

Making

**Connections
that Count**

25

Years!



North Country
HEALTH CONSORTIUM!



2022
Annual Report

From our Board President & Executive Director



Lauren Pearson,
NCHC Executive
Director

Welcome to the North Country Health Consortium’s 2022 Annual Report. We are honored to be celebrating our 25-year anniversary. For 25 years, the North Country Health Consortium (NCHC) has been dedicated to “Leading innovative collaboration to address the health status of Northern New Hampshire Residents.” 2022 has proven to be another historic year for NCHC, filled with growth, recognition, opportunities, and new partnerships. This year’s success has been a testament to the commitment and compassion of our dedicated team of professionals, our partnering agencies, our financial supporters, and our volunteers. To highlight the exceptional work of our team and external partners, we have selected the theme of “Making connections that count,” embodying the heart of our work.

Over the past year, NCHC secured private, state, and federal funding to continue expanding our work as the North Country Public Health Network, as well as in Community Health Worker Programs, AskPETRA.org, Northern New Hampshire Area Health Education Center, and Substance Misuse Prevention Programs. NCHC continues to leverage community partnerships to facilitate the most recent edition of the North Country Community Health Improvement Plan and Community Health Assessment. This year our team also began implementing a robust Client Resource Management (CRM) software as a strategic initiative to improve internal and external communication and marketing.

With your partnership, NCHC will continue to foster collaboration across our communities, region, and state. We mark this milestone year with gratitude for our colleagues and supporters and with certainty that our work makes a difference in bettering the health status of Northern New Hampshire residents. Here’s to another 25 years of serving our community!



Michael Lee,
NCHC Board
President

Sincerely,

Lauren Pearson, Executive Director & Michael Lee, Board President





New Hampshire is regarded as one of the healthiest states in the nation. But in the northern-most tier of the state, the North Country, residents experience poorer health outcomes due to the rurality, geography, and economic barriers of their region.

NCHC's Vision

A strong public health system through which all residents of Northern New Hampshire can access and enjoy health and wellness.

NCHC's Mission

Leading innovative collaboration to improve the health status of Northern New Hampshire.

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Programs of NCHC...



Public Health services include: disease prevention and health promotion activities; ongoing development to ensure public health emergency preparedness; increasing awareness and access to substance use disorder prevention, treatment, and recovery services by monitoring and enhancing Continuum of Care systems; and strategic planning to mitigate the health impacts of climate change.

Substance Misuse Programs include activities to address the entire continuum of care from prevention, identification, early intervention, and treatment to recovery supports.



The Substance Misuse Prevention Network collaborates with schools to implement prevention strategies to improve school climates and train students to lead and mentor peers and younger students to understand the consequences of substance misuse.

The Northern New Hampshire Area Health Education Center (NNH AHEC) ensures a rural focus on workforce development for statewide health professions. The Center serves health and human service organizations and educational institutions in Coos, Carroll, Grafton, and Belknap Counties.



North Country Health Consortium's Oral Health Program focuses on community outreach and education. The program engages community members of all ages to connect oral health to overall health.

Connect Northern NH with public health



Ways2Wellness CONNECT links Community Health Workers (CHWs) with patients age 18+ who are struggling with unmanaged chronic disease and experiencing barriers to achieving health and wellness.



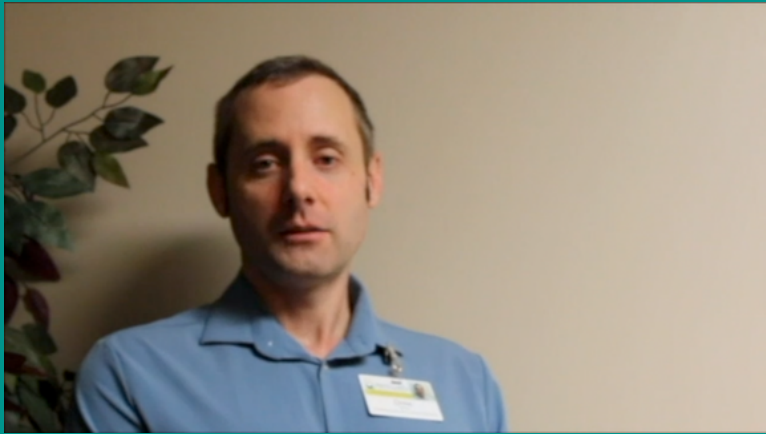
Our Wellness And Recovery Model (WARM) program is a federally funded initiative designed to reduce the the impact of Substance Use/Opioid Use Disorders (SUD/OD) and overdose deaths in the North Country by increasing awareness, education, capacity, and access to recovery and treatment resources, including dually-trained CHW/RCs (Community Health Worker/Recovery Coaches). Additionally, education and support around psychostimulant use were added, while Warm4Women introduced a focus on women of childbearing age to reduce the occurrence of Neonatal Abstinence Syndrome.

