departments in Milford, Merrimack, Nashua & Hudson. This team reduces barriers and meets with participants out in the community to help them navigate recovery-oriented systems of care.
Youth Programming	<i>Expert in Field</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 4 trained facilitators for the Alternative Peer Group. The facilitators have been trained in both the youth-specific curriculum provided by UNH Institute of Disability and their CRSW training. RRRC has been building relationships with community partners and promoting this new program to enhance referrals. Revive is in discussions with UNH Manchester to collaborate on an APG tailored to the college-aged population at UNH Manchester.

Trainings	<i>Expert in Field</i>	Revive currently provides all the trainings required for someone to become a Certified Recovery Support Worker. Revive provides the three-hour Mental Health/Co-Occurring training offered to anyone interested for free. Revive offers SOS The Art & Science of Peer-Assisted-Recovery, Ethical Considerations in PAR, Suicide Prevention in PAR, HIV & Other Infectious Diseases in PAR, Overdose Prevention Trainings, and Harm Reduction Outreach Worker Trainings for anyone interested.
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Capacity

Current # of Staff:	10
# of Staff w/CRSWs:	6
Current # of Volunteers:	37
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	Yes	Met CAPRSS Standards 2021, Needs NHCOSOE
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	Draft Sustainability Plan provided
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Jessica Carter, CRSW-S, Marshall Wood, CRSW-S, Traci Weaver, MLADC
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	

PROGRAM UPDATES

Service Delivery	- Revive continued to provide Recovery planning sessions, Brief Check-Ins, and Intakes in all three locations. - Revive provided groups to the Nashua, & Manchester Community. - Revive continued conducting outreach to encampments and other locations as needed/requested by community partners to engage folks in recovery-related conversations or help to connect with other community partners based on needs while out in the community.
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	• Revive continued providing PRSS to all inmates interested at the Hillsborough County House of Corrections and provides 4-5 separate groups to males and females within the walls on a weekly basis. • Revive began planning for an expansion of Criminal Justice Peer Support Programming to additional institutions in need of peer support at the request of inmates. • Revive was awarded 1.95 million from NH Housing to purchase a building and renovate into an 18-bed level three Recovery Residence for women in Manchester, NH. • Revive received Provisional Certification for the level three Recovery Residence in Manchester. • Revive continued outreach to Gatehouse Treatment Centers and began providing Recovery Support Informational Sessions to various partners in the communities they serve. • Revive began a collaboration with On the Road to Wellness, that serves both Manchester and Derry centers. • Revive continues to be an active team member for the Hillsborough County South Adult Recovery Court Program and The Hillsborough County North Adult Drug Court Programs. • Revive continued providing Families in Recovery at the Cynthia Day Family Center and has graduated two women from the program. • Revive has continued its relationship with Better Life Partners to help meet the MAR needs of community members in Nashua. • Revive began conversations with Middlesex Recovery to help meet the MAR needs of our community members in Manchester. • Revive continues to provide transportation, free cell phones with minutes, food, stay warm bags, sunscreen, shelter supplies, and clothing to participants in need. • Revive has continued to partner with a nurse practitioner who uses center space to continue to help support the primary care needs of individuals in the Greater Manchester area. • Revive provides comprehensive harm reduction services 5 days a week for two hours each day.
Quarter Highlights	• Revive relaunched Mindfulness Based Stress Reduction (MBSR), noontime meeting in the Nashua Center. • Revive has significantly grown the services offered in the Manchester center. • Revive continued to engage in the Thriving in the Workplace initiative. • Revive participated in the Hillsborough South & North SIM Mapping Workshop meetings. • Revive attended the PRSS Community of Practice (CoP) this quarter, as well as, the Harm Reduction CoP. • Revive North welcomes new volunteers who have begun running new creative activities. • Revive began planning a CRSW Training Series in Manchester for next quarter. • Revive began planning a CRSW training series in partnership with ARCNH to be offered in person in Milford, October 2025. • Revive has begun planning its 9th Annual Golf Tournament & Fundraiser event that will be taking place in October at the Overlook Golf Club in Hollis, NH. • Success Story: A gentleman who had been coming in for a few months, had a recurrence. Within two days of having a recurrence, he felt comfortable coming in and having a conversation about next steps. We were able to get him into treatment right away. The treatment center came to pick him up and he will now be residing there for another 60 days. The participant is still in communication with us so we can help him figure out next steps.
Challenges	• Maintaining a safe environment while also welcoming all pathways of recovery in the same space.

