

HARBOR CARE: PRSS FACILITATING ORGANIZATION

ANNUAL REPORT FY 2026

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The views and opinions expressed within this report are those of Harbor Care and do not necessarily reflect the views or positions of the State of New Hampshire, Department of Health, and Human' Services.

Definitions

- **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. Relationships are ongoing until terminated by either party.
- **Recovery Community Center (RCC):** Peer operated centers that serve as local resources for 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 their status and progress in recovery. Referral to other resources is expected.
- **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 training 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 discussions facilitated by 1-2 recovery coaches.

Project History

Harbor Care’s 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). 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. Currently, Harbor Care subcontracts with 10 RCOs servicing 21 different Recovery Community Centers (RCCs) across all 13 of NH's Public Health Regions. Significant 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™.

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>293 Wilson St. Manchester, NH 03103</i>	March 2020	Greater Manchester
Keene Serenity Center <i>294 West St. Suite A. 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>92 Portsmouth Ave., Suite 10 Exeter, NH 03833</i> <i>Somersworth, NH</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>70 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

FY26 Project Summary

Harbor Care was contracted to serve as the FO for RCOs in NH that provide PRSS to individuals with substance use disorder (SUD) and their families. Harbor Care's scope of services for this project includes but are not limited to:

- Provide funding and Technical Assistance (TA) 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 provides a minimum of one recovery center, recovery coaching, TRS, a venue for mutual aid meetings, additional support as determined by the local community, engage with local and regional partners, bill for Medicaid reimbursement 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 and maintain the NH RCO Standards of Excellence (NHRCOSE), Medicaid enrollment and billing, capacity building, sustainability, and service development.
- Assist subcontractors with ongoing back-office functions as needed including but not limited to HR, IT, policy and procedure development, grant writing and assistance, compliance monitoring, quality improvement, billing, data collection and management.
- Ensure training and TA are 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 quarterly Community of Practice (CoP) that allows administrators and leaders to establish and strengthen cooperation, collaboration, and informal mentoring.
- Ensure RCOs provide Certified Recovery Support Workers (CRSWs) with supervision in compliance with the NH Licensing Board.
- Implement data collections and organization processes using RecoveryLink.
- Collaborate with the Bureau of Drug & Alcohol Services (BDAS) to evaluate service performance and participant level outcomes and enhance contract management.
- Actively promote the availability, purpose, and value of PRSS across NH.
- Facilitate bi-monthly RCO leadership meetings.
- Provide oversight to four Opioid Abatement funded programs provided at 3 RCOs.
- Ensure a minimum of three RCOs are providing homeless outreach and distribution of supplies by providing oversight and financial assistance.

Funding Breakdown

Harbor Care manages a single contract, the Peer Recovery Support Service Facilitating Organization (PRSS FO) contract, with multiple funding streams including; Substance Abuse Prevention and Treatment Block Grant, Governor's Commission on Alcohol and Other Drugs, Opioid Abatement Trust Fund, and General Fund dollars. The PRSS FO contract is overseen by the NH Department of Health and Human Service (DHHS), Bureau of Drug and Alcohol Services (BDAS) and currently provides funding to twenty- one RCCs. On average, PRSS FO funding supplements 47% 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 2026 Highlights

- Harbor Care continues to provide updated procedures, training, back-office support, technical assistance, and guidance to RCOs for RecoveryLink data entry, data collection, and reporting to meet grant and evaluation requirements.
- 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 bi-weekly meetings for all RCO Directors to discuss program and contract updates, with quarterly in-person sessions hosted on a rotating basis by participating RCOs.
 - Harbor Care facilitates a bi-monthly parenting education meeting that allows trained parenting facilitators to discuss ongoing curriculum implementation.
 - Harbor Care facilitates a biweekly forum that allows directors to seek feedback and work through ethical dilemmas, pose standardizing questions, and share knowledge and resources with other RCOs.
 - Harbor Care continues to provide a quarterly Community of Practice in collaboration with Growth Partners, New Hampshire Technical Assistance Center (NHTAC), and BDAS.
- Promotion:
 - NH Recovery Hub Facebook Page Annual Stats:
 - Total Page Followers: 2.9K
 - # of Page Views: 27.6K
 - Content Interactions: 975
 - Harbor Care continues to engage the public via [NH Recovery Hub](#) Facebook page.
 - Maintained a Recovery Hub website <https://www.nhrecovery.org/>
 - Senior Project Manager presented at the Behavioral Health Planning & Advisory Council (BH PAC) Operations Committee.
 - Previous Project Director presented at the New Hampshire Behavioral Health Summit (NHBHS).
 - Harbor Care staff participated in Recovery Day of Service.
 - Project Director presented at the Hospital Community of Practice.
- Community of Practice Topics:
 - Recovery Capital Series: Motivational Interviewing
 - Developing Your Personal Mission Statement
 - Enhancing Our Skills: How to Build Good Habits for You and Your Participants
 - Doing More with What We Have: Creative Pathways to Wellness
- Maintained a Compliance Dashboard to proactively monitor RCO compliance.
- Supported completion of the Arkansas Foundation for Medical Care (AFMC) evaluation of the 10 subcontracted RCOs.
- 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.
- Provided feasibility study to Recovery People of Texas.
- Partnered with three RCOs to support organizational growth, planning, and FY27 funding readiness through presentations, stakeholder engagement, and ongoing consultation.
- Facilitated educational sessions for RCO staff and coordinated three external program presentations for RCO Directors to enhance collaboration and resource awareness.
- Continued to monitor statistically significant improvements in recovery capital across subcontracted RCOs.
- Redesigned and updated “How-To” guides for RecoveryLink processes to improve clarity, user comprehension, and process consistency.
- Senior Data Analyst conducted regular engagement with RCOs to resolve data inquiries, assessed compliance dashboard metrics, analyzed performance trends, and fulfill operational requests.

- Monitored, tracked, and followed up on RecoveryLink-related issues to ensure prompt resolution and ongoing system effectiveness.
- Created standardized RCO billing packets for submission to the State.
- Created drawdowns for billing and posted accordingly.
- 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.
- Followed up with the State of NH Finance and BDAS depts 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.
- Prepared internal budget presentations.
- Categorized State Spend Down funds and managed fiscal year-end expense allocations.
- Reconciled Harbor Care bank statements.
- Workforce Outfitting receipts & requests are checked twice a week.
- Ran financial reports to support oversight and planning.
- Created FY27 budgets, new invoice templates and contract amendments for all RCO's.
- Planned and coordinated ongoing Impact Leadership Training for RCO and Harbor Care staff through the Communities Project.
- Presented on PRSS and RCOs to Harbor Care's Housing Department.
- Supported the building of an updated 42 CFR Part 2 training to be delivered to all the RCO workforce as applicable to the 2024 Final Rule as it relates to PRSS work.
- Assistant Project Director spoke at a local community forum hosted by UNH on RCO workforce needs.
- Assistant Project Director and Senior Project Manager attended a Voices of Recovery event, hosted by Austin17 House.
- Strengthened operational processes by implementing a QI framework for compliance tracking, formalizing training request procedures, and enhanced RecoveryLink data entry practices.
- Project Manager developed a PRSS Workforce and Retention newsletter focused on supporting RCOs with employee relations and human resources topics.
- Project Managers presented at the Community of Practice - "Doing More with What We Have: Creative Pathways to Wellness"
- Conducted site visits to all Recovery Community Organizations.
- Senior Project Manager facilitated Crisis Prevention Institute (CPI) training for Hope, Keene Serenity and Revive RCOs.
- Provided scholarships for RCO staff and volunteers to attend the SOS Recovery Community Organization R.I.C.H. Conference and the 2025 NH Behavioral Health Summit.
- Attended and hosted a booth at the SOS RICH Conference; the Senior Project Manager presented "The Power of Art Therapy".
- Senior Project Manager maintains Parenting Education resources.
- Safe Harbor completed the NHRCOSE in partnership with BDAS and Growth Partners.
- Supported RCOs with Medicaid and Managed Care Organization (MCO) applications and revised a comprehensive Medicaid Billing Manual.
- Supported RCOs for Medicaid audit activities by assisting with data reporting, analysis, and billing documentation.
- The Project Director served on the Data Taskforce of the Governor's Commission.
- Project Director serves on the Governor's Commission on Addiction, Treatment, and Prevention Budget Taskforce.
- Previous Project Director served as a partner on the NH Behavioral Health Summit Committee.
- Assistant Project Director and Project Director participate in the Medex Search & Rescue Committee on a bi-weekly basis.

- Regularly attends the Governor’s Commission on Addiction, Treatment, and Prevention, NH Opioid Abatement Trust Fund & Advisory Commission and Licensed Alcohol and Drug Counselor (LADC) Board meetings.
- Participates in internal Harbor Care committees and workgroups, including Training, Workplace Violence Prevention, Emergency Preparedness, Legislative and Policy, Accessibility, Strategic Planning, and Philosophy of Care.
- FY26 Activities:

FY26 Harbr Care Activities	Count of Activities	Duration (Hours)	Sum of Attendees
Back Office Support	237	734.78	4
Billing/Credentialing	57	47.25	N/A
Compliance	106	165.5	4
Finance	50	484.53	N/A
Grants	2	3	N/A
HR	22	34.5	N/A
Promotion	71	59.75	16214
RCO Association Meetings	97	94.5	930
Community of Practice	25	24.75	223
Data Quality	8	8	79
Directors' Meeting	24	21.33	459
Parenting Ed	24	17.92	51
Other	12	14.5	118
TaskForce	4	8	N/A
Technical Assitance	433	574.76	2
Data/Reporting	155	225.67	N/A
Organizational Coaching	69	92.42	N/A
Other	40	84.25	2
RecoveryLink	80	65.42	N/A
SME	25	32.42	N/A
Standards of Excellence	64	74.58	N/A
Training	33	198.17	373
Facilitated	19	133.17	204
Paid For	14	65	169
Grand Total	871	1661.96	17523

*Promotion attendees include the number of social media reaches.

Training

Subcontracted RCOs have participated in diverse and practical training 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 training and webinars on the following topics, totaling 33 sessions and over 198 hours. *Training data does not reflect training delivered through MedTrainer. MedTrainer trainings are listed separately at the end of this section.*

Training delivered in FY 2026 includes:

- HIV/AIDS/HepC Prevention
- Suicide Prevention
- Art & Science of Peer Assisted Recovery
- Ethical Considerations for Recovery Coaches
- Families in Recovery

- The Communities Project: Impact Leadership and Mentoring
- Motivational Interviewing
- Intermediate Motivational Interviewing
- Best Practices in Interviewing and Retention
- Friends of Aine Grief training
- Crisis Prevention Institute (CPI)

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
- Identifying and Reporting Elder Abuse
- Bloodborne Pathogens: The Basics
- Fire Safety and Fire Extinguisher Types (OSHA)
- Harassment Training: Gender Identity and Sexual Orientation
- FEMA – IS-907.a Active Shooter. What you can do
- Introduction to Harbor Care and the Peer Recovery Support Services Facilitating Organization
- Mandated Reporter Training – Child Abuse and Exploitation
- Security Awareness Trainings
- Opioid Death Epidemic Crisis: A Review of Pain Management Alternatives
- Overview of Opioid Treatment Programs and Medication Assisted Treatment
- Recognizing and Responding to Bed Bugs
- Women and Substance Abuse

Standards of Excellence

The Council on Accreditation of Peer Recovery Support Services (CAPRSS) is a nationally recognized accredited body specifically for RCOs and PRSS. The four core areas of standards in the CAPRSS accreditation process – Principles, People, Practices, and Performance – measure how impactful a centers' values, policies, and programs are within their community.