AskPETRA is the North Country Health Consortium's response to Northern NH's Substance Use Disorder (SUD) crisis. This free service provides local training and one-on-one help to connect providers, adults, and families with the help they need to understand, prevent, and treat SUD, including education and support around psychostimulant use.



Drug Treatment Court of Grafton County is a multi-phase intervention program and alternative to prison for adults who have been convicted of a felony and diagnosed with Substance Use Disorder.

Connectors at the heart, from the start



Drew Brown, longtime employee and Management Information Systems Administrator, reflects on NCHC's role as the region's "gap filler." [Hear what Drew has to say as he looks back at NCHC's earliest instances of facilitating connection.](#)



Leading innovative collaboration to improve the health status of Northern New Hampshire.

1997

NCHC was established as a vehicle to address common issues in the rural "North Country" region through collaboration among the health and human service providers serving Northern New Hampshire residents.



2003 - 2005



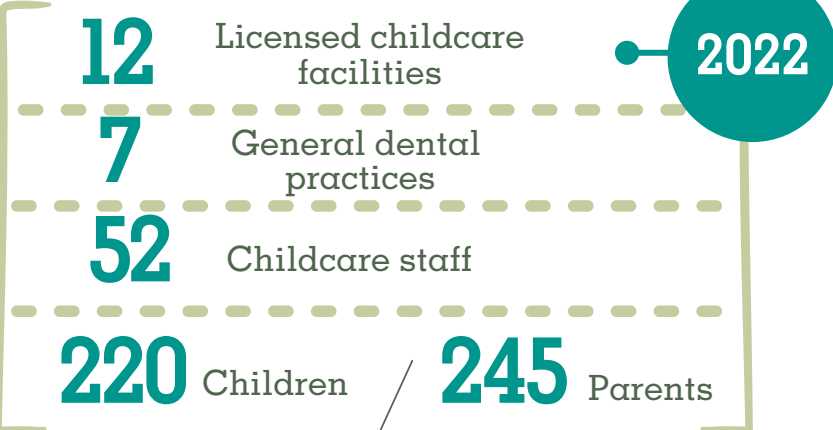
With a history of filling gaps and facilitating connection, NCHC was the Internet Service Provider for North Country healthcare provider organizations when internet connectivity was not yet widely available in the region!

Oral Health connections in the classroom



Kelly Hadlock, Health & Disability Manager at Tri-County Community Action Program's Head Start considers NCHC to be one of her program's most important connections. A free, federally funded program designed to promote school readiness for children from low-income families, Head Start has been a longtime beneficiary of NCHC's Oral Health programming. [Hear what Kelly has to say about her partnership with NCHC and the meaningful impact it has had on one student in her classroom.](#)

Outreach, education & resources for:



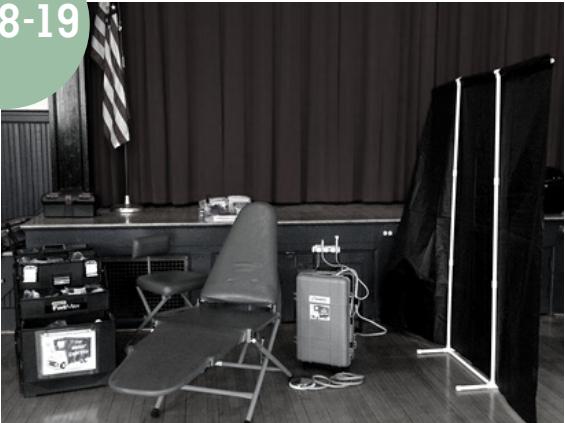
2005
NCHC begins the Molar Express mobile dental clinic with a box truck carrying state-of-the-art mobile dental equipment, allowing NCHC to provide professional and safe dental services, including exams, cleanings, X-rays, fillings etc. to school-aged children and nursing home residents at these off-site locations.



2012
Molar Express changes to a portable model, setting up clinics on location with equipment in tow in a mini van.



2018-19
NCHC pivots to preventative care and education only; shuts direct care services and began providing exclusively oral health outreach and education, rebranding as NCHC's Oral Health Program.



Connecting students to careers, professionals to communities
& communities to better health



The longest running
program at NCHC,
Northern NH AHEC
has been continually
operating for
21 years!