	• Have enough people present to respond to challenging situations. ○ Seek collaboration for challenging situations ○ Connect with resources. • Provide naloxone & overdose response education. • Use person-first, appropriate language with staff and participants. • Come up with systems that support safety for staff. ○ Utilize supervision as a means to support staff. • Maintaining staff wellness and preventing burn out & compassion fatigue, ○ Talk openly about burnout and compassion fatigue as a part of performance evaluations. ○ Check in on self-care regularly. ○ Make sure all voices feel heard. ○ Ensure staff are taking regular breaks from work and are also utilizing their PTO. ○ When challenges arise, address them immediately • Managing all obligations of the organization through staffing shortages. ○ Always have several different back up plans for staffing shortages ○ Build ways to better retain staff (pay, benefits, etc.) ○ Build out more opportunities for growth within the organization ○ Utilize new hiring/interviewing process. ○ Seek all staff feedback on new hires. ○ Hire for admin support.
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Safe Harbor

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	Whitney Brown

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
Safe Harbor Recovery Center	115 Heritage Ave., Portsmouth, NH 03801	M-F 8:30a-6p & Sat 8:30a-2p

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Some Experience</i>	Continue to provide harm reduction kits and naloxone; MOU with NH Harm Reduction Coalition (NHHRC) will be renewed FY2026.
Hospital/ED Integration	<i>Some Experience</i>	Outreach at local behavioral health unit on hold until new recovery specialist hired.
Crisis Intervention	<i>Some Experience</i>	Will use MedTrainer's Crisis Intervention in Mental Health module until a more advanced course is available. Youth Mental Health First Aid is another training priority for some of the staff.
Criminal Justice	<i>Some Experience</i>	We partner with Rockingham Drug Court and serve as a Community Service Site – meeting in July to determine off site service agreement.
Parenting/Family Support	<i>Some Experience</i>	In addition to the Families in Recovery curriculum, we offer family support service, off site, in partnership with UNH through their collegiate Wildcats for Recovery program.
Youth/Prevention	<i>Some Experience</i>	Subcontractor to UNH Institute on Disability (IOD) for assistance in delivery of their collegiate recovery program (Wildcats for Recovery). Our own on-site Alternative Peer Group (APG) programming is on hold until current staff are trained through Youth Mental Health First Aid (YMHFA).
Recovery Friendly Workplace	<i>Some Experience</i>	Subcontractor of the Governor's RFW Initiative; project ended 6/30/25.
Recovery Vocational Services	<i>Expert in Field</i>	Job Launch established in 2019 under NH DHHS – enter new contract July 1, 2025.
Holistic Wellness Services	<i>Some Experience</i>	Reiki and ear acupuncture services.
System Navigation	<i>Expert in Field</i>	Integrated into PRSS.
Art in Recovery Program	<i>Expert in Field</i>	Established 2016 in partnership with Art Instructor; Completed New Hampshire State Council on the Arts (NHSCA) grant supported training with New Hampshire Theatre Project (NHTP) 6/30/25.
Transportation Subsidy Program	<i>Some Experience</i>	Fund completed 6/30/25.
Housing Subsidy Program	<i>Some Experience</i>	Fund completed 6/30/25.

Capacity

Current # of Staff:	5
# of Staff w/CRSWs:	3
Current # of Volunteers:	13
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCOSOE) and/or CAPRSS Accredited.	Yes	Report complete and SOE certified as of June 2025; workplan in progress.
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	In Progress	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Dawna Jones, MLDAC, CRSW-S and Whitney Brown, CRSW-S
Engage with Regional Public Health Network.	Yes	Naloxone distributor; 2024 funder and local Greater Portsmouth Recovery Coalition (GPRC) coalition member.
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	