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 NHRCOSE program, and all centers are engaging in the preparation process with Harbor Care staff to ensure compliance.

There are twenty-eight NHRCOSE 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 support 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 services 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 services 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 support 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 can 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 are 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 that 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 improvement in preparation for their next review.

RCO/ Address	NH /SOE Dates	Standards of Excellence Status
Addiction Recovery Coalition of NH		Organizational Development
Archways	CAPRSS Completed: August 2019	Organizational Development
Hope for NH Recovery	NHRCOSE Completed: December 2022	Reassessment
Keene Serenity Center	CAPRSS Completed: July 2019	Organizational Development
Navigating Recovery of the Lakes Region	NHRCOSE Completed: March 2023	Reassessment
Revive Recovery Resource Center	CAPRSS Completed: January 2021	Organizational Development
Safe Harbor Recovery Center	CAPRSS Completed: January 2021 NHRCOSE Completed June 2025	Reassessment
SOS Recovery Community Organization	CAPRSS Completed: April 2018	Organizational Development
TLC Recovery Programs		Awaiting BDAS Desk Review
White Horse Recovery	CAPRSS Completed: April 2020	Organizational Development

Back Office Support

Harbor Care is responsible for providing a variety of supportive functions that include back-office support for subcontracted RCOs. This ensures that small grass root and non-profit organizations have the resources needed to operate. Back office and technical assistance may include but is not limited to human resources, finance, Medicaid billing and enrollment, 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 a checkmark).

Back Office Support

RCO	Human Resources	Finance	Medicaid Billing	Technical Assistance
Addiction Recovery Coalition of NH	✓	✓	✓	✓
Archways	✓	✓	✓	✓
Hope for New Hampshire Recovery	✓	✓	✓	✓
Keene Serenity Center	✓	✓	✓	✓
Navigating Recovery fo the Lakes Region	✓	✓	✓	✓
Revive Recovery Resource Center	✓	✓	✓	✓
Safe Harbor	✓	✓		✓
SOS Recovery Community Organization	✓	✓	✓	✓
TLC Recovery Programs	✓	✓	✓	✓
White Horse Recovery	✓	✓		✓

Medicaid Reimbursement

Subcontracted RCOs continue to rely on support from Harbor Care when it comes to enrollment and billing Medicaid for reimbursable services. 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 support to submit, and process claims, and seven of them utilize the third-party biller facilitated by Harbor Care. Subcontracted RCOs billing Medicaid received a total of \$958,640.38 in reimbursement from NH MCOs in FY26. *Note this number reflects reimbursements received as of July 2026. At the time of this report, fiscal year 2026's reimbursements to the RCOs had yet to be fully received.

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, youth-based programming, 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.

Medicaid reimbursement alone is not a sustainable source of dollars for the RCOs due to low reimbursement rates, limited billing codes, 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. Each RCO holds an active sustainability plan for their organization. Harbor Care continues to support and aid subcontractors in 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 digital recovery technology company. Their mission is to provide a suite of accessible and impactful recovery support tools designed to elevate collective impact. Recovery Link is a cloud-based program that

“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).

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 2026. Of the 4256 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	45
18-24	178
25-44	2560
45-64	1327
65+	146
TOTAL	4256

Gender	Count of Participants
Female	1730
Male	2485
Transgender	16
Gender fluid	5
Non-binary	12
Not listed	3
Prefer not to answer/Unknown	5
TOTAL	4256

Race	Count of Participants
Alaskan Native	2
American Indian	41
Asian	16
Black	157
Native Hawaiian or Other Pacific Islander	17
White	3696
More than 1 race selected	150
Other	123
Prefer not to answer or unknown	54
TOTAL	4256
*Participants can select more than one option	

Ethnicity	Count of Participants
Puerto Rican	4
Mexican	4
Hispanic or Latin X	182
Cuban	0
Other Spanish Origin	12
More than 1 Ethnicity Selected	388
Not Hispanic/Latin X/Spanish	3264
Other	159
Unknown/Prefer not to answer	243
TOTAL	4256
*Participants can select one or more options	

Sexual Orientation	Count of Participants
Heterosexual	3641
Homosexual	88
Bisexual	292
Asexual	10
Pansexual	51
Not Listed/Other	43
Decline to answer	131
TOTAL	4256

US Military Veteran	Count of Participants
Veteran	146
Non-veteran	3991
Prefer not to answer	119
TOTAL	4256

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. The following tables offer fiscal year totals to reflect most of these services. *In FY26, subcontracted RCOs provided 29,117 individual services and 13,931 activities with 129,568 people in attendance and 977,459 items distributed.*

Participant Services						
RCO	Referrals	Brief Check Ins	Intakes	Recovery Planning	Groups	Total Services
Addiction Recovery Coalition of NH	20	465	37	697	0	1219
Archways	322	1437	292	2559	0	4610
Hope for New Hampshire Recovery	93	271	365	2798	242	3769
Keene Serenity Center	1	271	72	254	0	598
Navigating Recovery of the Lakes Region	536	462	210	3007	49	4264
Revive Recovery Resource Center	152	1377	705	1882	650	4766
Safe Harbor	3	132	81	259	0	475
SOS Recovery Community Organization	21	3318	367	282	1	3989
TLC Recovery Programs	11	475	362	3005	384	4237
White Horse Recovery	15	562	215	398	0	1190
Total	1174	8770	2706	15141	1326	29117

Organizational Activities		
RCO	No of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	90	425
Archways	176	1278
Hope for New Hampshire Recovery	620	7380
Keene Serenity Center	79	1096
Navigating Recovery of the Lakes Region	203	1475
Revive Recovery Resource Center	239	3824
Safe Harbor	101	616
SOS Recovery Community Organization	1202	14836
TLC Recovery Programs	158	1303
White Horse Recovery	332	3171
Total	3200	35404

Partnered Organizational Activities		
RCO	No of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	256	3338
Archways	245	3876
Hope for New Hampshire Recovery	1122	26085
Keene Serenity Center	47	883
Navigating Recovery of the Lakes Region	176	2930
Revive Recovery Resource Center	908	13084
Safe Harbor	339	3021
SOS Recovery Community Organization	71	700
TLC Recovery Programs	284	2730
White Horse Recovery	532	6005
Total	3980	62652

Outreach Activities*		
RCO	No of Activities	Sum of Attendees
Addiction Recovery Coalition of NH	33	1136
Archways	65	5798
Hope for New Hampshire Recovery	200	2683
Keene Serenity Center	171	1562
Navigating Recovery of the Lakes Region	141	3675
Revive Recovery Resource Center	501	8764
Safe Harbor	1	29
SOS Recovery Community Organization	221	1369
TLC Recovery Programs	277	1528
White Horse Recovery	171	3364
Total	1781	29908

**Outreach Activities data excludes Homeless Outreach Services*

Distribution Activities		
RCO	No of Activities	No. of Items distributed
Addiction Recovery Coalition of NH	0	0
Archways	2252	12908
Hope for New Hampshire Recovery	372	23285
Keene Serenity Center	87	62011
Navigating Recovery of the Lakes Region	177	202720
Revive Recovery Resource Center	1392	342607
Safe Harbor	156	576
SOS Recovery Community Organization	29	328412
TLC Recovery Programs	55	2209
White Horse Recovery	290	2731
Total	4810	977459

***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.*

FY26 Homeless Outreach Data			
RCO	No. of Activities	No. of Encounters	No. Resources Distributed
Archways	321	1021	5698
Hope for New Hampshire Recovery	187	2070	13487
Keene Serenity Center	64	1020	21655
Navigating Recovery of the Lakes Region	149	3850	202314
Revive Recovery Resource Center	636	10996	339756
SOS Recovery Community Organization	114	471	295983
Safe Harbor	18	149	422
TLC Recovery Programs	182	937	2117
Total	1671	20514	881432

**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.*

Participant Outcomes

The primary data metric collected to measure outcomes is the Brief Assessment of Recovery Capital (BARC-10). The BARC-10 is an assessment of recovery capital measured on a scale from 10-60. Recovery Capital is the measure of internal and external assets that can be utilized by recoverees to initiate and sustain recovery (Cloud & Grandfield, 2008). The 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 once per 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 helps to maintain 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 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	480	5.65	40%
Archways	3013	2.78	70%
Hope for New Hampshire Recovery	2801	0.69	62%
Keene Serenity Center	298	5.1	51%
Navigating Recovery of the Lakes Region	1958	5.17	54%
Revive Recovery Resource Center	1963	2.15	50%
Safe Harbor	318	2.23	69%
SOS Recovery Community Organization	2775	1.22	70%
TLC Recovery Programs	1710	1.94	46%
White Horse Recovery	509	1.46	44%
Total	15825	2.34	56%

Participant Outcomes					
t-test: 2 paired samples	Mean Difference	Std. Deviation	T-test	df	Significance (p-value)
Average BARC-10 scores – Baseline BARC-10 scores	2.34	5.74	51.26	15824	0.00

Participants who received peer recovery support service(s) during fiscal year 2026 showed significant increase in Recovery Capital ($M= 2.36$, $SD= 5.75$) compared to baseline BARC-10 scores, $t(15828)=51.63$, $p<0.01$.

AFMC findings underscore that state-funded PRSS delivered by RCOs are not only effective in increasing recovery capital but are also 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 SUD treatment, PRSS saves 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

Each subcontracted RCO is required to provide recovery coaching and telephone recovery support, bill Medicaid, engaged with local and regional partners including their Regional Public Health Network, Doorway and Mental

Health Public Services, obtain NH Recovery Community Organizations Standards of Excellence, maintain an active sustainability plan, and provide their CRSWs with supervision. The table below is an overview of these deliverables.

RCO	TRS	Recovery Coaching	Medicaid	NHRCOSOE	Sustainability Plan	RPHN	MHPS	Doorway	CRSW Supervision
Addiction Recovery Coalition of NH	✓	✓	→	→	✓	✓	✓	✓	✓
Archways	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hope for New Hampshire Recovery	✓	✓	✓	✓	✓	✓	✓	✓	✓
Keene Serenity Center	✓	✓	✓	✓	✓	✓	✓	✓	✓
Navigating Recovery fo the Lakes Region	✓	✓	✓	✓	✓	✓	✓	✓	✓
Revive Recovery Resource Center	✓	✓	✓	✓	✓	✓	✓	✓	✓
Safe Harbor	✓	✓	✓	✓	✓	✓	✓	✓	✓
SOS Recovery Community Organization	✓	✓	→	✓	✓	✓	✓	✓	✓
TLC Recovery Programs	✓	✓	✓	→	✓	✓	✓	✓	✓
White Horse Recovery	✓	✓	✓	✓	✓	✓	✓	✓	✓

Deliverable Met	✓
Work in Progress	→

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 10 th , 2026	April – June 2026	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>Some Experience</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 Medicated Assisted Recovery/Treatment (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. Archways has a Peer Recovery Response Team program with a local consortium based in the Federally Qualified Health Center (FQHC). We are also replicating our evidence-based program Family Threads with the DOC Family Connections Center.
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 applicable training includes Motivational Interviewing, CRSW trainings and Zero Suicide Pilot training. Centers are equipped with Naloxboxes and AED machines.
Parenting/Family Support	<i>Expert in Field</i>	Archways holds the 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 with all four locations recently receiving updated RFW Certifications. We collaborate with RFW in our workforce programming and maintain relationships with other Recovery Friendly Workplaces to assist individuals with safe employment in their recovery. Archways has collaborated further with RFW to target additional recruitment and providing staff with additional training.
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 support, family support, and more. Archways 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 Health Market Connect. Archways is partnering with the State of NH to help those in the DOC who are undergoing reentry with their efforts to navigate health-coverage needs.
Youth Programming	<i>Some Experience</i>	Archways' youth programming has continued growth consistently each quarter. Consistent relationships with Schools such as Franklin High School, Newfound Regional, the Tilton School, Plymouth State University, 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.
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 the Art and Science of Peer Assisted Recovery (PAR) and related programming free of charge quarterly. We also train facilitators in various curricula. We have added a two and a four-day training for Family Support Specialists working with families affected by addiction, and an implementation training for the Family Threads program.