The New Hampshire Area Health Education Center (AHEC) is a statewide network that works to improve health care and access to health care, particularly in rural and underserved areas, by enhancing the health and public health workforce of the state. NCHC is the operating agent of the Northern New Hampshire AHEC, and for the past 21 years has connected the AHEC network and resources to local health care providers, health professions students in training, and young people considering a health care career.

95

Continuing
education
sessions

900

Health &
Human Services
Professionals



turns 25!



Connections across the Continuum of Care...

Mark Bonta, Plant Manager at Genfoot America, first connected with NCHC by attending an Alcohol Tobacco and Other Drugs (ATOD) Coalition meeting in Littleton, where employer Genfoot is located. Genfoot goes on to become a Recovery Friendly Workplace under Mark's leadership and work with NCHC, where today he sits on the Board of Directors. [Hear Mark talk about why he values his connections with NCHC.](#)



Recovery Friendly Workplace (RFW) initiative begins; NCHC provides support to Northern NH businesses and organizations to earn RFW designation.

Drug Treatment Court of Grafton County undergoes policy change to allow anyone in the community to make a program referral, further opening the opportunity for Grafton County residents to opt for treatment and recovery from SUD over a lengthy prison sentence.

2017

2018

2019

As the administrative home for the region's Integrated Delivery Network (IDN region 7), NCHC works with Weeks Medical Center to stand up Medication Assisted Treatment (MAT) for Substance Use Disorder (SUD), starting with a pilot program and one site in Lancaster to expansion to 6 MAT sites.

NCHC acquires contract and begins administration of the Drug Treatment Court (DTC) of Grafton County.



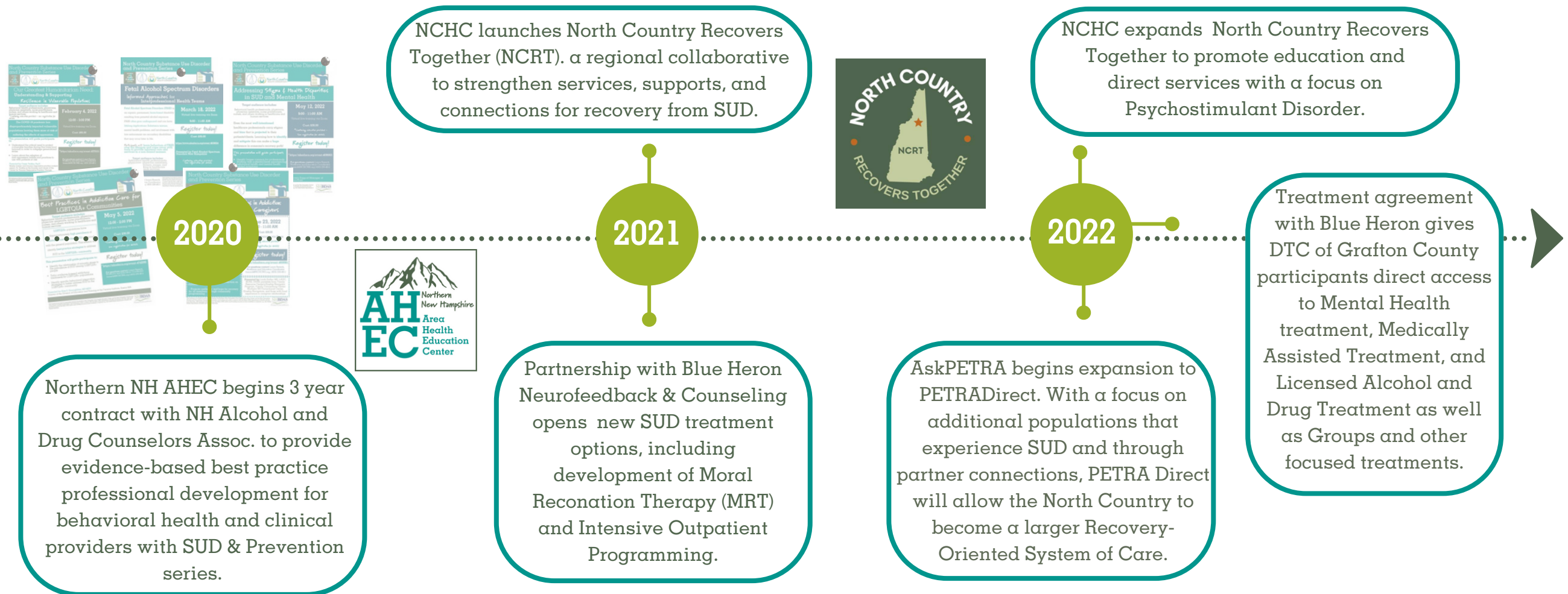
Start of AskPETRA, including AskPETRA.org (2020), to provide Prevention, Education, Treatment, Recovery, and Assistance for North Country residents—“Local help for local needs.”