PROGRAM UPDATES

Service Delivery	- Through our SAMHSA-funded initiative, we provided employment transportation support to 19 individuals, distributing a total of \$5,190. Additionally, we assisted 10 individuals with recovery residence rental payments—totaling \$16,451.50—while they participated in weekly Peer Recovery Support Services (PRSS), thereby helping to stabilize their housing. Between July 1, 2024, and June 30, 2025, we invested nearly \$60,000 in recovery residence funding and approximately \$17,000 in employment transportation services. - Our New Hampshire State Council on the Arts-funded experiential training program concluded in June, marking the completion of a yearlong collaborative initiative with the New Hampshire Theatre Project. The program was designed to enhance staff retention, reduce burnout, strengthen team cohesion, and improve self-disclosure skills among staff. Seacoast Health Recovery Center and New Hampshire Theatre Project will present the final report to Families First of the Seacoast project management team upon its completion. - Work Outfitters fund re-implemented. - Through Homeless Outreach we purchased thirty more phones with one-month unlimited data plans for our unhoused individuals, as well as more basic necessities (tents, sleeping bags, etc.). According to our distribution records, we gave 24 individuals basic necessities (flashlights, batteries, socks, etc.) and distributed over 280 bus tickets, (potentially providing nearly 70 service trips at four ticket weekly
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	member distribution limit. We also distributed 44 sleeping bags, tents, tarps and ground mats.
Quarter Highlights	• We relocated to a larger facility with seven offices and two meeting spaces in late April. Our corporate services moved very quickly, which was challenging for us to manage comprehensive planning and partner communication, though the move has been positive for staff (more space) and client (more service opportunity). • We successfully completed our Recovery Community Organization (RCO) site review through the New Hampshire Bureau of Drug and Alcohol Services (BDAS) Standards of Excellence and received certification following a two-year preparatory process. Implementation of the workplan, developed in collaboration with Harbor Care, is scheduled for the upcoming quarter. • We developed and completed our vocational/employment support manual ("Job Launch Manual") • We will renew the New Hampshire Harm Reduction Coalition (NHHRC) contract with an MOU for Fiscal Year 2026, along with harm reduction supply provisions for our Syringe Services Program (SSP). • Our Building Communities of Recovery Grant completed its second budget year and federal funder confirmed budget year three award on 6-27-2025.
Challenges	• Staffing is low since we let go one of our more tenured employees. • Open recovery specialist position. • The SOE review process identified a gap in supervisory, lead, and mentorship roles within our staffing structure. In response, budget planning was undertaken to support the introduction of a Center Supervisor position. These staffing structure changes are scheduled for implementation in Fiscal Year 2026.

SOS Recovery Community Organization

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	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
SOS Exeter RCC	10 Portsmouth Ave. Suite 10 Exeter NH 03833	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; providing Hepatitis C testing using Dry Blood Spot Testing via a pilot program with DHHS.
Criminal Justice	<i>Expert in Field</i>	Peer-Strength program run in Strafford County and Rockingham County within probation, parole, 4 county correctional facilities and 6 drug courts including Federal Drug Court (LASER program).
Hospital/ED Integration	<i>Expert in Field</i>	Fee-for-service contract w/ 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>	Two staff trained in Families in Recovery program. Now hosting "Invitation to Change" with 2 trained Level 1 facilitators weekly. Hosting Families in Recovery in Carroll County corrections. Creating new evidence-based parenting curriculum with Dr. Ross Greene. SOS has been chosen to lead the creation of a Youth Diversion program in Carroll County through NH Juvenile Court Diversion.
Prevention	<i>Expert in Field</i>	Harm reduction is prevention. We are creating an evidence-based parenting class using the Collaborative Proactive Solutions model, designed to support families of high-risk youth to minimize risk outcomes. The Youth Diversion model we are creating is a preventative model based in restorative justice practices.
Recovery Friendly Workplace	<i>Expert in Field</i>	Have continued working as a Recovery Friendly Workplace (RFW) since 2017 and added 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.

Other:	<i>Expert in Field</i>	Distributing several thousand syringes monthly, mobile syringe services, outreach as well as wound care, referrals for care, and other harm reduction supplies and services.
Other:	<i>Expert in Field</i>	The Association for Addiction Professionals (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 Motivational Interviewing Technical Institute (MITI) and Motivational Interviewing Competency Assessment (MICA).