Capacity

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

# of Volunteers w/CRSWs:	0
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Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	Yes	Archways Standards of Excellence review work is well under way. Final preparations are being completed, and our review is scheduled for later this year. Ongoing meetings with Harbor Care will continue throughout the completion of this process.
Currently delivering Recovery Coaching services.	Yes	All locations are serviced by CRSW staff and those in the process of earning CRSW certification.
Currently delivering Telephone Recovery Support services.	Yes	Direct support staff are trained in delivering telephone recovery support services
Does the RCO have a Medicaid ID?	Yes	All four locations have a Medicaid ID
Is the RCO enrolled with MCOs?	Yes	All locations are enrolled with MCOs.
Actively billing Medicaid for PRSS?	Yes	All locations are actively billing.
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	Patricia Tucker, LADC Joseph Barbrie, CRSW Patricia Eisner, CRSW Hilary Stark, CRSW Tonya Brown, CRSW
Engage with Regional Public Health Network.	Yes	We are collaborating partners in multiple consortium and public benefit activities. Our President serves on the council for lower Grafton County.
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	Archways collaborates with One Peer To Another. We also co-host a Peer-to-Peer group at the Plymouth Center.

PROGRAM UPDATES

Service Delivery	• Current Enrollments: Archways served 432 unique enrolled participants this quarter through recovery program offerings. • A total of 1,374 successful sessions were logged, including 72 intake sessions, 872 recovery planning sessions, and 430 brief check ins. • Contact logs: Archways served 306 individuals not enrolled in programming through contact log sessions, 72 of whom enrolled in services. • Transportation: Archways transportation program provided 61 transports for individuals across our four locations. Archways' transportation program has allowed participants and community members to access healthcare, recovery supports, mental health supports, legal obligations, and other wellness support. • Parent Education: Archways' latest parent education series concluded this quarter. Many community members who enroll exclusively in parenting classes also end up enrolling in full services, highlighting the positive impact of these classes. • Community and resource connection: Archways' focus on the domains of recovery and wellness allowed us to connect 69 participants and members of the community with various recovery, mental health, and wellness resources.
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	• Homeless Outreach: Archways logged 650 distribution activities this quarter with 3,450 items given out to the community including shelter supplies, food and water, hygiene kits, and various other basic need items. • This quarter, Archways provided 155 organizational activities for the community. Additionally, Archways provided space for 57 partner organization activities such as recovery meetings.
Quarter Highlights	• The Family Resource Center Network of New Hampshire (FRCN-NH) officially launched this quarter. This is relevant to Archways as we function as a combined RCO and Family Resource Center providing integrated peer recovery support services to all members of families impacted by SUD. FRCN-NH's inaugural summit occurred on Friday, April 3rd in Tilton, NH and was represented widely by all family resource centers in New Hampshire. The network and the event were led in development by Archways' President, Michelle Lennon. Archways signature integrated recovery-family support program, Family Threads, conceptually laid the foundation for an emphasis on recovery in both the keynote speaker Dr. John Gaines and programming throughout the day. • Archways formed a participant engagement department which is overseen by the data, outcomes, and engagement manager. With four locations across central New Hampshire housing multiple programs and services, the need for a centralized point of contact for incoming referrals and program coordination has been of great importance. The objective of this work is intended to support staff in: ○ Creating seamless entry into services for our participants, ○ Informing participants of programming relevant to their needs, ○ Connecting participants to community partners as appropriate, ○ Reviewing participant engagement trends, and, ○ Re-engaging participants who lessen or discontinue engagement. • Archways' Recovery Enhancement Program (REP) has fully lifted off this quarter with tremendously positive feedback from participants. To date, this program has served 32 unique participants. This quarter alone, REP has provided 432 recovery planning sessions for these participants and distributed weekly incentives to support recovery efforts. The greatest successes of this program, thus far, are that 96% of REP participants are maintaining reduction or abstinence from their chosen target substance (opioids or stimulants), are consistent with their scheduled recovery planning sessions with Archways and remain enrolled in treatment with their providers. • Agency Training this quarter included: ○ Recovery Friendly Workplace hosted a training as many new staff have joined Archways since the last training. ○ Friends of Aine, whose mission is, "to help children and families grieving a death navigate their path to a hopeful future," hosted an agency wide training to better equip Archways staff in understanding grief and increase empathy for participants who are grieving a death. ○ The Unite Us referral platform "train the trainer," focused on the use of the platform and training other staff on use of the platform. Archways looks forward to using this platform to send and receive referrals. • Archways received a notice of award for a contract from DHHS to assist individuals reentering the community from incarceration to obtain health care coverage. This contract will allow Archways to build partnerships with all Department of Corrections (DOC) facilities throughout the state, expanding its DOC work which was able to launch through SAMHSA's Building Communities of Recovery contract over the past three years. • In May 2026, Archways was awarded a grant from VolunteerNH for an AmeriCorps Volunteer Planning program. This grant will allow Archways to design the program structure, partnerships, training, supervision, and compliance systems needed to support a future AmeriCorps volunteer program focused on homeless

	outreach and engagement. After this one-year planning grant, Archways intends to apply for the AmeriCorps Volunteer program grant for direct implementation. • Participant story: An individual began coming into one of Archways locations after being in town and experiencing homelessness for many weeks. When they first came to the center, it was for basic survival needs such as tents and hygiene and wound care kits. This participant displayed a distrust of services, and at first was unable to meaningfully converse with staff. After some time helping them consistently with basic needs, they eventually began engaging. After building some rapport, staff were able to enroll the participant in services and are now setting regular recovery goals with their coach, highlighting the importance of meeting people where they are while not losing sight of helping them move forward. • Participant story: With the launch of our new Recovery Enhancement Program (REP), one of our participants was referred to us from DHHS while navigating reunification with her children. This participant was incredibly consistent with her recovery planning sessions with their coach and has provided negative drug screens every time, which has been one of her self-identified goals since the beginning of entering the program. This participant was living at a domestic violence shelter, was then homeless, but through goal setting has been able to obtain her own apartment. With some of the REP winnings, she was able to purchase essential items and toys for her children, enhancing their time spent together. As she is finishing the REP program, she has expressed a desire to remain engaged with her recovery coach at Archways and continue her journey in recovery.
Challenges	• Participant needs to continue to grow in complexity. Many individuals and families served by Archways are managing several barriers at once, including recovery needs, mental health concerns, legal-system involvement, family stress, unemployment, housing instability, and limited access to care. • Public benefit changes are creating additional uncertainty for participants. Shifts in eligibility, renewals, documentation requirements, and benefit availability can quickly affect food security, healthcare access, and overall stability for individuals and families already under stress. • Housing instability remains one of the most difficult barriers. Participants continue to face limited affordable housing, long waitlists, landlord barriers, and few immediate options when they are homeless or at risk of losing housing. • Transportation limitations continue to affect service access. Limited public transportation, rural geography, lack of reliable vehicles, and the cost of fuel make it difficult for participants to attend appointments, access treatment, maintain employment, and engage consistently in services. • The behavioral health and treatment systems remain difficult to access quickly. Participants often need timely mental health care, substance use treatment, psychiatry, counseling, or crisis support, but available services are limited, and wait times remain a challenge. • Funding transitions require ongoing sustainability planning. Archways continues to pursue diverse funding opportunities, but contract sunsets, shifting priorities, and competition for limited resources require ongoing attention to sustaining core services. • Staff capacity is stretched by high service demand and growing administrative requirements. Staff must balance participant support with documentation, data collection, grant reporting, partner coordination, outreach, and center coverage. • Rising costs continue to affect both participants and staff. Increased costs for housing, food, utilities, transportation, childcare, and basic needs create additional stress for participants and can also affect staff well-being and retention. • Community resources are strained across the region. As partner agencies, healthcare providers, housing programs, schools, courts, and treatment providers experience their own capacity challenges; Archways is often asked to provide additional navigation, coordination, and follow-up support.

Addiction Recovery Coalition of New Hampshire

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 1, 2026	March - June 2026	Richard Murphy

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 5:00pm

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	Expert in field	ARCNH has scheduled Narcan training every Tuesday at the center. 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.
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 support Milford High School students who have court-ordered community service. ARCNH continues to outreach to criminal justice organizations and employees.
Hospital/ED Integration	Some experience	ARCNH continues to meet with representatives of the MOSAIC program at both St Joseph's and Southern NH hospitals to enhance the referral relationship from Certified Recovery Support Workers (CRSWs) and physicians embedded into the Emergency Department (ED). In addition, ARCNH continues to outreach to all healthcare providers in its catchment area.
Crisis Intervention	Expert in field	All ARCNH's staff have been trained and certified in the Crisis Prevention Institute (CPI) training. In addition to the Milford ACERT and the Community Action for Safe Teens (CAST) coalition, ARCNH 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 (STVC) which assists veterans and their families in crisis.
Parenting/Family Support	Some experience	ARCNH is working to integrate parenting and family education classes with Parenting Journey in Recovery and Parenting Journey.
Prevention	Some experience	ARCNH is partnered with the CAST coalition that 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 STVC

		collaborates with veterans and veterans' organizations to promote substance-free activities for veterans and their families.
Recovery Friendly Workplace	Expert in field	ARC�H became a Recovery Friendly Workplace (RFW) on June 4, 2020. ARC�H works with both the Greater Merrimack/Souhegan Valley and the Greater Nashua Chambers of Commerce to promote the benefits of becoming an RFW. ARC�H is also working to identify all Recovery Friendly businesses in our catchment area to develop synergies and participation with the center.
System Navigation	Some experience	All ARC�H staff are competent in understanding how to assist participants in selecting and participating in the most meaningful services available for SUD. This includes detoxification and inpatient treatment facilities, Intensive Outpatient (IOP) and Partial Hospitalization Programs (PHP) as well as other resources and assets to support recovery. ARC�H has developed a 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	ARC�H's STVC meets on the last Thursday of every month. This is a 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. ARC�H's management also participates in monthly veterans' coalitions 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 ARC�H recovery coaches completed 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 training our staff have done, makes ARC�H an expert in the field. One of our recovery coaches is completing the coursework and related requirements to become certified behavioral health peer support specialists.
LGBTQIA+	Some experience	An ARC�H volunteer facilitates an LGBTQIA+ mutual group weekly. We also work closely with NH NAMI to identify outreach and related opportunities. Staff work one on one with members of the LGBTQIA community
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 nights, senior social, coffee social and classes.

Capacity

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

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	In progress	ARC�H is working with Harbor Care on its Standard of Excellence (SOE) submission.

