



Harbor Homes Healthy at Home Keystone Hill HIV/AIDS Harbor Care

Building Infrastructure & Expanding Peer Recovery Supports in NH

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The Beginning

A Question...
An idea...

And...enough irritation to motivate action.





The Question:
What is going on here...

- Food pantry clients...
- massive increase...
- **#becauseIsaidyes**

Community Engagement Begins...

- An invitation to change...
- To make a difference...
- To become a resource...
- To address needs in the community...
- To change the world one person at a time
- All in the context of what I knew... The Strengthening Families Framework™ (Center for Social Policy)

Passion & Purpose

Are you “called” or are you a “hireling”?

- Disrupt the systems that keep people down
- Everything that is a should became a “must”...
- Putting a purpose into formal structure
- Community meetings
- Attendance dwindles
- A core group rises to the top
- Reliable supporters are identified
- Self-selection happens

Purpose, Passion, Compassion, Education

- Purpose was defined over multiple sessions
- Passion grew for some... burnout showed up in others
- Compassion for strength-based services also led to attrition
- (For building infrastructure in your own organization, leaning on the wisdom of community partners can be critical!)

Harnessing the Existing Resources in the Community



Photo by Jan Schneider on Unsplash

Building connections happens as result of activity... AND intentionally



Photo by Diane Bourne on Unsplash

First 'feel' like we have something here!



Building Connections Lead to More & More...

- Project Launch-Parent Ed
- Public Health Dept
- Franklin Savings Bank-Community Advancement
- New Futures –TRAIN THE TRAINERS-(replication of specific knowledge)
- Jim & Cheryle (Meeting more leaders...)
- A chance survey filled out by a friend... and a visit by Bureau of Drug and Alcohol Services



The first “real” contract

- We can start planning strategically
- The first two employees
- Dean and the potential for CAPRSS 1... (kicking and screaming... but so worth it looking back...)
- Staying involved in community collaborations..
- SPARK and the potential for collaboration with the local school
- A growth plan...\$40,000 short...
- Realization---we aren't meant to be shopkeepers!
- Means to the end... and now we have means!

The Big Move “S” External---Internal

- **Physically/Environmentally-The Tilton Center**
- Growth... busting at the seams...
- Tears... and a visit from New Hampshire Charitable Foundation
- A Capacity Building Cohort
- **Spiritually/Mentally-A new mind set**
- Sole Proprietor Mentality (penny focused—to bigger picture)
- “It is not about the pots... it's one pot!”
- Karen Welford (Didn't get it, didn't understand...)
- Mental battles...



RCOs of NH are SPECIAL & (So are you.)

- Most of us have a rockstar within and we need to tap into that inner rockstar...
- Every day encompasses opportunity
- We can't be too tied to the outcome.

Growth

*Mindset & Relationship
have been the keys.*

Do you have a growth mindset?

- We cannot help what we haven't been taught or exposed to, AND what we have looking back.
- The Facilitating Organization offers all kinds of connections to opportunities, and customized resource delivery according to the uniqueness of each center

Do you have a mission statement?

- Is the mission statement operationalized?
- Do collaborators, funders, community partners, community members, participants, staff... all know what it is **and how they fit?**
- "To strengthen and **empower** individuals, families and our community by promoting health, well-being, and self-sufficiency through positive relationships, support, collaboration and education."

Find a mentor (or mentors) & the leaders you respect and have qualities to emulate...

- PRIMARY
- SECONDARY
- TIERTIARY/LIMITED/FOR SPECIFIC AREAS
 - The FO has staff that supports this
- DATA GURU...



As infrastructure builds...

- VP/COO
 - *Don't let ego get in your way...*
- Director of Admin
- The FO provides it until we can 'take over' for ourselves... and continues to be there for support

Formal Structure

- Generally-formal structure is the 'thing' that separates high quality from quality programming, learning, goal achievement, putting a desk together right, paint by numbers, developing competent culture in our centers...
- **The FO can offer the SUPPORT to get it done, but we do the WORK of GETTING it done**

Council on Accreditation of Peer Recovery Support Services (CAPRSS)



Keeping Up with the DATA DATA DATA... and what it looked like.