Capacity

Current # of Staff:	20
# of Staff w/CRSWs:	5
Current # of Volunteers:	25
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	Yes	Exemplary 5-year Accreditation (April 2018) Currently in Progress for SOE
Currently delivering Recovery Coaching services.	Yes	Staff completes daily
Currently delivering Telephone Recovery Support services.	Yes	Staff completes daily
Does the RCO have a Medicaid ID?	No	In progress - submitted all requirements, waiting for credentialing
Is the RCO enrolled with MCOs?	No	In progress
Actively billing Medicaid for PRSS?	No	Working on ID and credentialing
Does the RCO have an active sustainability plan?	Yes	Currently being updated with a full strategic planning rebuild.
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	John Burns and Eileen Doyle both CRSW Supervisors
Engage with Regional Public Health Network.	Yes	Work with them closely
Engage with Regional Doorway.	Yes	Refer individuals to doorway when they are willing to accept them
Coordinate with local Mental Health Peer Support Center(s).	Yes	Work w/Infinity regularly

PROGRAM UPDATES

Service Delivery	- 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 two locations with Invitation to Change, three that offer Harm Reduction Works meetings weekly as well as All Recovery, Dharma Recovery, SMART Recovery and LGBTQIA+ meetings. - We offer onsite in person meetings and supports at all centers. - SOS is in six county treatment courts through opioid abatement funding program servicing Coos, Carroll, Rockingham, Strafford County and the Federal LASER program in Concord. We work with Belknap, Carroll, Coos, Grafton and Strafford County Corrections as well as DOC Probation & Parole.
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	• SOS completed another round of all CRSW education components with Motivational Interviewing in February/March with 19 individuals. • SOS is doing a series of trainings in Vermont (VT) for Motivational Interviewing with Community Health Workers and hospital systems as a subcontract of CDC Overdose Data to Action (OD2A) funding with VT DHHS. • Engagement with our fee-for-service recovery coaching contract w/Exeter Hospital has been steady. • We have launched a Families in Recovery program inside of Carroll County Corrections as part of our parenting program. • SOS is launching a new program for adolescents with Dr. Ross Greene entitled Collaborative Proactive Solutions (CPS), which is an evidence-based model that will be newly created through consulting with Dr. Greene to focus on families and individuals with Children in Need of Services (CHINS) and DCYF involvement as well as the local high school.
Quarter Highlights	• Our Human Resource Generalist, completed Leadership Seacoast and graduated and completed her Society for Human Resource Management (SHRM CP) certification for Human Resources. • Our Deputy Director completed and graduated from the Hoffmann Haas Fellowship program. • SOS participated in a mobile pop-up with Home for All Coalition. • We participated in “Don’t Trash Dover” and “Don’t Trash Rochester” community clean up initiatives. • SOS was a sponsor for the Seacoast Outreach Portsmouth Pride Day in June.
Challenges	• We have pending offer on a purchase and sale for a new location in Rochester and are also navigating the lease of our current building and hoping to transition to a month to month lease in interim. • Our Executive Director and Deputy Director are conducting meetings with city councilors in Rochester on a one-on-one basis to work towards improving stigma and misunderstandings of our services.

TLC Recovery Programs

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	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 10am-6:00pm
TLC Recovery Programs Satellite Location	24 Hanover St. Lebanon, NH 03766	Mon-Friday 10:00am-5:00pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in Field	TLC distributes Narcan, fentanyl test strips, and Xylazine test strips both internally and through street outreach. Our outreach efforts also include providing materials to support unhoused individuals in coping with seasonal conditions. We collaborate with the local syringe exchange program and offer direct referrals. In partnership with Dartmouth Hitchcock Hospital, we host bi-monthly Hepatitis C and HIV testing events at both of our TLC locations.
Criminal Justice	Expert in Field	TLC offers two recovery-based groups each week at Sullivan County DOC and provides in-house individual recovery coaching. We oversee the Sullivan County Department of Corrections (DOC) aftercare program contract with the Sullivan County DOC and supervise the substance use counselor, who is responsible for its facilitation. Two peer recovery workers are embedded in the Sullivan County Family Treatment Court and are providing recovery coaching and case management with all the enrolled participants. We maintain referral partnerships with Sullivan County DOC and Probation, and have established MOUs for collaborative outpatient services with both entities.
Hospital/ED Integration	Expert in Field	TLC has established partnerships and MOUs with Valley Regional and Dartmouth Hospital Emergency Departments, the HIV/HPV Program, and Dartmouth Doorway. Through the referrals received from these programs, TLC offers direct recovery support, resource navigation, and case management.
Crisis Intervention	Some Experience	TLC has established partnerships with NH Treatment Centers to ensure quick and efficient admissions to treatment. Many TLC staff are trained in de-escalation and conflict resolution techniques.