Currently delivering Recovery Coaching services.	Yes	Currently we have thirty active participants. ARCNH 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 participants when needed.
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	In progress	Need to hire an MLADC and an Executive Director.
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	All supervision is provided to staff through Archways.
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 Peer Support

PROGRAM UPDATES

Service Delivery	- Family support services have paused in March due to lack of staffing. - Reviewing staff and volunteer training needs to streamline training programs and ensure high-quality content and facilitation.
Quarter Highlights	- ARCNH continues to provide opportunities for a training program for school administrators, counselors, and social workers at the Milford School District. The "PIVOT program" at Milford School refers to an initiative for student incentives, focusing on personalized support, intervention, or alternative pathways, leveraging online learning or targeted support for at-risk students. - ARCNH held a board of directors' meeting. - ARCNH continues to work with both the Greater Merrimack/Souhegan Valley and Greater Nashua Chambers of Commerce to target outreach to member businesses and organizations. - Operation's Director attended the Community Action for Safe Teens (CAST) Coalition at the Souhegan Boys and Girls Club. - Outreach Coordinator attended the Mayor's Opioid Taskforce Breakfast. - Operation's Director attended Ethical Considerations in Peer Support training that was hosted by Revive Recovery Resource Center. - ARCNH has a Senior Social Group that runs every Friday from 10-12, that gives a safe space to seniors for activities and games. - Operation's Director created an active listening training titled, "The Heart of Peer Support".
Challenges	- Continuing to promote awareness of ARCNH in the community is critical. Many community members are simply unaware of what ARCNH provides (including that services are free), and stigma is a hurdle for many in the community seeking treatment and/or 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. • Going through Medicaid billing and credentialing has been challenging. • Developing a sustainability plan without sustainable funding. • ARCNH is restructuring operations to best align with community needs and organizational stability.
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Hope for NH Recovery

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2026	April-June 2026	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 (CJ) system. Weekly coaching groups are attended by members currently involved with CJ. We have a strong partnership with the Manchester Police Department and have provided statewide police training on working with people with co-occurring disorders.
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 the Division for Children, Youth, and Families (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.
System Navigation	<i>Expert in Field</i>	Our staff works extensively, helping members find and apply for treatment, find food, housing/sober living, and connect with others in recovery.
Advocacy	<i>Expert in Field</i>	Hope's Director serves as the recovery seat on the Governor's Commission on Addiction, Treatment, and Prevention. Manchester SUD Collaborative and the National Peer Recovery Center for Excellence. We work with New Futures advocating 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 some other 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 works with the unhoused population at city shelters and resource fairs. 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>Expert in Field</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, have coffee and conversations 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. Our 11 th Recovery Festival 9/27/25 was our largest. Hope’s Gala 2026 was sold out. Hope continues to offer events like music, art, game night, karaoke, and more.
Veterans	<i>Expert in Field</i>	We have provided support to several veterans and worked closely with the Veterans Administration on cases.

Capacity

Current # of Staff:	21
# of Staff w/CRSWs:	9
Current # of Volunteers:	8
# 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	
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	Yes	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	2x/week CRSW peer supervision meetings <i>Nick Pidgeon MLADC</i>
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	

PROGRAM UPDATES

Service Delivery	• 275 mutual aid meetings attended by 6430 people • 37 Organizational groups/events attended by 198 people • 130 wellness groups for 896 people • 1141 Recovery Planning Sessions working with 290 participants • 218 TRS calls with 53 successful contacts • 106 group coaching with 676 attending • 27 contact referrals • 48 homeless outreach events with 470 attending • 91 distribution events distributing of 3727 basic need items • 19 people completed our Peer Professional Training/CRSW Training
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. • Host community partners for information sessions with the staff. • Continued participation in the Greater Manchester SUD Collaborative. • Continuing to partner with UNH Manchester Collegiate Recovery to provide support for college students facing addiction. • Participation in the Behavioral Health Planning and Advisory Council that helps guide the block grant funding in NH. • Participation in the monthly Lived Experience Advisory panel with Foundations for Healthy Communities. • Medication Assisted Treatment (MAT) Care Clinic provides services at Hope three days a week. • A staff member has completed The Leadership Greater Manchester Program, and another staff member has been accepted into the next cohort. • A staff member continues to serve on the board of Healthcare for the Homeless. • Participated in and provided clinical expertise at the 1st Responders Wellness Summit. • A staff member performed a poem at NAMI's "This Is My Brave" evening. Staff Development: • Eight staff members are in various stages of acquiring their CRSW. • 5NP ear acupuncture training for 19 people including staff and volunteers. • We hold weekly Staff and Leadership Team meetings, as well as two weekly supervisions. • We offer a variety of staff-centered wellness events bi-monthly. • All staff were trained in CPR. Hope Connections: Outreach into the community • 48 homeless outreach events and 91 distribution events distributing of 3727 basic need items • 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 200 Elm Street, Families in Transition Adult Shelter, and 1269 Café. • We partner with the Manchester Fire Department, Manchester Police Department, the Department of Public Works, Mayor's Office, and other agencies at the City Encampment Meetings. • Regular encampment outreach with Squad One - Manchester Fire. Hope Focus Program: • 54 Hope Focus Program beds in two phase levels of people in various stages of recovery while they are connected to Hope services. Hope Pivot Program: • Hope has signed a contract with the State to provide an 8-bed short-term crisis housing program. Hope Community: • Facebook Quarterly Stats: Facebook Followers: 10,884, New Page Likes/Follows: 276, Content views 170,500. • IG numbers: Followers: 580 New Followers: 46 Content views: 10,010 • Hope continues to provide space for a variety of meetings and groups offering 60 meetings/groups and wellness events weekly. • The Community Wellness Clinic offers holistic services/groups. Q4 saw 130 wellness groups for 896 people. • Held Peer Professional/CRSW training for 15 participants including 5 volunteers. Special events: • Our activities committee hosts frequent social activities including art, crafts, physical fitness events, and free haircuts events. • Hope hosted a roller-skating event with 70 people in attendance. • Hope has adopted a nearby park where staff and volunteers hold regular clean-up events to maintain a safe environment for the community. • Gala 2026 – sold out and was a great success with 225 people attending.
Challenges	Challenge: Launching and sustaining our newest 8-bed short-term crisis housing program, <i>Pivot</i> .

Keene Serenity Center

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2026	April-June 2026	Emma Siemer, Office Manager Sam Lake, Executive Director

BASELINE UPDATES

RCC Information

Recovery Center	Address	Hours of Operation
Keene Serenity Center	294A West 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	<i>Expert in Field</i>	The Keene Serenity Center (KSC) offers robust harm reduction support programs. A recovery coach goes into the community three times a week to offer syringe exchange services as an outreach service. The center has a specific phone number and Facebook (GROW SSP) page for harm reduction supports allowing discretion and accessibility for participants outside of the set hours for the program. In addition, a full range of safe snorting and safe smoking kits are available. We also offer Naloxone/overdose training in-house and through community outreach. Staff members will clean up any reported discarded harm reduction supplies, including syringes, and empty the syringe disposal containers at public parks, the Keene Police Department, the Keene Public Library, and City Hall.
Homeless Outreach	<i>Expert in Field</i>	KSC partners with local organizations, including Monadnock Family Services Outreach team, Southwestern Community Services Homeless Outreach and CAP agency, Love They Neighbor Outreach, and the Hundred Nights Shelter to have resources on hand for unhoused peers. We work closely with Keene Mutual Aid, an organization that serves the unhoused population, and donate supplies to their weekly free store. Staff members also attend Greater Keene Homeless Coalition meetings and maintain a working relationship with the City of Keene Human Services Department. KSC is also a coalition member of Cheshire County Mobile Outreach. This group ensures there are no gaps or unnecessary duplications in services across multiple nonprofits.
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 and works closely with mothers in recovery. 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.
Crisis Intervention	<i>Expert in Field</i>	All full-time staff are Crisis Prevention Intervention (CPI) certified. Half of our full-time staff members are first aid, CPR, and AED certified, and we plan to have all full-time staff certified in those areas soon. We have an AED device on-site along with ample first aid supplies. KSC has strong working relationships with first responders 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. Our "Road to Recovery" (RTR) program also provides non-emergency rides to both hospitals and pharmacies.
Criminal Justice	<i>Some Experience</i>	KSC sends a recovery coach to Cheshire County Corrections multiple days a week. They offer individual and group recovery coaching. Our transportation program, RTR, aids graduate inmates going from DOC to recovery supports, like treatment or sober living. KSC also collaborates with probation, local police, and Drug Court. The RTR 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, Vilas Middle School, and Keene Family YMCA). These events provide valuable opportunities to engage with community members of all ages on topics such as harm reduction, prevention, and support services. One of our staff members is a certified Preventure facilitator.

Capacity

# of Staff w/CRSWs:	2
Current # of Staff:	7
Current # of Volunteers:	5
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCSOE) and/or CAPRSS Accredited.	Yes	
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	Yes	

Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Staff supervision is provided by Tara Karvosky, CRSW supervisor, in compliance with the 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	- We have five full-time recovery coaches on staff. They conduct individual recovery planning sessions, check-ins, and intakes with participants. These interactions are both offered by appointment and as needed when the center is open. - Our transportation program for people in recovery, "Road to Recovery", continues to be extremely successful. The program is offered 6 days a week, and rides fall under a variety of activity types including MAT, Food Pantry, Medical Appointments, and SUD Outpatient and Inpatient programs. - Our Guerilla Relief Outreach Work (GROW) program is offered three times a week, and by request at other times. This program 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 through the FO for this program 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 during the day and in the evenings. These meetings include SMART Recovery, NA, and All Recovery.
Quarter Highlights	- All full-time staff members completed CPI training with Laina Reavis, Senior Project Manager from Harbor Care. - The Executive Director and a participant helped transport the Into Light portraits from the Addiction Recovery Coalition of New Hampshire (ARCNH) to the Triangle Club in Dover. - One of our recovery coaches worked with two of our partner organizations to present to The Monadnock Conservancy about harm reduction. She answered many questions about GROW and the importance of SSP programs and helped members challenge beliefs they held about unhoused individuals in the Monadnock Region. - Staff members presented to the River Center in Peterborough about our services. This was a wonderful opportunity to create new connections in the Greater Keene area.
Challenges	- We adjusted the changes made to our harm reduction program last quarter. We have gone back to having supplies, including syringes, available at any time at the center to best support the community. - The mutual aid groups that meet at the center wanted a larger, more private space to meet. Staff members reconfigured the way the center is set up to provide this and have found it to be a great place to hold coaching sessions during the day. - The Keene Serenity Center faced scrutiny after a former staff member's negative actions, not related to the center, were publicized. In response, management is working on creating experiences and events that will allow the community to have positive interactions with the organization.

Navigating Recovery of the Lakes Region

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2026	April-June 2026	Daisy Pierce

BASELINE UPDATES

RCC Information

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

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	Provide naloxone kits & training, provide drug 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 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); enter patient notes in hospital EHR; provide trainings to hospital staff.
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 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 Navigating	<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. One staff member is trained as a health marketplace navigator.
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 BM-CAP and LRMHC outreach staff; Executive Director was Chair of Laconia Mayor's Housing Taskforce; Office

		Administrator is SOAR (S SI/SSDI, O utreach, A ccess, and R ecovery) program certified.
The Doorway	<i>Expert in Field</i>	CRSWs staff both the Laconia and Plymouth locations of The Doorway at Concord Hospital Laconia, M-F 8am-5pm.

