

TLC Family Resource Center

PROJECT PLAN: Community-Based Drop-In Program

1.7.1.1.1. Detailed process(es) or plan(s) to perform the proposed services.

TLC Family Resource Center (TLC) proposes to expand access to community-based recovery supports for people experiencing Opioid Use Disorder (OUD) and any co-occurring substance use disorder (SUD) and/or Mental Health (MH) challenges with the goal of reducing opioid use in Sullivan and Lower Grafton counties.

To achieve this goal, TLC Family Resource Center will provide drop-in services for people with OUD and any co-occurring SUD/MH in Claremont, NH and Lebanon, NH, cities centrally

located in TLC's catchment area. The Community-Based Drop-In Program will be staffed by trained Certified Recovery Support Workers (CRSWs) and volunteers who will provide opioid

abatement services and supports to people with OUD and any co-occurring SUD or MH. People with OUD will access services through walk-in hours, by phone, or through virtual meetings.

Referrals for opioid abatement services will be made by community partners, employers,

treatment providers, peer networks, and through self-referral. Services and supports will be

provided at no cost to people with OUD and/or SUD and will include support for enrollment into longer term TLC programs such as peer recovery coaching, evidence-based recovery support groups, child and family therapy, and evidence-based home visiting/parent education as well as

facilitation of admission to inpatient or outpatient treatment programs as appropriate.

To improve access to these services and supports, TLC will need to increase staff coverage for its current community-based drop-in recovery center, TLC Recovery Programs, in Claremont, NH and establish a new community-based drop-in recovery center in Lebanon, NH. TLC Recovery Programs has extensive experience and success with operating a Recovery Community Organization (RCO) in Claremont for the past four years and is ready to expand its model to increase access to recovery supports.

With input from current program participants, community partners, and treatment providers, TLC has identified the following objectives and strategies to expand opioid abatement services supports in Sullivan and Lower Grafton counties:

Objective 1: Increase the number of people who have, or are at risk of developing, an OUD with co-occurring SUD/MH, who engage in recovery supports by 50% as measured by participant encounters between June 30, 2023, and July 1, 2025.

Strategy 1.1: TLC will open a second location for the Community-Based Drop-In Program in Lebanon, NH by 1/30/2023.

Outcome: On October 10, 2023, TLC opened a second location for the Community- Based Drop-In Program in Lebanon, NH. This location had a soft opening on this date and a full opening directly after the December 7, 2023 grand opening event.

Strategy 1.2: TLC will increase staff capacity to implement the Community-Based Drop- In Program at two locations in Claremont, NH, and Lebanon, NH, by hiring 2.0 FTE CRSW community health workers by 12/31/2022.

Outcome: TLC increased staff capacity by hiring 2.0 FTE Resource Navigation Specialists (RNS). The Claremont RNS was hired in February 2023, and the Lebanon RNS was hired in August 2023, shortly before the Lebanon Grand Opening.

Strategy 1.3: TLC will increase volunteer capacity to implement the Community-Based Drop-In Program at two locations in Claremont, NH, and Lebanon, NH, by maintaining a

.5FTE Volunteer Coordinator who will recruit, train, and supervise volunteers by 10/1/2022.

Outcome: TLC hired and trained one .5 FTE Volunteer Coordinator to recruit, train, and supervise new volunteers to increase support for those engaging in recovery-based services.

Strategy 1.4: TLC will create and implement an outreach and marketing plan to encourage community partners, employers, peer recovery specialists, healthcare professionals, and community members to refer people who have, or at risk of

developing, OUD and/or SUD to the Community-Based Drop-In Program.

Outcome: TLC created and implemented an outreach and marketing plan to encourage referring. From July 1, 2023 to June 30, 2024, TLC provided 21 presentations within the community to promote the new Lebanon site. During this time, TLC was also able to secure four MOUs and two community partner contracts and develop referral streams with multiple organizations. In addition, TLC revised its brochures to include promotional material for the new programs created through this contract. Between July 1, 2022 to June 30, 2023, TLC received 190 referrals. As a result of implementing the

outreach/marketing plan and the other strategies mentioned, the referrals increased by 37%, with 303 referrals received between July 1, 2023 to June 30, 2024.

Objective 2: Increase the number of people who have, or at risk of developing, an OUD with co- occurring SUD/MH who resolve one or more barriers to their recovery by 50% as measured by

data on resources and services provided to individuals between July 1, 2023 to June 30, 2025.