Parenting/Family Support	<i>Expert in Field</i>	TLC offers specialized programming for parenting and family support, including individual family support, parenting groups, and family counseling. TLC hosts Parenting Journey in Recovery several times a year at our Claremont Recovery Community Organization.
Prevention	<i>Some Experience</i>	TLC offers parent and child therapy services. TLC conducts sexual health prevention courses at the local middle school. Many of the TLC staff are trained to administer Adverse Childhood Experiences (ACE) screenings and can provide appropriate referrals following the screenings.
Recovery Friendly Workplace	<i>Expert in Field</i>	TLC is a designated Recovery Friendly Workplace (RFW) and has recently completed a contract with Granite United Way to promote RFW within our community. This marks the second time TLC has contracted with RFW.
System Navigation	<i>Expert in Field</i>	TLC has two designated resource navigation specialists. These specialists are readily available to offer any resource assistance during the drop-in hours at both locations. All TLC staff trained in using NH Easy and have access to the portal to provide a higher level of assistance for participants attempting to enroll or re-enroll in state insurance.
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, assessments, and individual counseling for the Sullivan County DOC. TLC also has a clinical team that offers family and mental health therapy.

Capacity

Current # of Staff:	13
# of Staff w/CRSWs:	8
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.	In Progress	TLC is the next in line to be reviewed for accreditation and is ready to proceed forward.
Currently delivering Recovery Coaching services.	Yes	TLC currently has eleven staff members fully trained to provide peer recovery support services.
Currently delivering Telephone Recovery Support services.	Yes	TLC encourages every participant to enroll in Telephone Recovery Support (TRS). Staff and volunteers conduct weekly TRS by making phone check-ins and sending text messages with RCO updates, motivational quotes, and positive affirmations. This program is managed by both staff and volunteers.
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	TLC is enrolled in all three Medicaid Care Organizations.
Actively billing Medicaid for PRSS?	Yes	TLC bills monthly for Recovery Planning Sessions, Brief Check-Ins, and Group Sessions.

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	TLC provides weekly supervision by OPLC-credentialed CRSW supervisors. The supervision model alternates between individual supervision one week and group supervision the following week. There is also a monthly supervision provided for PRS who facilitate groups. CRSW Supervisors: • Dan Wargo, LADC, CRSW-S • Liz Morse, CRSW-S • Andy Grenier, CRSW-S • Sean Cox, CRSW-S-In-Training
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	TLC has an active MOU with Dartmouth Hitchcock Medical Center (DHMC) Doorway and engages in regular collaboration
Coordinate with local Mental Health Peer Support Center(s).	Yes	TLC's catchment area includes two mental health peer support centers. If an acute mental health issue is identified, TLC will refer individuals to these centers for support