Capacity

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

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) 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 March 2026
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 in Laconia

PROGRAM UPDATES

Service Delivery	- PRSS: The primary service we offer to participants is one-on-one peer support, 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. - Homelessness Outreach Funding: Three days a week, the coaches go out in pairs to provide street reach to people experiencing housing insecurity and homelessness. Coaches offer treatment and recovery resources, hand out tents, blankets, socks, naloxone, personal hygiene products, etc., and provide PPE, rapid COVID tests, and
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	vaccine information. This quarter we spent \$12,253 on food and supplies for unhoused community members and served 644 people. • 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 101 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. • Families in Recovery: Weeks 9-13 for males at Belknap County Corrections, and weeks 4-14 for Parenting Journey in Recovery at Lakes Region Community Services were held this quarter. • Laconia Exchange (LEX): This quarter, we collected 18,086 syringes and distributed 19,7240 (91.6% return rate). We also distributed 369 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 14 youth groups with 48 attendees.
Quarter Highlights	• In celebration of our 10-year anniversary, NRLR hosted its first Golf Tournament fundraiser. We had 64 participants (16 teams) and the day was perfect! We also awarded our first Strengthening Communities plaque to Executive Director, Daisy Pierce, for her dedication to helping our community members thrive these past 10 years. This will be an annual award given to someone who embodies hope for strengthening our recovery community. • Female participant just celebrated 30 days of sobriety. This participant was originally met during a hospital support call. Since meeting her, she has engaged with weekly recovery support and started attending Stronger Together weekly. The participant utilized her Medicaid to get back engaged with a PCP. • Female participant transitioned from sober living into her own apartment and was working full-time. Participant just learned she has cancer and is undergoing lots of surgeries/treatments. During all of this, the participant is staying hopeful and leaning on her recovery supports. She utilizes her Medicaid to get to and from all scheduled recovery and medical appointments, and even more exciting she graduates from Recovery Court next week. • Female participant was struggling to budget and pay her rent on time and was served a Notice to Quit. Participant used community resources to help catch up on rent. Participant and coach used coaching sessions as a time to go over budgeting goals. Participant has since been on time for her rent for the last 3 months in a row. Another goal of hers was to get dental work done. The participant's partial tooth broke and she has been self-conscious about her smile. She has Medicaid and was able to get in to see a dentist that will assist her in her dental goals. • Female participant who was originally met during a hospital support call is currently not engaged with any other treatments or support. She started coming in for coaching sessions with the goal of "cutting back" on her alcohol use but had no goals of stopping. We worked on her harm reduction goals during our sessions. Last week, she came into her session stating, "I am 4 days alcohol free". She was referred to a mental health peer agency which she is now engaging in and participating in pro-social activities and groups. • Male participant is currently enrolled in Job Corps and living on campus. He has been there now for 5 months and is passing all his classes. He is now not only working on getting his high school diploma but is taking classes to become a Certified Medical Assistant. He used Workforce Outfitters funding to get phone

	time so he could apply for jobs and work on weekends when he is home at his mom's. • Youth female participant used Workforce Outfitters funding to get non-slip shoes and black clothing for her new restaurant job. She passed drivers ed, is now a licensed driver and has her very first car! • Male youth participant (18 years old) just got his first vehicle. He has been saving for months. It is reliable and safe. He has also increased his work hours to full time. He also moved from living with his mother, into a space that his employment is providing. • Male elderly participant has eight months of sobriety. He has not achieved this in his lifetime. He has gained consistent community support including peer support, LADC, and PCP. • Male participant celebrated five years of continuous sobriety and has since moved into a place of his own for the first time. • Male participant published his first book. A children's story, which has been a dream of his. He completed his dental plan for the first time in years. He also began engaging in weekly clinical support. • Female participant started coming to Navigating Recovery through Saturday's free bagged lunches/ outreach. She utilized LEX. She then attended a 28-day treatment program and is now a participant of Recovery Court. She was voted MVP last week and is currently living in a sober-living house. She is in IOP and attends NA/AA meetings weekly. She has utilized Workforce Outfitters for phone minutes. • Female participant utilized Workforce Outfitters for paying her cell phone bill. She has utilized Neighbors in Need for sober living rent. She completed a residential program and lives in sober living. She attends meetings daily and is going on 4 months without consuming alcohol. She recently chaired a meeting in town and is now employed. She loves her job and just found out she was getting more hours there. • Female participant recently got married and utilized Workforce Outfitters for registering her car. She is trying to start her own business and is utilizing her local resources. • Female participant is working full time in recovery. She utilized Workforce Outfitters for work clothing. She moved into an apartment recently and is an active part of the community. • Female participant who came from the jail and is not in Sober living and working full time. Doing amazing in her recovery and attending all her services. • Male participant completed treatment and moved into sober living in Laconia. He is working with the Laconia Doorway and receiving sober-living funding. He started working and was able to get his car fixed with help from Navigating's Strengthening Community Fund. He also was able to spend the 4th of July with his son, whom he had not seen in almost 6 months. • Male participant completed phase 2 of recovery court and has started phase 3. He was also promoted to assistant manager of his sober house. He recently had his remaining teeth extracted and was approved by the NH Dental Society for dentures. • Male participant started work at STS Aerospace. He was able to utilize the Laconia Doorway for sober living funding and now that he is working, he can pay his own rent. He was also recently granted visitation rights with his 2 sons and will be seeing them both this upcoming weekend.
Challenges	• Another treatment center closed its doors, thereby limiting our options for Medicaid beds once again. • Our unsheltered population in the area only has limited resources to access – mostly food and supplies distribution – but no low-barrier, permanent, year-round beds. In addition, camping is banned, so everyone is constantly on the move.

	• 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 insurance. Without funding assistance from The Doorways, anyone with Medicare must seek withdrawal management and treatment outside of the state. • We are in desperate need of co-occurring stabilization beds for people with severe and persistent MI and SUD.
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Revive Recovery Resource Center

Quarterly Progress Report

Report Date	reporting period	Prepared By
July 14, 2026	April-June	Krystle Coombs

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
<i>Revive Recovery Resource Center- South</i>	<i>263 Main St., Nashua, NH</i>	<i>M- F 8am - 5pm</i>
<i>Revive-East</i>	<i>6 Railroad Ave, Derry, NH</i>	<i>M- F 11am- 3pm</i>
<i>Revive-North</i>	<i>99 Blaine St. Manchester, NH</i>	<i>M-F 8am - 5pm</i>

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	Revive provides a comprehensive harm reduction program to the Greater Nashua community through collaboration with The Doorway of Greater Nashua and the City of Nashua's Division of Public Health & Community Services and Joes Mobile Health Clinic. The Syringe Services Alliance of the Nashua Area (SSANA) conducts harm reduction-specific outreach five days a week for two hours each day. Revive offers free overdose prevention education and distributes naloxone to the public. SSANA also distributes personal hygiene items, feminine care kits, safer sex kits for all genders, fentanyl and xylazine test strip kits, CPR face shields, wound care kits, stay-warm bags, nitazene, benzo test strips, medetomidine, and water and snacks when available or requested. Revive Connects, a mobile pop-up harm reduction initiative that delivers two-hour blocks of critical harm reduction services to underserved communities with limited access to lifesaving supports, has been active with engaging individuals in Salem and Derry.

Criminal Justice	<i>Expert in Field</i>	Revive serves on both the Hillsborough County South and North Recovery Court teams and has been providing Peer Recovery Support Services to these programs since 2018 and 2020, respectively. Revive also maintains a strong partnership with the Hillsborough County House of Corrections, offering in-person Recovery Support Groups to all populations at Valley Street Jail, including participants in the Assertive Community Treatment (ACT) program and individuals who submit a request to attend. Additionally, Revive facilitates Justice Link, a program designed to support individuals nearing their release date through one-on-one peer support services and aftercare planning to help prepare them for a smooth transition back into the community. This quarter we began building a relationship with the Merrimack Department of Corrections. Revive has continued partnering with New Hampshire's first Young Adult Court, strengthening our connection to the state's treatment court system. This collaboration expands access to peer recovery support for young adults aged 18-25 involved in the justice system and reinforces our commitment to supporting individuals on their recovery journey.
Hospital/ED Integration	<i>Expert in Field</i>	Revive has been providing peer recovery support services to individuals admitted to Southern New Hampshire Medical Center since 2018. Through this work, Revive collaborates closely with The Doorway of Greater Nashua, a program of Southern New Hampshire Health, as well as SSANA, to support individuals with system navigation and connection to care. Revive is continuing to outreach within the Southern New Hampshire Health System, strengthening partnerships and expanding access to services. Revive has also partnered with St. Joseph's Mobile Health Clinic to deliver harm reduction outreach in collaboration with SSANA 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). Revive has been working on rebuilding relationships with the Nashua Police Department to get more active in the community. Revive serves as a referral partner for the Merrimack ACERT Team. Revive continued discussions with community partners in Greater Nashua to begin a pre/post Overdose Response Team in collaboration with the Doorway of Greater Nashua.
Prevention	<i>Expert in Field</i>	Revive is an active member of the Nashua Prevention Coalition, contributing to community-wide prevention and education efforts. Revive provides overdose prevention and stigma-reducing language training to

		community members and partners across the region. Revive continues to partner with the City of Nashua to deliver naloxone distribution and overdose response training throughout the Greater Nashua Public Health Region, expanding access to life-saving resources and education. Revive has launched the Camp Mariposa program, which serves youth and teens impacted by substance use disorder. In collaboration with the Eluna Network, Revive is working to support the successful transition and implementation of this program in 2026.
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, referring and providing peer recovery support services to local RFWs, and providing naloxone and language training to RFWs.
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 and The Doorway of Manchester to help facilitate the needs of SUD community members. Revive supports system navigation through its ACERT Mobile Response Team in collaboration with Greater Nashua Mental Health Center (GNMHC), Bridges, The Souhegan Valley Boys and Girls Club, and police departments in Milford, Merrimack, Nashua & Hudson. This team reduces barriers and meets participants in the community to help navigate recovery-oriented systems of care. Revive has continued planning and development of their Active Lifesaving Engagement & Response Team (ALERT) Overdose Response Team in partnership with the City of Nashua, The Doorway of Greater Nashua & Nashua PD. The purpose of this program is to prevent overdoses and help people to connect with services.
Youth Programming	<i>Expert in Field</i>	Revive offers "Youth in Recovery", an Alternative Peer Group (APG) for youth directly or indirectly impacted by substance use between the ages of 12-25. Revive currently has 3 trained facilitators for the APG. The facilitator has been trained in the youth-specific curriculum provided by UNH Institute of Disability and their Certified Recovery Support Worker (CRSW) training. Revive has been building relationships with community partners and promoting this new program to enhance referrals. Revive is working 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 training required for a CRSW. Revive provides the three-hour Mental Health/Co-Occurring training offered to anyone interested in, free. Revive offers SOS's 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. Revive typically

		hosts the CRSW training series at least three times per year.
Housing	<i>Expert in Field</i>	In July 2025, Revive closed on a property located at 633 Second Street to develop an accessible Level III recovery residence for women impacted by substance use disorder. The month prior, Revive received a reservation letter from New Hampshire Housing through the Supportive Housing for Individuals with Opioid Use Disorder Capital Program, securing critical funding for the project's acquisition and development. Revive has obtained all necessary approvals from the City of Manchester, including full site plan review and approval. Demolition began on January 6, 2026, and construction is now actively underway. The project has progressed into the vertical build phase, with walls currently being framed and mechanical systems being installed. Revive is working through final phase requirements in preparation for closing with New Hampshire Housing, with the goal of bringing the residence online in Fall 2026. Beds are anticipated to be available in September/October 2026, marking a major milestone in expanding access to recovery housing for women in New Hampshire.