For mental health and substance use disorder



Shawn Cannizzaro was in the early days of his recovery when he was working at Genfoot America, a local employer connected to NCHC through the Recovery Friendly Workplace program. Working at a designated RFW, Shawn got access to recovery coach training and other resources that benefit him both personally and professionally. As the Case Manager for the Sullivan County Family Treatment Court, a pilot program under NCHC, [hear Shawn talk about how his NCHC connections have come full circle.](#)



CHW = Connections to Health + Wellness



NCHC worked with Weeks Medical Center (WMC) to stand up Medication Assisted Treatment (MAT) for Substance Use Disorder (SUD). Starting with one site in Lancaster, WMC eventually expanded to 6 MAT sites. Hear Mike Lee, WMC's CEO/President and NCHC Board President, along with WMC's former VP of Physician Services, Rona Glines, talk about how WMC has leveraged NCHC's Community Health Worker and Recovery Coach programs to connect patients to services and staff to training.

Much of what makes up health does not come from the healthcare system where 20% of health is "produced."

The remaining 80% occurs at home, at work, or in the community, aka "Social Determinants of Health" (SDoH). That's where Community Health Workers (CHWs) come in; CHWs help people navigate the SDoH that prevent them from getting well.

NCHC initiates Community Health Worker program, Ways2Wellness CONNECT, including creation of program manuals, procedures, and secure client database.



WARM trains and works with local police to facilitate the Recovery Oriented Policing Model (ROPM) and put trained Recovery Coaches on staff at police departments.

2017

2018

2019

Ways2Wellness CONNECT develops and pilots flagship CHW training course.



Ways2Wellness CONNECT begins accepting referrals, outreaching to local healthcare providers to refer patients for CHW services, and overcoming barriers to incorporating non-clinical staff into the clinical space.

WARM begins offering the Certified Recovery Support Worker Training series.

North Country Recovery Coach Academy
 Learn how to coach your peers in recovery
4-Day Training
 December 4-5 & 11-12
 8:15AM-5:15PM
 Each Day
LOCATION
 North Country Health Consortium
 262 Cottage St. Suite 230
 Littleton, NH 03561

CHW + RC = Recovery Connections

A CHW/RC is a dually-trained Community Health Worker/Recovery Coach. CHW/RCs support an individual's recovery by helping them overcome the obstacles that may contribute to Substance Use Disorder (SUD) relapse.



When Upper Connecticut Valley Hospital (UCVH) began their Substance Use Disorder project, they were quickly connected to NCHC as the go-to source for community connections, recovery coaches, and training on stigma. Hear what project consultant for UCVH, Erik Peterson, and Jenn Goulet, Recovery Support Manager at NCHC, have to say about [UCVH's partnership with NCHC for supporting recovery in the Colebrook community.](#)

NCHC CHWs and CHW/RCs expand Chronic Disease Self Management (CDSMP) classes to also offer a Chronic Pain Self Management (CPSMP) series, all free to the community.

NCHC enters contract to build statewide CHW training capacity, awareness, and a sustainable path forward for the profession through CHW certification in NH.

2020

2021

2022

WARM expands recovery coach services to offer WARM4Women, bringing a gender-specific focus to the recovery of pregnant or parenting women and their families who have SUD.

Northern NH AHEC customizes Live, Learn and Play program for Recovery Support, providing coordination, guidance, and quality supervision for local CHWs to earn their CRSW certification. Twelve individuals received the training and certification required to be certified through the state of NH.



Community connections = good preparedness

The North Country Public Health Network is one of 13 regional public health networks in New Hampshire. Since 2013, NCHC has been the host agency that contracts with the NH Department of Health and Human Services to convene, coordinate, and facilitate public health partners in the region. These partners collectively are the Public Health Network. NCHC is also responsible for leadership and coordination of Public Health Emergency Preparedness and Substance Misuse Prevention services and activities.