PROGRAM UPDATES

Service Delivery	Services Provided Unique to TLC Recovery Programs: • TLC's individual recovery support services provide personalized, one-on-one assistance to individuals in recovery from substance use disorders, mental health challenges, or co-occurring conditions. These supports are delivered by trained recovery specialists, including peer recovery coaches with lived experience, and are tailored to meet each participant's unique goals and stage of recovery. Services may include emotional support, goal setting, relapse prevention planning, and help accessing housing, employment, education, healthcare, and other essential resources. Through a compassionate and person-centered approach, TLC empowers individuals to build resilience, strengthen recovery, and achieve long-term stability and wellness. • Collaborative Outpatient Services: This program is designed to support individuals in establishing strong foundations for sustainable, long-term recovery from substance misuse and addiction-related issues. Through this three-month program, engaged participants will build their social capital with group support, counseling, and recovery coaching during the initial stages of their recovery process. • Mapping our Recovery: The purpose of the Recovery Journey Plan program is to provide individuals recovering from substance use disorders with a structured, supportive environment that fosters personal growth, self-awareness, and accountability. Through a series of sessions focused on storytelling, values exploration, self-care, and support systems, participants engage in meaningful discussions and activities that empower them to create personalized recovery plans. The program emphasizes the importance of community, allowing individuals to connect with others who share similar experiences and challenges, thereby reinforcing the notion that recovery is a shared journey. Ultimately, the program aims to equip participants with the tools and strategies they need to navigate their recovery successfully, promoting resilience, hope, and lasting change. • Recovery Reflections Group: This group aims to facilitate a deeper understanding of how personal values and principles shape our lives, particularly in the context of
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	recovery from substance use. By exploring these foundational elements, participants can better align their decisions and behaviors with their core beliefs, leading to healthier and more fulfilling lives. The group encourages open sharing in a respectful and supportive environment, allowing individuals to reflect on their feelings, experiences, and insights. Through structured discussions and check-in questions, members can actively engage in self-reflection, express gratitude, and identify goals, all while reinforcing community connections. The overall purpose of the program is to empower individuals in their recovery journey by promoting self-awareness, accountability, and personal growth. • Recovery Engagement Incentive Program (REI): This program is designed to enhance participant retention and motivation in recovery-based services, particularly during the critical initial two months of engagement. Recognizing that many individuals struggle with maintaining motivation after their initial commitment to recovery, this program seeks to address that challenge by providing tangible incentives for continued engagement in recovery support activities. The REI Program targets new participants and includes structured guidelines for enrollment and eligibility, focusing on individual recovery support and staff-led groups. Participants can earn Walmart gift cards as they complete various recovery engagements, thereby reinforcing their commitment and involvement in the recovery process. The program also emphasizes accountability through documentation and tracking of attendance and participation. By offering financial incentives, the REI Program aims to encourage consistent attendance at recovery planning sessions and support groups, ultimately fostering a supportive community that aids participants in their recovery journeys. This structured approach not only promotes engagement but also seeks to improve overall recovery outcomes, helping individuals sustain their motivation and commitment to lasting change. • Financial Assistance Program: This program offers short-term financial support and emergency funding for individuals impacted by substance use disorder, seeking to eliminate financial barriers to essential recovery services. Eligible participants can use the funding for various needs, including treatment costs, transportation, legal fees, medical expenses, and any other barriers to sustained recovery. This program is committed to helping individuals access critical resources on their path to recovery. • Resource Navigation Program: This program provides Resource Navigation Specialists at each location, available during drop-in hours without the need for an appointment. They offer resource navigation, case management, and immediate support for any other needs that may arise. Other General RCO Programs: • Workforce Outfitting Program: This program leverages existing New Hampshire Healthy Families funding to support workforce participation by supplying essential materials for individuals starting their employment journeys. By facilitating access to necessary items, the program aims to enhance job readiness and promote sustained employment. • Street Outreach: This program is a crucial component of a comprehensive approach to addressing substance misuse for our unhoused population. It fosters trust, provides immediate resources, supports harm reduction, and connects individuals to necessary treatment and support systems. Staff venture into homeless encampments, soup kitchens, and warming shelters to build relationships, provide needed materials, and share about our services. For this reporting period, 11% of our referrals for individual recovery support were a result of connections built through this service. • TLC also provides Telephone Recovery Support and Parenting Journey in Recovery through our subcontract with Harbor Care. • All RCO programs have been going strong with consistent referrals and attendance. • TLC's staff facilitated groups and outside group partnerships have maintained consistent attendance. • TLC has multiple contracts and MOUs to support other organizations, communities, and programs with peer recovery support. They include Family Treatment Court, Sullivan County DOC, Probation and Parole, Valley Regional Hospital, DHMC Doorway,
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	Headrest, Hope for Freedom Recovery Homes, Sullivan House, the City of Claremont, Better Life Partners, and Groups/Recovery Together.
Quarter Highlights	• TLC engaged 277 participants in individual recovery support, completed 61 intakes, conducted 925 hours of brief check-ins and recovery planning sessions, and hosted a total of 97 hours of staff-facilitated group sessions. On average, participants' recovery capital has increased, indicating that the support and services we provide are effective and having a positive impact on their recovery journey. • TLC's new location in Lebanon has seen great success. We have been consistently receiving referrals, building new partnerships with local organizations, hosting events, facilitating groups, and providing recovery support services to many individuals. TLC has recently finalized its contract with Harbor Care to formally include the Lebanon RCO. • Across both RCO locations, TLC now offers a total of 10 staff-facilitated groups per week and our locations host a total of 8 outside groups per week. These groups support various recovery pathways and have maintained consistent attendance. • Upon completion of the RFW contract with Granite United Way, TLC secured 22 letters of intent (LOI) from businesses seeking to become RFWs. This achievement means TLC has far exceeded its goal of 10 LOIs for this contract period. • TLC hosted several impactful events aimed at supporting the community and promoting wellness. We collaborated with the DHMC HPV Program to hold three Point of Contact sessions, offering free HIV and Hepatitis C testing to community members. In addition, we organized three recovery-focused events: Dance of the Decades, the For-U Summer Event, and Men's Mental Health Awareness. At Dance of the Decades, attendees dressed in fun, era-themed costumes and enjoyed a lively evening featuring a catered dinner, dancing, and lots of laughter. The For-U Summer Event treated participants to a relaxed day out in Lebanon, including mini-golf and ice cream. For the Men's Mental Health Awareness event, guest speakers shared insights on mental health, followed by a group discussion and light refreshments. All events were well-attended and warmly received, helping to foster stronger connections within the recovery community. • We have enhanced our contract with the Sullivan County DOC by providing two staff-facilitated recovery groups and providing more recovery coaching within the DOC. • TLC is working on a contract with West Central Behavioral Health to embed two part-time CRSWs into their Claremont and Lebanon programs.
Challenges	• TLC is hoping to complete its Standards of Excellence Accreditation soon. Our organization is prepared and awaiting the state's next steps in moving the accreditation process forward. Achieving accreditation will enhance our funding opportunities and open doors for additional resources once it's granted. • TLC continues to monitor both federal and state policy changes to ensure it makes informed decisions that best serve its community, regardless of shifts in government regulations.