Capacity

Current # of Staff:	13
# of Staff w/CRSWs:	6
Current # of Volunteers:	10
# of Volunteers w/CRSWs:	1

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHRCSOE) and/or CAPRSS Accredited.	Yes	
Currently delivering Recovery Coaching services.	Yes	
Currently delivering Telephone Recovery Support services.	Yes	
Does the RCO have a Medicaid ID?	Yes	
Is the RCO enrolled with MCOs?	Yes	
Actively billing Medicaid for PRSS?	Yes	
Does the RCO have an active sustainability plan?	Yes	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	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	

Service Delivery	● Revive continues to provide recovery planning sessions, brief check-ins, group sessions, and intakes across its three locations. ● Revive conducts outreach to encampments and other locations as needed or requested by community partners, engaging individuals in recovery-related conversations and connecting them with appropriate services in Greater Nashua, Greater Manchester, and Greater Derry. ● Peer Recovery Support Services (PRSS) are consistently provided to all interested inmates at the Hillsborough County House of Corrections. Revive facilitates 4–5 separate groups weekly for both male and female populations within the facility. ● Planning is underway to expand Criminal Justice Peer Support programming to additional institutions in response to requests from incarcerated individuals. ● Outreach efforts continue at Gatehouse Treatment Centers, the Cynthia Day Family Center, Farnum Center, and On the Road to Wellness. Revive has also begun offering Recovery Support Informational Sessions to various community partners. ● Revive maintains a collaboration with On the Road to Wellness, a peer support agency serving both Manchester and Derry. ● The organization remains an active team member of both the Hillsborough County South and North Adult Recovery Court programs. ● Revive maintains its partnership with Better Life Partners to support Medication-Assisted Recovery (MAR) needs in Nashua, and Middlesex Recovery to meet MAR needs in Manchester. ● Support services provided by Revive include transportation, vital document purchase, free cell phones with minutes, food, stay-warm bags, sunscreen, shelter supplies, and clothing for participants in need. ● A Nurse Practitioner continues to use Revive’s center space to support primary care needs for individuals in the Greater Manchester area. ● Comprehensive harm reduction services are offered five days a week for two hours each day. ● Revive actively participates in Opioid Fatality Review Committee meetings to help develop community responses to overdose fatalities. ● Revive continues to attend encampment meetings and collaborates with community partners and law enforcement to address the presence of sharps in public spaces in Greater Nashua, Greater Manchester, and Greater Derry ● Revive’s Manchester Center has been actively building partnerships with multiple community organizations to improve participant access to essential resources and services. ● The Manchester Health Department provides on-site HIV and Hepatitis C testing twice per month. ● Revive partners with the Doorway of Manchester, which is on-site twice weekly for two-hour blocks to provide treatment referrals and assist with accessing funding resources. ● Revive conducts weekly street outreach in partnership with the Manchester Health Department. ● Employment Support: Revive has partnered with Granite Pathways to provide referrals to their Job Launch program, with significant success. ● Revive works closely with the Rapid Rehousing Program through Families in Transition to support participants experiencing housing instability. ● Revive conducts weekly outreach at The 12 On Union, providing recovery information sessions and discussing available services.
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	● Revive has continued to facilitate Justice Link and support incarcerated participants navigating the transition back into the community. ● Manchester Mental Health utilizes office space once weekly to meet with participants on the west side of Manchester. ● On the Road to Wellness provides a monthly mental health informational session during Revive's noon-time group. ● Elliot's Center for Recovery Management offers a monthly service information session. ● Revive is communicating with Easterseals, which will utilize the center for two hours per week to provide information and connect participants to available resources starting in January 2026. ● NBT Bank offers a monthly informational session about its services and works with individuals who may have difficulty opening bank accounts due to past charges. ● Revive did pre-planning for the Launch of "Revive Drives" by organizing logistics with transportation, staff coverage, and allowing participants to engage in community outside activities. ● This quarter, Revive continued its Revive Connects program, providing Overdose Response Education to individuals at risk for overdose. ● Revive has begun outreaching to Trailhead Recovery Centers in Salem and provided a Recovery Support Info Sessions in addition to the OD response.
Quarter Highlights	● Revive was awarded funds to launch Project ALERT, a comprehensive overdose response team to serve the Greater Nashua Community this coming year ● Revive hosted its first Camp Mariposa program for youth impacted by substance use disorder. 24 Youth Campers were served at our May Camp with 8 Mentors and two volunteers. ● Revive hosted its first Teen Camp at the Barbara C Harris Conference Center and served 20 Teen Campers, with 8 Mentors, and 2 Volunteers. ● Revive participated in NH Gives with the New Hampshire Center for Nonprofits. ● We hosted our Annual Recovery Community Cookout, and it was a double-location event in both Nashua and Manchester. ● Revive conducted our May CRSW Training Series and trained 10 new Peer Recovery Support Workers who are interested in working in the field or are already working in the field of Peer Recovery Support Work. ● Revive conducted a Camp Mariposa family info session night for parents and youth of Camp Mariposa. 52 people were in attendance, and several campers registered at the event. ● Revive actively participated in the Manchester Pride Event, serving hundreds, as well as the Nashua Pride Parade in June. ● Revive sponsored and presented two breakouts at the SOS RICH conference in Manchester on April 22 & 23, where many were educated on serving high-barrier high-need individuals in our community, as well as learned about the opening of our first level three recovery residence for women impacted by SUD. ● Revive participated in The City of Nashua's Public Health Week activities, including a Public Health Resource Fair at the Nashua Public Library. ● Revive participated in the Salem High School Health and Wellness Fair serving hundreds. ● Revive attended the Live Free Recovery Service Recovery Housing Fair in Manchester. ● Revive planned for its annual strategic planning retreat that will also serve as a staff self-care day at the Lake Estate on Winnisquam. ● Revive regularly participated in weekly construction meetings at 633 Second St. in Manchester.

	• Revive made an offer on a property in Derry to develop into a 10-bed level three recovery residence for men. • Revive participated in the Hillsborough County North Adult Recovery Court Commencement Celebration at the Manchester Courthouse, and 8 participants graduated and were provided Recovery Focused gifts from the staff of Revive. • Revive hosted another Camp Mariposa Family Engagement Night Event at the Arlington St. Community Center, and 48 people attended, were fed, and engaged in programming. • Revive was a co-host for the Greater Nashua Public Health Conference at the end of May. • Revive hosted an engagement night at the Nashua Silver Knights. A volunteer of Revive had the honor of throwing out the first pitch of the game. • Revive participated in a wellness fair at the Amherst Street school in Nashua, where we discussed our programming as well as Camp Mariposa • Revive supported UNH at their fundraiser for Over the Edge Success Stories: • A participant in the Hillsborough County North Adult Recovery Court has become a full-time volunteer at the center while successfully managing all their treatment court obligations. Through consistent volunteer service, they have built strong connections within the recovery community and continue to strengthen their recovery capital. Additionally, their partner has begun volunteering alongside them, creating meaningful opportunities to strengthen both their relationship and their shared recovery journey. • Revive was able to assist a long-time participant in obtaining stable housing by walking alongside them throughout the process and serving as a consistent source of support. Through ongoing collaboration with Families in Transition, Revive helped maintain communication, navigate barriers, and provide encouragement, ultimately supporting the participant's successful transition into housing and continued recovery.
Challenges	As Revive continues to expand its programs, community partnerships, outreach efforts, and in-house services, the organization faces the growing challenge of building and sustaining a workforce that can support this increased demand. Expansion has created the need to hire additional peer recovery support specialists, program staff, and management personnel to ensure high-quality service delivery while maintaining organizational culture and mission alignment. • Strengthening supervision and real-time coaching by providing consistent support, feedback, and professional development opportunities for staff. • Standardizing onboarding and training processes to ensure every new employee receives a consistent, comprehensive introduction to Revive's philosophy, policies, and best practices. • Leveraging experienced staff as mentors to foster knowledge transfer, confidence, and a strong peer learning culture. • Reinforcing clear expectations and accountability through defined performance standards, regular supervision, and ongoing communication. • Prioritizing staff wellness, support, and retention by investing in professional growth, recognizing employee contributions, promoting work-life balance, and cultivating a positive workplace culture. Increasing participant acuity and behavioral complexity. Participants are presenting more complex needs, including co-occurring mental health challenges, housing instability, and higher levels of behavioral dysregulation. This has required more intensive staff support, stronger boundary setting, and consistent supervision to maintain safe and effective service environments.

	• Implementation of behavioral agreements and participant-driven contracts • Increased supervisory presence and consistency • Enhanced staff training on complex needs • Focus on boundary setting and role clarity • Team-based approach to challenging situations • Integration of harm reduction and low-barrier engagement strategies System navigation barriers for participants. Participants continue to face barriers to accessing housing, employment, transportation, and healthcare. Even with strong partnerships, navigating these systems is time-intensive and can slow progress toward stability and recovery goals. Loss of fundamental recovery resources statewide, including reduced access to Farnum treatment center placements and respite beds. • Intensive, hands-on system navigation support • Strengthening and leveraging community partnerships • Adapting to reduced treatment and respite capacity • Expanding harm reduction and low-barrier engagement • Increased advocacy and coordination efforts Revive underwent an MCO audit that highlighted challenges that many recovery community organizations continue to face. When Medicaid billing for peer recovery support services was implemented, we felt that providers received limited training and guidance regarding documentation, billing, and compliance expectations. As requirements have evolved, organizations have often been left to interpret complex standards with minimal technical assistance. Additionally, RecoveryLink has not always kept pace with the operational and compliance needs of growing organizations. One significant concern is the inability of supervisors to directly review and electronically sign notes completed by staff they supervise. This limitation creates additional administrative burden and uncertainty regarding compliance expectations. • Ensure proper training of all policies and procedures for billing Medicaid is understood and adhered to • Incorporate signatures on Recovery Plans • Seek enhancements to RecoveryLink to better ensure compliance • Ensure provider signatures are captured prior to engaging in direct service • Consider other EMR options that are better for compliance • Seek technical assistance with implementing Medicaid billing rules
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Safe Harbor Recovery Center

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2026	April-June 2026	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-Fri 8:30 AM-6PM Sat 8:30 AM-2 PM

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Criminal Justice	<i>Some Experience</i>	Continue as a community service site with Rockingham Drug Court and work with justice-involved individuals under our workforce program
Parenting Ed/Family Support	<i>Expert in Field</i>	In addition to the Families in Recovery curriculum, we offer family support services off site in partnership with UNH through their collegiate Wildcats for Recovery program. Families in Recovery groups have been on hold since we have been understaffed.
Youth/Prevention	<i>Some Experience</i>	Continue to work with the Greater Portsmouth Youth Wellness Coalition to bring back structured youth services and Alternative Peer Groups. We take individual referrals for substance-affected minors over the age of 12. Entire SH staff are trained in Youth Mental Health First Aid. We were awarded the Foundation for Seacoast Health grant and plan to get our youth Alternative Peer Group (APG Model) re-launched in October 2026.
Recovery Friendly Workplace	<i>Some Experience</i>	In collaboration with Recovery Friendly Workplace, Safe Harbor has worked to recruit employers to become RFWs. Safe Harbor maintains connections to these employers and uses that pool to assist Job Launch participants in their employment search.
Recovery Vocational Services	<i>Expert in Field</i>	Safe Harbor provides in-person and online job readiness training and job placement services through their Job Launch program. The center has also partnered with Revive in Manchester to expand the employment services offered.
Holistic Wellness Services	<i>Some Experience</i>	Energy work offered to staff weekly and individual ear acupuncture (Acudetox) available to clients; offered a group acupuncture clinic in April and June.
Art Programs	<i>Expert in Field</i>	Full creative arts programming established in 2016 and continues – creative expression is a pathway of recovery in and of itself and serves as a great pre-service engagement tool

Capacity

Current # of Staff:	4
# of Staff w/CRSWs:	3
Current # of Volunteers:	5
# 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	Completed Spring 2025; Per SOE evaluation: re-established Peer Leadership Council, integrated local lived experience into our GP Board, still need to hire a supervisor.
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	Completed this past quarter.
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Whitney Brown, CRSW-S and Dawna Jones, MLDAC & CRSW-S
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	
Coordinate with local Mental Health Peer Support Center(s).	Yes	Paint and Talk will be our first collaborative meeting where we outreach and discuss our programming to Connections staff and participants while engaging in creative arts.