Strategy 2.1: CRSW community health workers will provide direct support and assistance to people who contact the Community-Based Drop-In Program in person or by phone to address challenges that impact OUD/SUD/MH recovery and/or treatment and

partner with individuals to build Recovery Capital and prevent opioid use. Support and assistance can include, but is not limited to, the following:

2.2.1 : Resource navigation to address basic needs such as housing, transportation, and food including contacting community agencies, filling out and submitting

applications, arranging for transportation options, applying for public benefits through NH Easy, and advocacy.

2.2.2 : Support with accessing behavioral health, medication assisted treatment, inpatient or outpatient treatment, and other healthcare or treatment services including contacting providers, filling out applications and paperwork for

admissions, arranging for transportation, and advocacy.

Outcome 2.2.1, 2.2.2: RNS provided direct support and assistance to people who contacted the Community-Based Drop-In Program in person or by phone. TLC

received and responded to 245 referrals from July 1, 2023 to June 30, 2024.

2.2.3 : Direct financial assistance with expenses and supplies that affect recovery and treatment, including housing, utilities, transportation, childcare, food, and

healthcare, when funding is available.

Outcome: Direct financial assistance totaling \$22,655.06 was provided to 148 participants from July 1, 2023 to June 30, 2024.

2.2.4 : Telephone recovery and peer support. Volunteers will contact people interested in receiving a weekly check in phone call or text to promote recovery through connection and peer support.

Outcome: TLC's volunteers contacted people interested in receiving a weekly check-in phone call or text to promote recovery through connection and peer support and to remove barriers through resource navigation. From July 1, 2023 to June 30, 2024, volunteers provided 98.5 hours of telephone recovery support.

* Recovery Capital Outcome: TLC used Brief Assessment Recovery Capitals BARC-10 to determine recovery capital after engaging in TLC's services.

Between July 1, 2023 to June 30, 2024, the average for participant recovery capital significantly increased after engaging in one month of services.

Objective 3: Increase the number of people who have, or at risk of developing, an OUD with co-occurring SUD/MH, who enroll in an evidence-based recovery program such as 1:1 Recovery Coaching, Parenting Journey in Recovery, All Recovery, Medication Assisted Peer Support, or other recovery programs by 50% between July 1, 2023 to June 30, 2025.

Strategy 3.1: Staff and volunteers of the Community-Based Drop-In Program will be required to complete their Certified Recovery Support Worker (CRSW) certification

within one year of hire to ensure people experiencing OUD/SUD/MH are provided with appropriate supports, interventions, and referrals for longer-term services.

Outcome: Staff and volunteers of the Community-Based Drop-In Program have

completed or are completing their Certified Recovery Support Worker (CRSW). Currently, five staff are credentialed, with seven more in route for credentialing within the next six months.

Strategy 3.2: Staff and volunteers of the Community-Based Drop-In Program will be

trained to conduct intakes for TLC Recovery Programs to facilitate efficient enrollment in additional recovery services.

Outcome: Staff and volunteers have been trained to conduct intakes for TLC Recovery Program. Between July 1, 2022 to June 30, 2023, TLC completed intakes and enrolled 206 people with peer recovery support. TLC increased the number of intakes and

enrollments by 42%, with 352 people served between July 1, 2023 to June 30, 2024 .

From July 1, 2022 to June 30, 2023, the total attendance of staff-facilitated groups, such as All-Recovery and Parenting Journey in Recovery, was 546. By increasing the number of staff-facilitated groups, the total attendance from July 1, 2023 to June 30, 2024 was 847, with an increase of 36%.

Challenges:

- In the original proposal, TLC anticipated the community-based drop-in center would be open by January 30, 2023, but due to a delay in securing an ideal property and a shortage in contractor availability, the project was delayed.
- In the original proposal, TLC anticipated two RNS (called CRSW Community Health Workers in the original proposal) by December 31, 2022, but this was delayed due to job pool shortages in Claremont, NH, and the delay in building the community-based drop-in center in Lebanon, NH.
- Within three months of the community-based drop-in center launch, the referral rates increased to the degree that a new Recovery Support Specialist position was needed to meet the service demand. Since this position was created, TLC has not been able to

secure sustainable funding and has been relying on reserves to support it and maintain adequate services for the Lebanon community.

- Another Recovery Support Specialist position will likely need to be created by January 2025 to meet service demands for the Lebanon area. Currently, TLC doesn't have any funding to support this anticipated development.
- To meet the anticipated increase in staff, services provided, and individuals served, TLC will need to hire a full-time Program Coordinator by Jan 2025 to oversee daily

operations, supervise staff, maintain and increase outreach efforts, and develop programming. Lebanon currently has a part-time Program Coordinator (also funded by temporary reserves) and the Program Director managing these responsibilities

collectively, a temporary and non-sustainable solution.