White Horse Recovery

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2025	April-June 2025	Mitchell Henderson, RCO Director

BASELINE UPDATES

RCC Information

Recovery Center(s) Name	Address	Hours of Operation
The Shed Center Ossipee	70 Route 16B, Center Ossipee NH 03814	Monday 12-5 Tuesday-Friday 9-5
The Shed North Conway	2977 White Mountain Highway, North Conway NH 03860	Tuesday-Friday 9-5
The Shed at Littleton	45 Union St. Littleton NH 03561	Monday-Friday 9-5
The Shed at Berlin	38 Glen Ave. Berlin, NH 03570	Tuesday-Thursday 9-5 Friday-Saturday 2-10

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	All Locations distribute Narcan, Fentanyl testing strips, Xylazine testing strips, and Detera disposable bags, referrals to MAR providers, CRSW's trained in coaching a Harm Reduction pathway.
Criminal Justice	<i>Expert in Field</i>	Ossipee: Working with local probation, parole and drug court for transportation to appointments and assisting with community service hours. Ossipee continues to work with Carrol County DOC Case Manager assisting in transportation to treatment as well as providing items from our thrift store as needed. SMART Recovery and Recovery Coaching continues in Carroll County Corrections, two days a week and on an as needed basis. Littleton: Continues to work with Grafton County DOC Alternative sentencing programs including Drug Treatment Court, Mental Health Court and FIRRM.
Hospital/ED Integration	<i>Expert in Field</i>	N Conway: Have referral connection with Primary Care/Behavioral Health at Memorial Hospital. Recently connected with Comprehensive Addiction Medicine Program at Memorial Hospital. Carroll County Centers have responded to case managers in ER and ICU at Memorial Hospital.
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 continues on the 2 nd and 4 th Monday of the month. Now offering a regular weekday family support group. Littleton: planning the process to start our next Parenting Journey Class.