PROGRAM UPDATES

Service Delivery	- Hired additional recovery specialist, Jennifer Robinson, 6/1/26, which has enabled us to intake more individuals for PRSS, increasing engagement slightly. - Our SSP is due to restart 7/1/26 with the help of NHHRC - Harm Reduction and Overdose Prevention Services are to be implemented by the time of this report. - Held 45 peer mutual aid meetings, with Recovery Choir seeing a 100% increase from 6 to 12 participants. - Recovery Choir membership has grown to 12 participants and is in its third year of programming. The center is partnering with The Robinson Family Foundation to help sustain the choir for several months while other funding options are being explored. - Distribution Activity (Unhoused Outreach) 117 bus tickets to unhoused, 6 phone plan cards (1 month of data each) 44 camping supplies 12 batteries 10 supplies that protect against exposure to elements, including: ponchos, sunscreen, towels, etc. 1 cooking set
Quarter Highlights	- NH DHHS is enhancing and increasing our cost limit for our workforce contract this next budget year with a focus on youth ages 18-25. - Robinson Family Foundation selected us as their inaugural awardee for their first EV3 Tournament sponsored by JetBlue, which is expected to bring us up to \$20k for continued art programming. - The City of Portsmouth has designated \$40k for unhoused and emergency or recovery-related shelter and housing needs. Funds are expected in September 2026.

	• Two individuals referenced in the last report have each found stable housing and case management at our local shelter. We established an MOU with Crossroads House, to begin recovery coaching and hold All Recovery/SMART meetings once a week on site. • Coordination of upcoming monthly residency/recovery coach at local Food Center, Gather, due to begin 7/20/26. • Safe Harbor has completed the planning process for the Open Access Closet, which is scheduled to open 7/20/26 and will coincide with our Gather recovery coaching and hopefully increase cross-referrals.
Challenges	• Individual PRSS engagement numbers are still low, and we have lost an additional two staff members. ○ Staffing retention is a challenge due to non-competitive wages, especially in this Seacoast market. Staff are taking third jobs to sustain living expenses, and our pay is not enough unless one lives in subsidized housing or does not have income needs. ○ Still looking for a recovery center supervisor (with a CRSW-S), would benefit the organization greatly and allow us to grow.

SOS Recovery Community Organization

Quarterly Progress Report

REPORT DATE	REPORTING PERIOD	PREPARED BY
July 2026	April-June 2026	John Burns

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
SOS Rochester RCC	Temporarily Closed due to transition as of 12/22/2025	Monday – Friday 8:30 am – 4:30 pm
SOS Dover RCC	4 Broadway Dover, NH 03820	Monday – Friday 8:30 am – 4:30 pm
SOS Exeter RCC	10 Portsmouth Ave. Suite 10 Exeter, NH 03833	Monday – Friday 8:30 am – 4:30 pm

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 in conjunction with an MOU with Lamprey Health Care
Criminal Justice	<i>Expert in Field</i>	SOS has peer-strength programs that run within treatment courts of Strafford, Carroll, Rockingham, Coos, Cheshire, Grafton, and Belknap Counties. Additional programs through probation and parole are in Strafford County, 4 county correctional facilities including a parenting program in Carroll County and Federal Drug Court (LASER program). SOS has recently implemented Youth Diversion programming in Carroll County.
Hospital/ED Integration	<i>Expert in Field</i>	Fee-for-service contract with Exeter Hospital
Crisis Intervention	<i>Expert in Field</i>	Peers are all trained in various crisis interventions and well trained in motivational interviewing.
Parenting/Family Support	<i>Expert in Field</i>	Three trained facilitators in the Nurturing Parenting program, also known as Families in Recovery. SOS is now hosting “Invitation to Change” with 3 trained Level 1 facilitators weekly. Launching new evidence-based parenting curriculum with Dr. Ross Greene. We are now living as a lead agency, taking cases for a Youth Diversion program in Carroll County through NH Juvenile Court Diversion.
Prevention	<i>Expert in Field</i>	Harm reduction is prevention. We are now in the launch phase of an evidence-based parenting/family 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 lead agency on is a preventative model based on restorative justice practices.
Recovery Friendly Workplace	<i>Expert in Field</i>	SOS has been working in this area since 2017, holds an RFW designation 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.
Distribution	<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.
Training	<i>Expert in Field</i>	National Association for Addiction Professionals (NAADAC) certified education provider. Eleven NAADAC authorized curriculums with a total of fifteen curriculums including Motivational Interviewing intro and advanced curriculums. Director is a member of the Motivational Interviewing Network of Trainers (MINT) and two staff trained in coding both under the Motivational Interviewing Treatment Integrity Code (MITI) and the Motivational Interviewing Competency Assessment (MICA).

Capacity

Current # of Staff:	22
# of Staff w/CRSWs:	3
Current # of Volunteers:	27
# 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	
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?	Yes	Have Medicaid ID
Is the RCO enrolled with MCOs?	No	In Progress
Actively billing Medicaid for PRSS?	No	Working on credentialing
Does the RCO have an active sustainability plan?	Yes	Strategic Plan redesign was completed in 2025
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Eileen Doyle, CRSW Supervisor Caitlin Lewis training to be CRSW Supervisor
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 provides 1:1 comprehensive support and brief check-ins. We also provide Families and Adolescent programming. We have multiple digital meetings being held 7 days a week and an in-person Invitation to Change meeting. We have in-person All-Recovery meetings three days a week, SMART Recovery in-person five days a week, a parenting group for dads, LGBTQIA+ meetings, and we offer journaling.
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	• Our SMART recovery meeting in Dover is now running 3 days a week with an average attendance of 5-7 individuals. • We offer onsite in-person meetings and support at all centers. • SOS is in six county treatment courts through opioid abatement funding program servicing Belknap, Coos, Carroll, Cheshire, Grafton, Rockingham, and Strafford County. We work with Belknap, Carroll, Coos, Grafton and Strafford County Corrections as well as DOC Probation & Parole. • SOS completed another round of all CRSW education components with Motivational Interviewing in spring for 20+ participants. • SOS provided additional Motivational Interview trainings with opioid abatement funds providing scholarships. • Engagement with our fee-for-service recovery coaching contract w/ Exeter Hospital has been steady. • Working with Carroll County and have begun providing support as part of a new mental health court. • We are in discussions with Strafford County about adding SOS to mental health courts. • Received Accreditation from Carroll County for Youth Diversion program. • Entered the launch phase of our Collaborative Proactive Solutions (CPS) program for families and adolescents.
Quarter Highlights	• We completed a CRSW bootcamp in April/May and additional Motivational Interviewing training. • SOS is under contract in Somersworth that is now under a purchase and sale with planning board approval. We plan on closing in August 2026. • Have developed a peer recovery support service MOU with Lamprey Healthcare in Newmarket and Raymond offices to have embedded peer support in the clinics for patients that are involved in medication for opioid use disorder. • The 2026 RICH conference was a success with over 300 attendees for two days.
Challenges	• Working on final logistics and development for construction in Somersworth. The city has given initial approval. • The city of Rochester continues to try to pass ordinances that would remove any syringe service programs or harm reduction from operating within the city.

TLC Recovery Programs

Quarterly Progress Report

REPORT DATE

July 2026

REPORTING PERIOD

April-June 2026

PREPARED BY

Andy Grenier and Liz Morse

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
<i>TLC Recovery Programs Central Location</i>	<i>62 Pleasant St Claremont, NH 03743</i>	<i>Monday-Friday 10:00am-6:00pm</i>
<i>TLC Recovery Programs Satellite Location</i>	<i>24 Hanover St. Lebanon, NH 03766</i>	<i>Monday-Friday 10:00am-5:00pm</i>

PRSS Expertise

Specified Field/Topic	Level of Expertise	Details/Notes
Harm Reduction	<i>Expert in Field</i>	1) TLC distributes Narcan, fentanyl test strips, and Xylazine test strips both internally and through street outreach. 2) Our outreach efforts also include providing materials to support unhoused individuals in coping with seasonal conditions. 3) We collaborate with the local syringe exchange program and offer direct referrals. 4) In partnership with Dartmouth Hitchcock Hospital, we host bi-monthly Hepatitis C and HIV testing events at both of our TLC locations.
Criminal Justice	<i>Expert in Field</i>	1) TLC offers two recovery-based groups each week at Sullivan County DOC and provides in-house individual recovery coaching. 2) We oversee the Sullivan County DOC aftercare program contract with the Sullivan County Department of Corrections and supervise the substance use counselor, who is responsible for its facilitation. 3) 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. 4) Lebanon maintains partnerships with Grafton County Probation & Parole, along with Valley Court Diversion Programs. 6.) Claremont has developed an MOU with Valley Court Diversion Program and the Sullivan County Department of corrections to support Pre-Trial Services.

Hospital/ED Integration	<i>Expert in Field</i>	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	<i>Some Experience</i>	1) TLC has established partnerships with NH Treatment Centers to ensure quick and efficient admissions to treatment. 2) TLC staff are trained in de-escalation and conflict resolution techniques. 3) Many staff are CPR and BLS certified.
Parenting/Family Support	<i>Expert in Field</i>	1) TLC offers specialized programming for parenting and family support, including individual family support, parenting groups, and family counseling. 2) TLC hosts Parenting Journey in Recovery several times a year at our Claremont Recovery Community Center.
Prevention	<i>Expert in Field</i>	1) TLC offers parent and child therapy services. 2) TLC conducts sexual health prevention courses at the local middle school. 3) 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 Recovery Friendly Workplace within our community. This marks the second time TLC has contracted with Recovery Friendly Workplace. Site Director for the Lebanon location is now a Train the Trainer for Workforce Development.
System Navigation	<i>Expert in Field</i>	1) 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. 2) 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. 3) Both locations are now using the Unite Us platform that is overseen by DHHS and Dartmouth Hitchcock Medical Center. This is a closed loop referral platform.
Counseling	<i>Some Experience</i>	1) TLC has a Licensed Drug and Alcohol (LADC) counselor on site and another staff member working towards their licensure. The LADC team provides clinical support groups, assessments, and individual counseling for the Sullivan County DOC. 2) TLC also has a clinical team that offers family and mental health therapy.

Capacity

Current # of Staff:	10
# of Staff w/CRSWs:	9
Current # of Volunteers:	4
# of Volunteers w/CRSWs:	0

Contract Deliverables Status Updates

Contract Deliverable	Status	Notes
Meets NH RCO Standards of Excellence (NHCOSOE) and/or CAPRSS Accredited.	In Progress	TLC has submitted materials for BDAS desk review and is prepared for a site visit.
Currently delivering Recovery Coaching services.	Yes	TLC currently has ten 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?	Yes	Sustainability plan implemented in May 2026.
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 for one week and group supervision the following week. There is also a monthly supervision provided for PRS who facilitate groups. CRSW Supervisors: - Liz Morse, CRSW - Andy Grenier, CRSW - Sean Cox, CRSW LADC Supervisor: - Cassey Hoyt
Engage with Regional Public Health Network.	Yes	
Engage with Regional Doorway.	Yes	TLC has an active MOU with 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 those centers for support.