- Spread sheet ☹
- Little surveys ☹
- Focus groups ☹
- Faces & Voices RDP ☹☹☹☹
- CAPRSS Self Assessment ☹ and NO!!!!
- Recovery Link HUH? WHAT? No...
- **REBELLION!**
- **MY OVERLOAD POINT**
—enter Data Specialist
- Quick Base
- GPRAs....
- WITS
- MOSTLY DRIVEN BY FUNDERS/CONTRACTS
- Protective Factors Survey 2
- Colorado Family Assessment
- Café Surveys
- The Pillars of HOPE/HOPE Assessments
- Enter JOE... NO... JOE GROWS into the role!

Investing in Myself... FIRST/CONCURRENTLY...

"You cannot lead where you will not go, you cannot teach what you do not know."
JR Rindinger

"Sometimes we need to find better teachers than we have the capacity to be!"
Michelle Lennon

- Without the connection to the FO, we wouldn't know what we needed...

Infrastructure/Funding Resources...

- Expansion goes hand in hand with finding the resources to sustain it
- Without FO 'backbone' funding... we wouldn't have had the FREEDOM to grow
- The expansion to Franklin...
- Consultant... New Hampshire Charitable Foundation funded... 'real estate analysis tool' and a realistic goal...

What I really had to let go... a self-defeating mindset.

- "I'm a peer, social worker type, not a business person!"
- The moral support/convening of colleagues comes as a result of the FO connection

Myth... It takes money to make money in the beginning, but can't sustain without it.

- It takes resources— over time to sustain it takes money, but to start, it takes time and people resources
- Who do you know?
 - IF YOU DON'T KNOW... You aren't spending your time in the right circles of influence, so identify WHERE they are, and get yourself to the right tables.
 - THE FO will ADVISE... did for me... I asked!

THE FO MODEL GIVES US SECURITY AND A PLACE TO START AND A PLACE TO GO...

- The FO provided for the backbone funding of overhead and 2 employees with two major expectations...
- Recovery Coaching
- Telephone Recovery Check in calls

Fear of the unknown could stop us.
The FO makes the "unknown" known.

- HELP!
- What?
- We have to do what???

The Gift of Individuality
with responsible oversight.

*The Facilitating Organization
Ensures This*



**We get to be who we are...
And the other RCOs do, too.**

If you go to one RCC in NH... you've been to one RCC in NH.
Community appropriate, participant driven, unique in practice and culture with two things in common... Peer Recovery Support & Telephone Recovery Support Service.

Without the FO, We may not be here, and certainly not in the capacity we are today.

- 4 locations
- Leveraged relationships—big funding (SAMHSA)
- Multiple Consortiums
- 25 different funding sources
- 25 Employees
- 2 agency owned buildings
- Emerging leaders
- Over 1,000 trained in recovery support
- And growing

WE...Believe in You.

- That is the main message I have gotten from the Facilitating Organization since day one with them.
- The model has been incredible.
- All FO's are not created equal.
- This work is powered by people.
- I've had the privilege of working with some of the best.
- We need each other.
- Keep Growing!

Do you have a framework or frameworks you live by?
(accumulated knowledge!)

THE FO PROVIDED THE EDUCATION
TO GET US STARTED AND TAUGHT
US THE VALUE OF CONTINUING
INVESTMENT IN OURSELVES.

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Facilitating Organization

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Technical Assistance

- Administrative Support
- Capacity Development
- Contract Compliance
- NH Recovery Community Organization Standards of Excellence
 - Defines organizational and service quality standards for NH.
 - Replaced CAPRSS in NH
- Organizational Coaching
 - COVID-19 response
 - Ethical Issues/HR
- Quality Improvement

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Back Office Support

RCO	Human Resources	Financial	Medicaid Billing
Archways	X	X	X
Addiction Recovery Coalition of NH	X	X	X
Hope for NH Recovery	X	X	X
Keene Serenity Center	X	X	X
MWV Supports Recovery	X	X	X
Navigating Recovery of the Lakes Region	X	X	X
Plymouth Area Recovery Connections	X	X	X
Revive Recovery Resource Center	X	X	X
Safe Harbor Recovery Center		X	
SOS Recovery Community Organization		X	
TLC Recovery Programs	X	X	X
White Horse Recovery Center		X	

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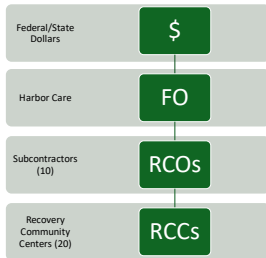
Training