RISE Coordinator at NCHC for the Northern New Hampshire Medical Reserve Corps (MRC), Thomas Kwiatkowski talks about his connection to the local MRC unit and other [important community connections it required to distribute COVID vaccines into North Country communities.](#)

Northern New Hampshire

medical
reserve
corps



113
MRC members

1122
COVID vaccines

43
Vaccine clinics



NCHC Partners & Collaborators

Adaptive Sports Partners of the North Country
AHEAD
All Saints' Episcopal Church
Ammonoosuc Community Health Services
Androscoggin Valley Home Care Services
Androscoggin Valley Hospital
Center for New Beginnings
Coös County Family Health Services
Cottage Hospital
Family Resource Center
Grafton County Human Services
Grafton County Nursing Home
Haverhill Area Substance Misuse Prevention Coalition
Littleton Regional Healthcare
Mid-State Health Center
New Hampshire Doorways
New Hampshire Oral Health Coalition

NH AHEC/Geisel School of Medicine
North Country Community Residents
North Country Healthcare
North Country Home Health & Hospice
North Country Municipal Offices
North Country Substance Misuse Coalitions
Northern Human Services
RS Consulting
Tri-County Community Action Program, Inc.
Upper Connecticut Valley Hospital
UNH Cooperative Extension
UNH Institute for Health Policy and Practice
University of New England, College of Osteopathic Medicine
UVM Center on Rural Addiction
Weeks Medical Center
White Mountains Community College
45th Parallel EMS



NCHC Board of Directors

President (O)
Michael Lee
President, Weeks Medical Center

Vice President (O)
Ken Gordon
CEO, Coos County Family Health

Treasurer (O)
Suzanne Gaetjens-Oleson
CEO, Northern Human Services

Secretary (O)
Shannon Bates
Community member

Heidi Barker
Community member

Mark Bonta
Plant Manager, Genfoot America

Scott Colby
President & CEO, Upper Connecticut Valley Hospital

Jaime D'Alessandro
Community member

Ann Duffy
CFO, Cottage Hospital

Ed Duffy
Executive Vice President, Littleton Regional Healthcare

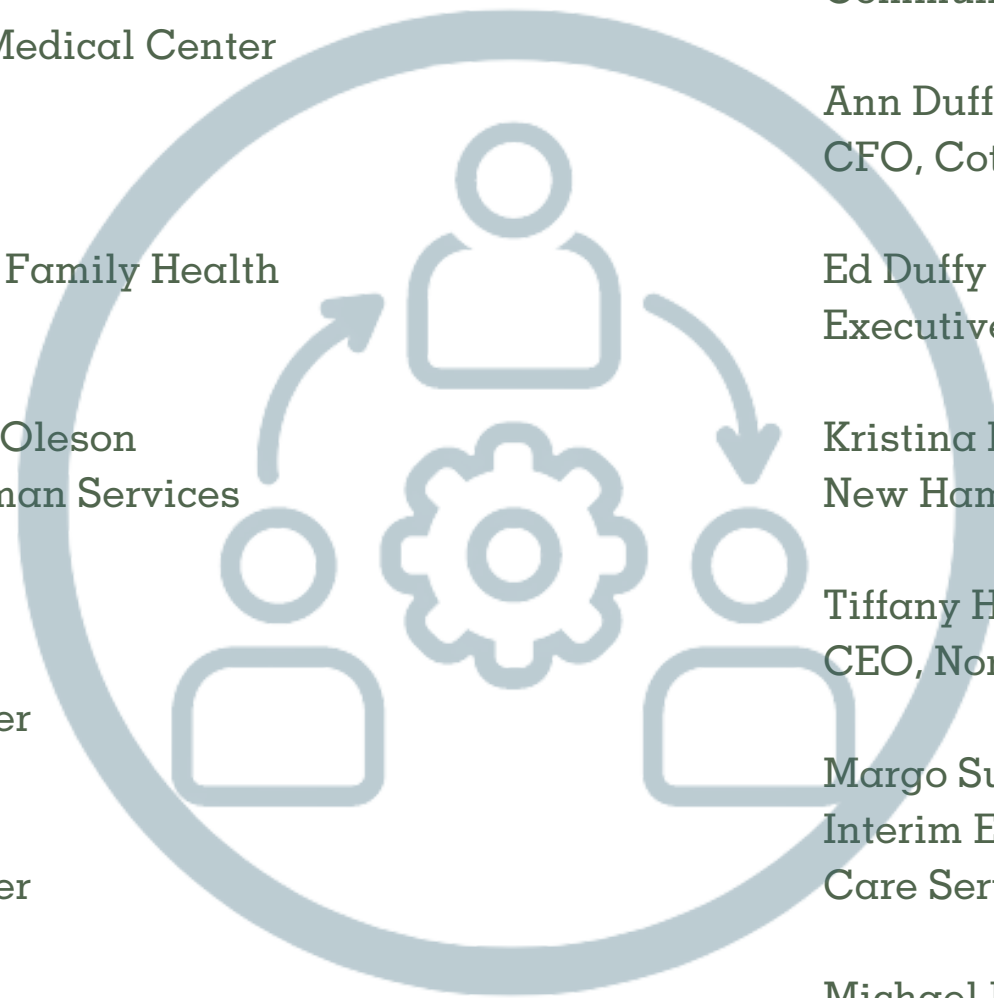
Kristina Fjield-Sparks
New Hampshire Area Health Education Center