PROGRAM UPDATES

Service Delivery	TLC's Individual Recovery Support services provide personalized, one-on-one
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	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 access 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: The group aims to facilitate a deeper understanding of how personal values and principles shape our lives, particularly in the context of 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 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
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	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. • The TLC Straight Talk Program is designed to reduce communication barriers for individuals engaged in recovery and support services. Through this program, participants are provided with a Straight Talk cell phone and up to two prepaid service cards, ensuring reliable access to phone and text communication. • The TLC Sustainable Workforce Program is an innovative employment initiative that integrates recovery support with workforce development to help individuals build long-term, stable employment. This program is designed for individuals in recovery who are ready to re-enter the workforce but face barriers such as gaps in employment history, limited resources, or lack of supportive workplace environments. • The TLC Certified Recovery Support Worker (CRSW) Workforce Development Program is designed to build and strengthen the peer recovery workforce by supporting individuals in obtaining and maintaining their CRSW certification through the New Hampshire Office of Professional Licensure and Certification (OPLC). We currently have 2 people enrolled in this program. 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 regularly go 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. • 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, Headrest, Sullivan House, the City of Claremont, Better Life Partners, and Groups/Recovery Together, Valley Court Diversion Program.
Quarter Highlights	• During this quarter, TLC's Recovery and Community Support programs across Claremont and Lebanon continued to meet growing community needs through strong engagement, expanded programming, and meaningful outcomes. • Overall Impact (Both Locations) • 140 referrals received • 1,172 total engagements with individuals and community members • 13 individuals successfully connected to treatment • These numbers reflect sustained demand for low-barrier, relationship-based services, and the importance of consistent community presence. Claremont Highlights

	• Claremont programming emphasized creative engagement, peer connection, and accessible care: • Hosted 3 Pro-Social Events. Green Up Day, Mini Golf and Ice Cream, and Boot Scootin' Boogie! • We have distributed 2 e-bikes. • Enrolled 10 individuals into the Straight Talk Program • Hosted a Point of Care Event with Dartmouth Health, serving 30 individuals. • Launched the workforce development program and had 2 people enrolled. • Partnered with the Sullivan County and Valley Diversion Court Program to create and provide Pre-Trial Services. Lebanon Highlights • Lebanon focused on workforce development, wellness, and cross-sector collaboration: • Sustainable Employment Program is now supporting 20 individuals in securing employment • Enrolled 14 individuals into the Straight Talk Program • Provided Workforce Outfitting for 3 individuals • Facilitated 3 Women's Wellness events • Hosted 3 pop-up clinics in partnership with The Haven, LISTEN Community Services, City Welfare, and Dartmouth Hitchcock Medical Center • This quarter reflects continued growth in engagement, strong community partnerships, and expanded pathways to recovery, wellness, and economic stability. TLC remains committed to meeting individuals where they are and strengthening supportive, recovery-oriented communities across our region.
Challenges	• TLC is hoping to complete its Standards of Excellence review soon. Our organization is prepared and awaiting the state's next steps in moving the review process forward. Completing the review will enhance our funding opportunities and open doors for additional resources. • 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 2026	April-June 2026	Mitchell Henderson, Peer Recovery Director

BASELINE UPDATES

RCC Information

Recovery Center (s) Name	Address	Hours of Operation
The Shed, Center Ossipee	70 Rt. 16B, Center Ossipee, NH 03814	Monday 12-5, Tuesday-Friday, 9-5
The Shed, North Conway	2977 White Mt. Hwy, North Conway, NH 03860	Tuesday-Friday 9-5
The Shed, Littleton	45 Union St. Littleton, NH 03561	Monday-Friday 9-5
The Shed, 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 centers distribute Naloxone, Fentanyl testing strips, Xylazine testing strips, and medication disposal bags. We refer participants to MAT/MAR programs and provide recovery coaching and clinical services to MAT/MAR patients. All staff are trained in coaching a Harm Reduction pathway. Continuing to participate in referral networks with North Country Health Consortium for Harm Reduction supply distribution.
Crisis Intervention	<i>Expert in Field</i>	Crisis intervention is a part of the day-to-day services in our centers; we work to address crisis with recovery support and drop-in participants. CPI training for staff is scheduled.
Family Support/Parenting	<i>Expert in Field</i>	Shed Some Light Family Support Group biweekly in Ossipee. Some White Horse staff are trained in Parenting Journey and trained and facilitating Families in Recovery.
Youth/Prevention	<i>Expert in Field</i>	Ossipee is working with Kingswood Youth Center (KYC) for prevention programming in their after-school program. Involved on Carroll County Youth Wellness Team and Berlin Youth Prevention Coalition. Established "Trailblazer Youth Program" focusing on Prevention, Recovery, and Wellness, piloting at KYC with plans to expand to other regions and into local schools.
Recovery Friendly Workplace	<i>Expert in Field</i>	White Horse is a RFW and continues to provide information and outreach to the community and local businesses on behalf of RFW. Co-hosted an RFW Lunch and Learn in Grafton County.
System Navigation	<i>Expert in Field</i>	All recovery support staff continue to build connections with community stakeholders. All staff are developing resource information and guidance for community applications to assist participants.

Legal/Criminal Justice	<i>Expert in Field</i>	Ossipee center offers SMART recovery meetings at Carroll County Corrections. We collaborate with Carroll County drug courts to transport participants and provide services. We offer transportation from Carroll County Correction to SUD treatment in collaboration with a DOC case worker. Our thrift store provides clothing and community service hours to participants who are justice-involved. Littleton center continues to work with Grafton County DOC for alternative sentencing programs including Drug Treatment Court, Mental Health Court, and FIRRM. The FIRRM Program is an intensive outpatient substance use treatment program for individuals during incarceration.
Hospital/ED Integration	<i>Expert in Field</i>	North Conway has established a referral connection with the Comprehensive Addiction Medicine program at Memorial Hospital as well as transportation services. Carroll County centers have responded to case managers and ER at Memorial Hospital and Huggins Hospital.
Trainings	<i>Some Experience</i>	A staff member is on the planning committee for the PRSS Community of Practice (COP) Trainings. White Horse Recovery collaborated with Carroll County Coalition for Public Health (C3PH) and Memorial Hospital to put on the Carroll County SUD Conference in June.
Transportation	<i>Expert in Field</i>	We have four vehicles that are used to transport community members to peer recovery support, clinical services, inpatient treatment, mental health treatment, food access, and other resources or appointments that would otherwise create barriers to a participant's recovery goals.

Capacity

Current # of Staff:	24
# 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	
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	All Centers
Is the RCO enrolled with MCOs?	Yes	All Centers
Actively billing Medicaid for PRSS?	Yes	All Centers
Does the RCO have an active sustainability plan?	Yes	
Is supervision being provided to CRSWs on staff in compliance with the NH Licensing Board.	Yes	Joni O'Brien, MLADC; Angela Thomas Jones, MLADC, Mitchell Henderson, CRSW
Engage with Regional Public Health Network.	Yes	All Centers, Carroll County Coalition for Public Health and North Country Health Consortium
Engage with Regional Doorway.	Yes	All Centers

Coordinate with local Mental Health Peer Support Center(s).	Yes	All Centers, Alternative Life Center (Littleton), North Country Peer Support (Berlin and Conway)
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PROGRAM UPDATES

Service Delivery	- All centers at White Horse Recovery provide: Individual Peer Recovery Support – includes Recovery Coaching, Telephone Recovery Support, and Resource and Treatment/Resource Navigation Drop-In Services – includes supplies (hygiene, food, clothing sheltering, Naloxone), shower and laundry, and a safe-warm place for community and conversation Group and Activities – including staff-led recovery groups, pro-social activities, wellness activities, and hosting partner group meetings Whole Family Support – Family support groups, Families in Recovery, Youth prevention activities in the community Transportation - is offered across all WHR locations to provide access to treatment, needed resources, and to reduce barriers to recovery goals for participants. - We have added Laundry and Shower facilities to three of our four centers, providing an opportunity to meet basic needs for participants while facilitating engagement. Participants engaging in drop-in services are more likely to complete an intake for PRSS services. - All staff have completed CRSW required education and training to bill NH Medicaid. - We are fully staffed in the Peer Recovery department, allowing for more effective training, retention, and structure to provide effective service delivery.
Quarter Highlights	- White Horse provided Individual Recovery Services to 75 unique individuals for 238 Brief Check-Ins, 49 Intake Sessions, and 98 Recovery Planning Sessions. - White Horse hosted 86 Organizational Activities with 813 in attendance; 106 Partner Organization Activities with 1,221 in attendance; and Distribution Activities where 443 items were distributed. Ossipee Center - Continued SMART Recovery men's and women's groups at Carroll County Jail. - Led Trailblazer Youth programming at the Kingswood Youth Center – 3 groups with 44 in attendance. Berlin Center - Hosted Community Movie Nights with 14 in attendance. - Hosted a Memorial Cook Out for a participant who passed away, 70 attended. - Participated in the Berlin Community Prevention Coalition. - Hosted Conner's Climb Training for youth suicide prevention. North Conway Center - Participated in the Carroll County Youth Wellness Team. - Carroll County staff collaborated with Carroll County Coalition for Public Health (C3PH) and Memorial Hospital for the Carroll County SUD Conference. Littleton Center - Hosted the Community Cook Out with 25 in attendance. - Started "Rail Trail Recovery" walking group. - Hosted a "Think Better Feel Better" mental health support group. - Two WHR staff started the Leadership in the Community cohort with Michael King of The Communities Project. - Supported RFW Lunch and Learn at Polly's Pancake Parlor.

	• Success Story: A participant was in active opioid use, living in the woods with their significant other. They came to WHR for food, shower, and laundry. They were hesitant to meet with a recovery coach. Then, they started to become unhappy with their circumstances. They developed a rapport with our peer recovery staff and started doing brief check-ins with a recovery coach. This progressed to developing a recovery plan and goals with their recovery coach. Over time, the participant decided they needed a higher level of care to make a change in their life. Our staff coordinated both admissions and transportation into inpatient treatment. The client completed detox, 28-day rehab, and 30-day PHP programs. Upon completion they returned to White Horse and reengaged with their recovery coach. To date, the client is not using substances and is engaged with the recovery community. Though they are still unhoused, they are beginning to overcome barriers to employment and long-term stabilization. Our Peer Recovery staff are supporting them to get important identifying documents, clear legal issues, and begin applying for jobs. One hurdle we are still navigating is finding supportive, affordable dental care for this client.
Challenges	• Transportation – Cost & Structure: Many participants do not have transportation to get much needed resources or treatment in their recovery journey. We are also working out how to properly operate and staff a transportation program. ○ We are in the process of developing detailed policies and procedures. ○ We are developing a staffing plan so that proper transportation programming can be maintained. ○ We are in the process of becoming credentialed with Coordinated Transportation Solutions (CTS) to receive insurance payments for transportation to treatment and recovery services for eligible participants. • Increasing Participant Engagement: Our foot-traffic for recovery activities outweighs our individual services and Medicaid Billing. ○ We are providing staff with additional training related to participant engagement. ○ We are providing additional training in regard to data entry. ○ We are encouraging participants to develop recovery plans and meet regularly with a recovery coach. • Housing: Many of our participants struggle with housing related issues. Additionally, our centers are working to navigate relationships with Recovery Housing. ○ White Horse plans to open a recovery house in Center Ossipee. We are working to develop policies and procedures that define the relationship between recovery housing and peer recovery support. ○ Our Littleton Center collaborates with 8 recovery homes in Northern Grafton County.