- The Facilitating Organization provides diverse training opportunities including:
 - CRSW Training Requirements
 - Harm Reduction
 - Telephone Recovery Support
 - Evidence informed parenting education curriculums
 - Diversity, Equity, & Inclusion
 - Mental Health First Aid
 - Crisis Prevention
 - Electronic Health Record, RecoveryLink
 - Conference Scholarships
 - HIPAA & Cybersecurity
 - Community of Practices

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Funding

- New RCOs often lack the financial history and/or capacity to apply for grants on their own.
- Having the ability to apply as a collective of organizations presents a good opportunity for greater impact and decreases competition in the state.
- Utilizing the FO to apply for funding takes some of the administrative burden off of the RCOs and Funders.
- FO Funding Breakdown
 - 76% Subcontractors
 - 18% FO Admin (7.5 FTE & Back Office Support)
 - 6% Shared Costs (EHR, LMS, Training Scholarships, Marketing)



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2017
 SOS – Rochester
 White Horse – Center Ossipee
 Archways – Tilton
 Safe Harbor – Portsmouth
 Keene Serenity Center – Keene
 Revive – Nashua

2018
 Navigating Recovery of Lakes Region – Laconia
 White Horse – Littleton
 SOS – Dover
 White Horse – North Conway

2019
 TLC Recovery Programs – Claremont
 SOS – Hampton
 Archways – Plymouth
 HOPE for NH Recovery – Manchester

2020
 Revive – Derry
 Archways – Franklin

2021
 ARCNH – Milford
 Archways – Concord

2022
 White Horse – Berlin
 Revive – Manchester



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Recovery Community Centers (RCC's)

- Non-profit Centers
- Local networks of non-medical recovery support services
- Peer operated broadly defined
 - People in long term recovery
 - Their families
 - Friends and allies
- Assist people in building recovery capital
- Advocacy training
- Mobilization of resources

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What are peer recovery support services (PRSS)?

- **Subcontracted RCOs provided 45,227 services (PRSS, Referrals, Activities) in CY 2023. A 1.5% increase compared to CY22.**
- Main PRSS services funded by this contract are **recovery coaching** and **telephone recovery support**
 - Additional holistic services (yoga, art, music)
 - Non traditional group meetings – harm reduction, medication assisted recovery, smart recovery
- Peers bring hope and build Community through shared life experiences.
- Research has shown that peer support facilitates recovery and reduces health care costs.
- NH PRSS are integrated at multiple levels of care i.e. Doorway, RFW, DOJ, Drug Courts, Syringe Services, MAR, Schools, Hospitals and Eds, etc.

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Recovery Capital: BARC-10

- **Recovery Capital:** measures internal & external assets utilized by recoverees to initiate and sustain recovery. ⁴
- **Brief Assessment of Recovery Capital (BARC-10)** ⁴measures strength in recovery capital domains in 10 questions.
- This information is used to:
 1. Evaluate recovery support services and their outcomes.
 2. Inform recovery support providers' service delivery.
 3. Provide measurement of progress for recoveree.
- **NH RCOs show a statistically significant increase of 2.24 (average) in Recovery Capital for those engaged in PRSS.**

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Sustainability

- SOR Funding Cliff expected September 2024. (SOR funds 40% of FO and FO funds 67% of RCO budgets).
- RCO organizational and service capacity continues to rapidly increase year over year to meet rising demands.
- FO Funding has not kept pace with RCO expansion.
- RCO's have been unable to expand their workforce to meet increase in demand. In FY21 workforce average 1:6 ratio, FY22 workforce average 1:17.
- Contract timeframes of 9 months to 1 year with variable funding amounts do not provide opportunity for non-profits to build sustainable programming.
- Cost reimbursement payment model requires there to be money to first spend. Not conducive to start ups or small non-profits.
- Medicaid Reimbursement rates are insufficient.

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NH Recovery Hub

- Training calendar – CRSW certification and renewal
- Special Projects – get involved
- PRSS Dashboard & Evaluations
- [Recovery Corp – Where are they now?](#)



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- Peer Recovery Support Community of Practice
 - Co-occurring Disorders April 24 9:30-12:30
 - Therapeutic Cannabis and What You Need to Know
 - Navigating Pathways of Advocacy – Managing Pain in Recovery
- NH Standards of Excellence
- www.nhtac.org

- Peer Service Integration
- RCO Capacity Building
- Peer Workforce Development
- Evidence Based Practices
- Health Equity
- Technical Assistance

www.peerrecoverynow.org

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Thank you!

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Citations

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