		All centers provide family support regularly to individuals seeking support.
Prevention	<i>Expert in Field</i>	All centers look for opportunities to partner with prevention specialists in each location. Berlin attends monthly prevention meetings with PD and other local organizations. Staff in Carroll County work with Carroll County Youth Wellness Team. Staff have partnered with Kingswood Youth Center after school programs for prevention.
Recovery Friendly Workplace	<i>Expert in Field</i>	All facilities are Recovery Friendly Workplaces. White Horse Recovery is contracted with RFW to recruit local businesses to join. All performing outreach that includes information for RFW.
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:	14
# of Staff w/CRSWs:	6
Current # of Volunteers:	0
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	Yes	Ossipee/Conway: CAPRSS 3-year accreditation
Currently delivering Recovery Coaching services.	Yes	All Centers
Currently delivering Telephone Recovery Support services.	Yes	All Centers
Does the RCO have a Medicaid ID?	Yes	Ossipee, North Conway, and Littleton
Is the RCO enrolled with MCOs?	Yes	Ossipee, North Conway, and Littleton
Actively billing Medicaid for PRSS?	Yes	Ossipee, North Conway, and Littleton
Does the RCO have an active sustainability plan?	Yes	Sustainability Plan in progress for all centers
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Vanessa Smith (CRSW), Joni O'Brien (MLADC), Angela Jones (MLADC)
Engage with Regional Public Health Network.	Yes	Ossipee: Ossipee Round Table North Conway: Carroll County Coalition for Public Health, CC Responds to SUD, Northern Carroll County Providers. Littleton: Two staff members serve on the BOD for local PHN. North Country Health Consortium. Berlin: NCHC
Engage with Regional Doorway.	Yes	All Centers
Coordinate with local Mental Health Peer Support Center(s).	Yes	Littleton: One staff member serves on the BOD for Alternative Life Center Ossipee, North Conway, and Berlin partner with local Peer Support (located in Conway and Berlin)

PROGRAM UPDATES

Service Delivery	All locations continue to provide all aspects of PRSS to participants including recovery coaching, telephone recovery support, crisis intervention, system navigation and care coordination.
Quarter Highlights	Ossipee: - SMART Recovery continues to be held at Carroll County Corrections, as well as Recovery Coaching on an as needed basis. SMART Recovery is also being offered at The Shed. - Shed Some Light Family Support Group - We continue to work with the Carroll County Corrections to provide transportation to rehab and detox facilities. - Partnered with local churches for food donations. - Attended meetings at the Kingswood Youth center continue as part of our youth prevention program. - Increased attendance of unhoused individuals and provided daily living supplies. - Provided two meals each week for participants. - Increase in recovery coaching and billable services. - One staff completed CRSW application. - Started summer disc golf groups. North Conway: - Implemented a new meeting schedule with diverse group offerings, including virtual options. - Working with the Comprehensive Addiction Medicine program at Memorial Hospital to provide peer support in their community of MAT and primary care patients. - Participated in group hikes in the Conway area. - A member of the PRSS Community of Practice (CoP) planning committee. - Worked on video marketing and social media projects. Littleton: - Offered free Saturday community dinners. - Increase of shower and laundry use in the center. - One staff completed required education for CRSW. - Tabled at Pedal it Purple Recovery Event and Community Resource Fair. - Spoke on a local mental health discussion panel. - Attended UP Conference for youth prevention. - Partnered with Tri-County Cap to give out tents, backpacks, and daily living supplies. Berlin: - Partnered with Tri-County Cap to give out tents, backpacks, and daily living supplies - Hosted Business After Hours Meeting for Chamber of Commerce. - Hosting a monthly community breakfast. - Held a community sober bowling event. - Began peer support group for individual struggling with depression. - Partnered with Northern Human Services for SMART Recovery. - Partnered with Family Resource Center for Recovery on the Go. - Hired a new CRSW. - Started summer disc golf groups. All Four Centers: - Local outreach to providers and community members to bring more awareness of our services to the community. - Attended local chamber of commerce meetings. - Annual Benefit Dinner for Fundraising and raising awareness of our recovery services. Two staff members spoke and shared their story.
Challenges	Transportation

	○ Considering plans to obtain more vehicles to be utilized by our centers. ○ All centers collaborate with local networking groups on issues related to transportation. ○ In Carroll County, the ReCycled Program provides repaired bicycles to any individuals who would benefit. ○ All center refer participants to Tri County Transit and Coordinated Transportation Solutions Inc. (CTS). • Attendance and Participation ○ Ossipee, North Conway, and Berlin are located in rural areas with less resources. It can be difficult to maintain engagement and attendance. ○ Developing a plan for local outreach. ○ Improving/increasing engagement with local networks and business chambers. ○ Improving office signage and processes • Housing ○ Working with local networks to discuss/address housing issues. ○ Familiarizing with the recovery housing process and options in order to partner with existing organizations and to prepare for the possibility of recovery housing in our communities. ○ Developing a recovery house in Ossipee. • Funding ○ Applying for local grants. ○ Working to increase donor base. ○ Developing opportunities for billable services.
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