Tiffany Haynes
CEO, North Country Home Health & Hospice Agency

Margo Sullivan
Interim Executive Director, Androscoggin Valley Home
Care Services

Michael Peterson
President and CEO, Androscoggin Valley Hospital

Jeanne Robillard
CEO, Tri-County Community Action Program



Funding

Centers for Disease Control and Prevention

Dartmouth Medical School/ Geisel School of Medicine/ Area Health Education Center

Endowment for Health

Grafton County Human Services

Health Resources and Services Administration

Integrated Delivery Network Region #7

JSI Research & Training Institute

NAMI New Hampshire

Neil and Louise Tillotson Fund, NH Charitable Foundation

NH Children's Health Foundation

NHMS Bowler-Bartlett Foundation

New Hampshire Bureau of Drug & Alcohol Services

New Hampshire Department of Health & Human Services

New Hampshire Division of Public Health Services

New Hampshire Healthy Families

New Hampshire Judicial Branch

Recovery Friendly Workplace of NH

Southern NH Area Health Education Center

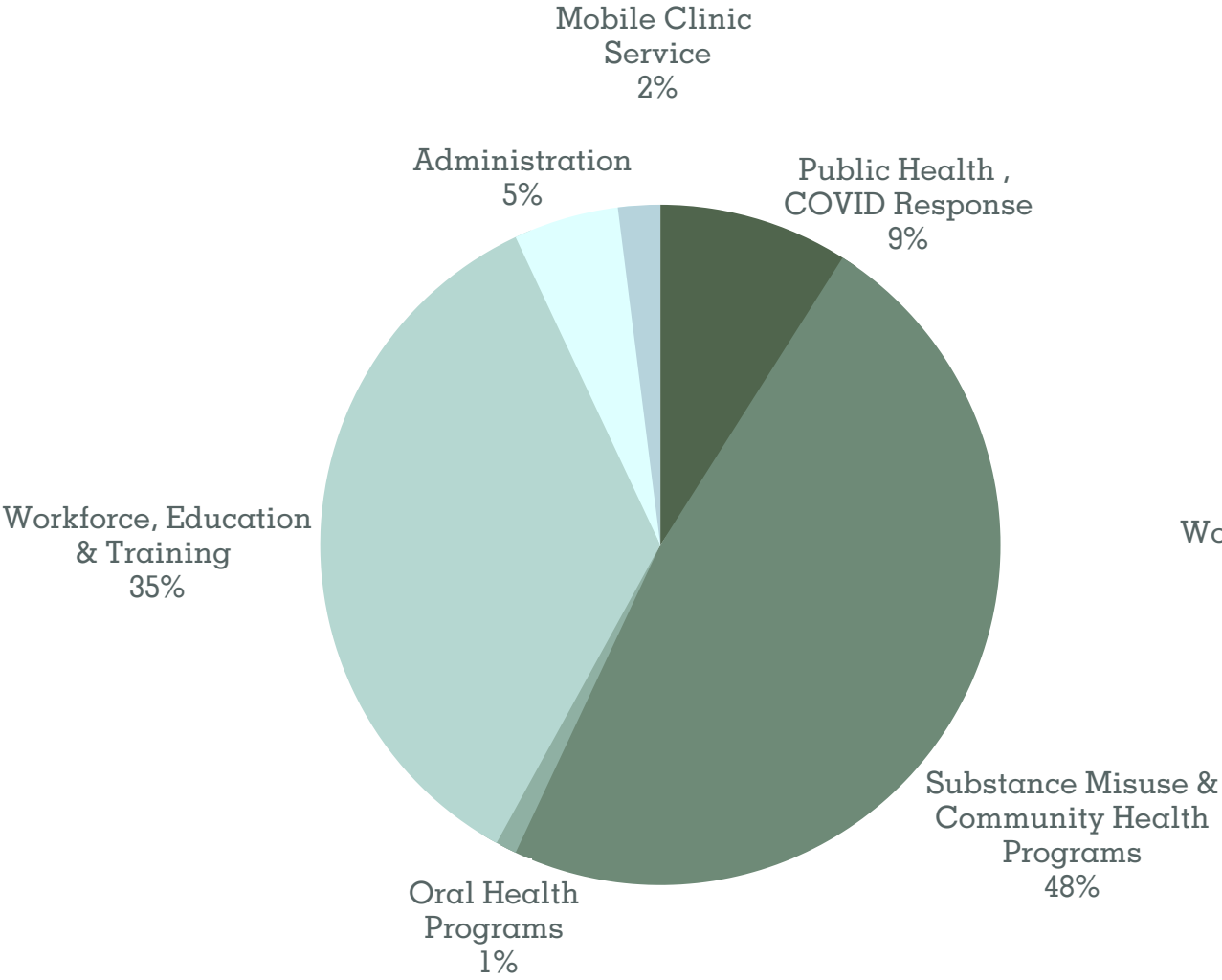
University of New Hampshire Institute for Health Policy and Practice

US Centers for Medicare & Medicaid Services



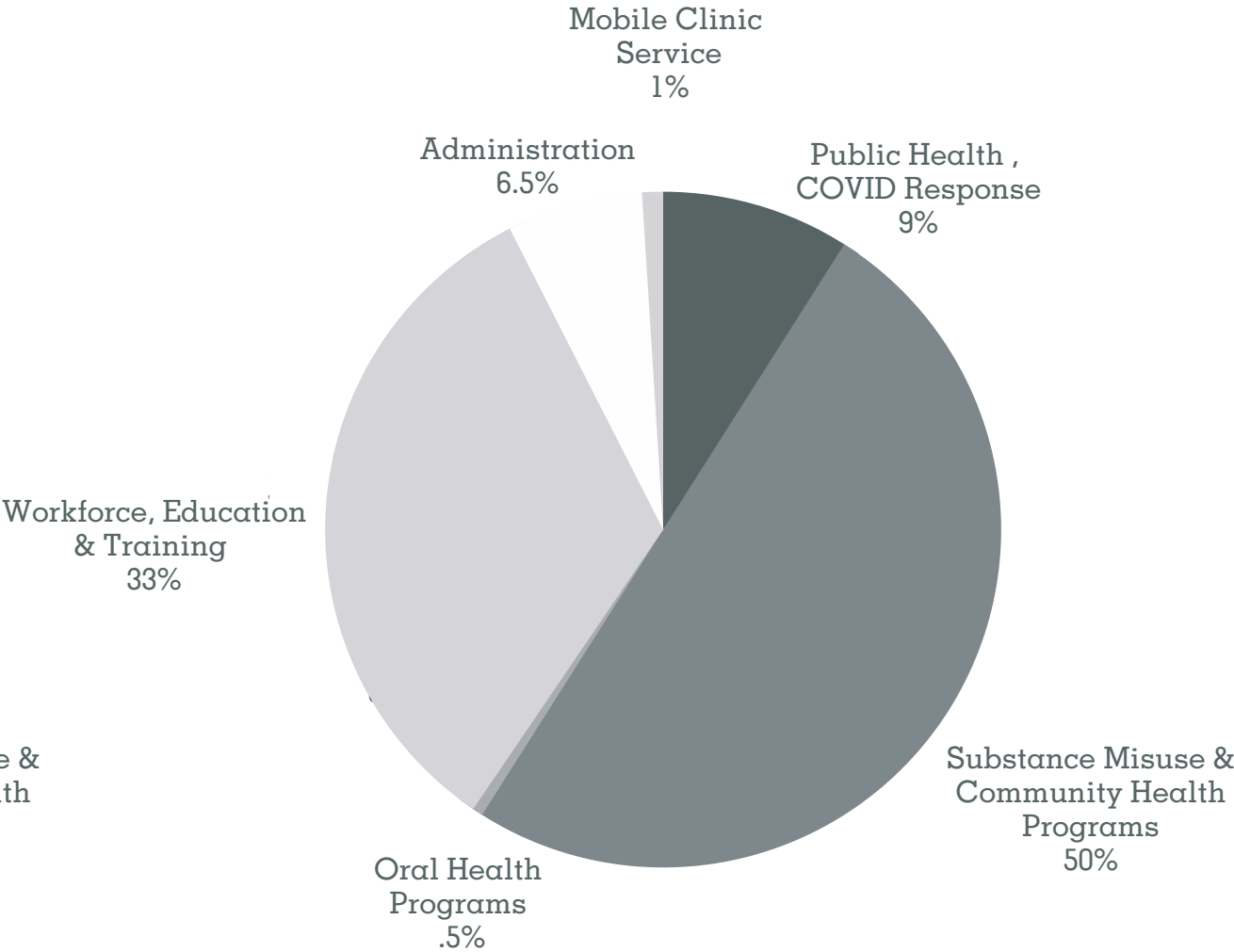
Financial Overview

FY 2022 Revenue Sources



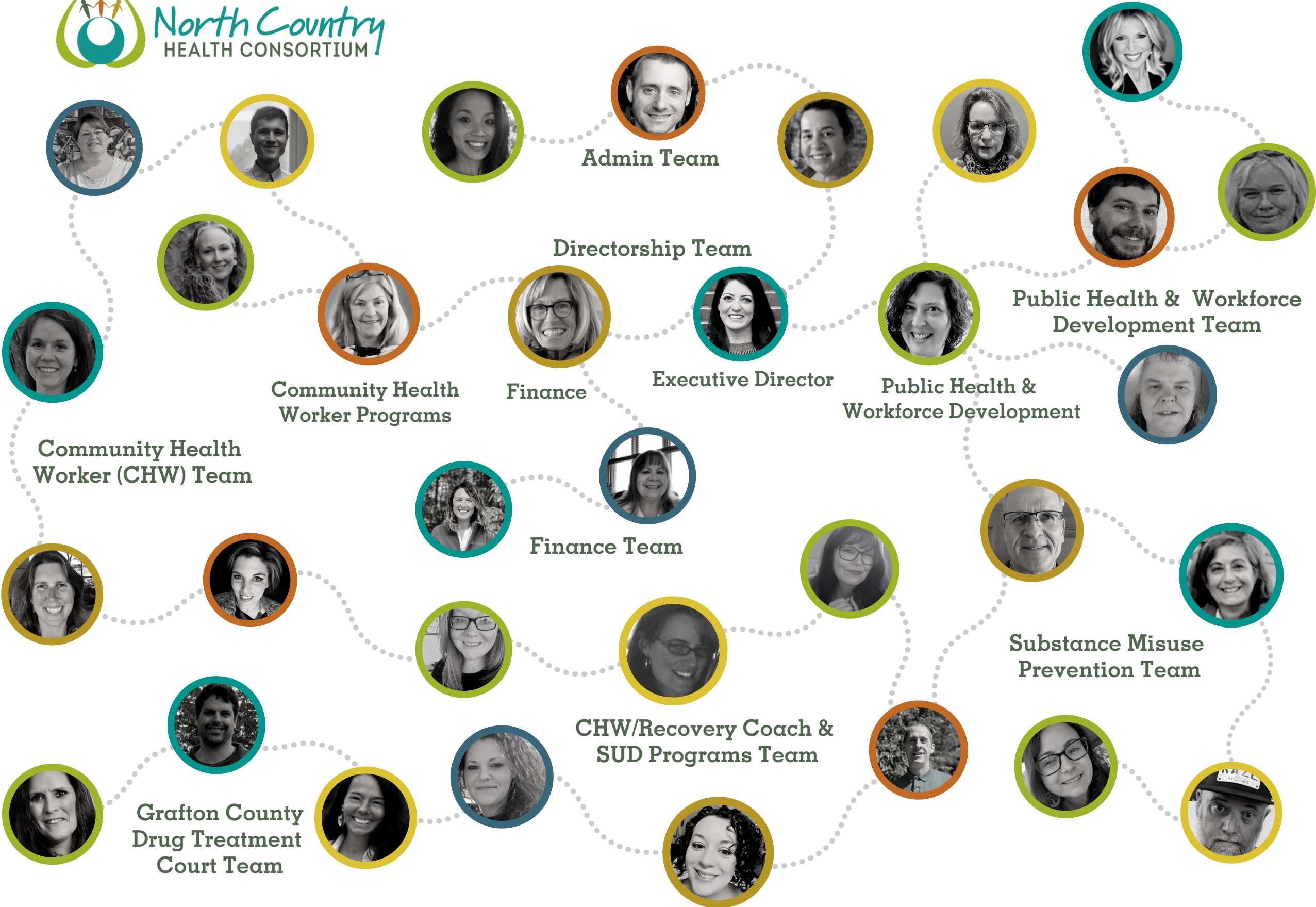
**October 2021-
September 2022
Revenue Sources:
\$3.671 million
(Unaudited)**

FY 2022 Program Expenses



**October 2021-
September 2022
Program Expenses:
\$3.820 million
(Unaudited)**

Connections that Count: Our Team



Admin Team

Directorship Team

Public Health & Workforce Development Team

Community Health Worker Programs

Finance

Executive Director

Public Health & Workforce Development

Community Health Worker (CHW) Team

Finance Team

Substance Misuse Prevention Team

Grafton County Drug Treatment Court Team

CHW/Recovery Coach & SUD Programs Team