



City of Rochester, New Hampshire

Zoning Board of Adjustment

Variance Application

TO: BOARD OF ADJUSTMENT
CITY OF ROCHESTER

DO NOT WRITE IN THIS SPACE

CASE NO. 2-21-30

DATE FILED 11/17/21

C. G.

ZONING BOARD CLERK

Applicant:

Melissa Silvey, Executive Director, Tri City Consumers' Action Co-Operative d/b/a Infinity Peer Support *below

E-mail: melissa@infinitypeersupport.org Phone: 603-866-0235

Applicant Address: 55 Summer Street, Rochester, NH 03867

Property Owner (if different): Same

Property Owner Address: Same

Variance Address: 55 Summer Street, Rochester, NH 03867

Map Lot and Block No: Map 117 Lot 55

Description of Property: .29 acre lot located in Neighborhood Mixed-Use District

Proposed use or existing use affected: Infinity Peer Support currently uses the property to provide fee, non-medical mental health wellness and recovery services to adults ages 18+

The undersigned hereby requests a variance to the terms of the Rochester Zoning Ordinance, Ch. 275, Section-5.1 - 5.5

and asks that said terms be waived to permit a three (3) bed government-sponsored peer support program providing short-term recovery-based transition services for individuals addressing a mental health crisis. See attached narrative for more information.

The undersigned alleges that the following circumstances exist which prevent the proper enjoyment of his land under the strict terms of the Zoning Ordinance and thus constitute grounds for a variance. **I understand that while presenting my case the testimony should be confined to the 5 criteria and how they pertain to my case.**

Signed: Melissa Silvey
Melissa Silvey, Executive Director

Date: 11/16/2021

* Prepared and filed by Tri City Consumers' Action Co-Operative d/b/a Infinity Peer Support by and through its Attorney Keith F. Diaz, Esq. of Nicholson Law Firm, 58 N. State Street, Concord, NH 03301 / ph: 603-856-8441 / keith@nicholson-lawfirm.com



City of Rochester, New Hampshire

Zoning Board of Adjustment

Variance Criteria

1) Granting the variance would not be contrary to the public interest because:

See Attached

2) If the variance were granted, the spirit of the ordinance would be observed because:

See Attached

3) Granting the variance would do substantial justice because:

See Attached

4.) If the variance were granted, the values of the surrounding properties would not be diminished because:

See Attached

5.) Unnecessary Hardship:

a. Owing to special **conditions of the property that distinguish it from other properties in the area**, denial of the variance would result in an unnecessary hardship because:

i. No fair and substantial relationship exists between the general public purposes of the ordinance provision and the specific application of that provision to the property because:

See Attached

And:

ii. The proposed use is a reasonable one because:

See Attached

b. Explain how, if the criteria in subparagraph (A) are not established, an unnecessary hardship will be deemed to exist if, and only if, owing to the special conditions of the property that distinguish it from other properties in the area, the property cannot be reasonably used in the strict conformance with the ordinance, and a variance is therefore necessary to enable reasonable use of it.

See Attached

NICHOLSON

LAW FIRM

KEITH F. DIAZ, ESQ.
keith@nicholson-lawfirm.com
Licensed in NH

T: 603-856-8441
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SUPPLEMENT TO VARIANCE APPLICATION

Purpose of the Variance

Tri-City Consumers' Action Co-Operative, operating under the trade name, Infinity Peer Support, (hereinafter "Infinity"), is a private not-for-profit agency that contracts with the New Hampshire Department of Health and Human Services Bureau of Behavioral Health ("BBH") to provide free mental health services to individuals 18 years of age or older. Agencies like Infinity are known to the BBH as Peer Support Agencies which receive contract funding from both the New Hampshire Department of Health and Human Services Bureau ("NHDDS") and the Substance Abuse and Mental Health Services Administration ("SAMHSA"), a branch of the U.S. Department of Health and Human Services. See BBH website for more information on Peer Support Agencies: <https://www.dhhs.nh.gov/dcbcs/bbh/peer.htm>.

Infinity is one of several not-for-profit agencies throughout the state that contracts with the BBH to provide peer support mental wellness services. Infinity serves Strafford County as an authorized Peer Support Agency. See attached Exhibit A: 2021 New Hampshire Behavioral Health Service Brochure outlining services provided by Peer Support Agencies like Infinity throughout every county in New Hampshire. Services include face-to-face and telephone peer support; outreach; education events; wellness training; after hours warm line; and a 24hr, short-term, non-medical crisis program. You can find more information about Infinity and its government sponsored free mental health programs at its website: <https://infinitypeersupport.org/>.

For several years, Infinity has been successfully providing free mental wellness and recovery services to 20-25 people daily at its property located at 55 Summer Street, Rochester, New Hampshire. See Attached Exhibit B: City of Rochester Tax Card. Infinity acquired the property by warranty deed on August 14, 2015 as shown in the Strafford County Registry of Deeds, Book 4316 Page 391. The building is situated on 0.48 acres of land identified in the City of Rochester Tax Map as Map 117 Lot 55. See attached Exhibit C: GIS satellite view of the property with boundary line overlay together with the approximate distances from the existing structure to lot lines. The building sits in the Neighborhood Mixed Use zoning district. See attached Exhibit D: Google Street Photo.

Infinity desires to expand its Peer Support contract with the BBH to include an additional service sponsored by the BBH: the Step-Up / Step-Down Program ("SUSD"), a three (3) bed mental health program providing free short-term recovery-based transition services. The program is purposed to help individuals with mental health issues transitioning from inpatient or institutional setting into the community or provide transition services for individuals who require

more intensive supports to reduce the need for admission to an inpatient setting. The BBH has established detailed program criteria which Peer Support Agencies like Infinity must carry out to be deemed a qualified SUSD provider. See attached Exhibit E: Excerpt of BBH SUSD Contract re: Program Requirements. The attached details the SUSD operational contract requirements between BBH and a qualifying Peer Support Agency like Infinity. Among other requirements, Infinity must ensure that it provides a bathroom with sink, toilet, and shower. Each program must have storage space for clothing and personal possessions. The living space must have a kitchen area to store and prepare meals and at least one telephone for incoming and outgoing calls. The program requires voluntary admission and a short-term stay (90-day maximum stay limit per individual, per episode) with non-clinical peer supports, which includes access to 24-hour staff. Such peer supports must pass a state peer support specialist certification exam. The BBH audits its contracts with qualifying Peer Support Agencies.

Infinity has worked with JSA Architects to develop a floor plan of its building needed to satisfy the BBH facility specifications identified in the attached Exhibit E. See attached Exhibit F: Floor Plan by JSA Architects Interior Planners of Portsmouth, New Hampshire. Modification of 55 Summer Street does not include an enlargement of its existing footprint. All modifications to the building floor plan will be internal and purposed to satisfy Infinity's BBH contract obligations under SUSD.

Infinity plans to continue to provide day peer support services to 20-25 people daily under its contract with the BBH.

The Need for a Variance

The City of Rochester allows Residential Uses in certain districts depending on the nature of the use as defined by its ordinances. Infinity's building is situated in the Neighborhood Mixed Use ("NMU") zoning district. See Attached Exhibit G: GIS District Overlay. Exhibit G shows the location of Infinity's property (indicated by a blue marker with a white dot) in relation to five zoning districts in the City of Rochester: Residential-1; Residential-2; Industrial, and Downtown Commercial. As shown in the overlay, Infinity is situated within 700ft of these districts. Noted above, for several years the City of Rochester has authorized Infinity to provide daytime peer support mental services within the NMU District.

Table 18-A, Residential Uses, of the City of Rochester Zoning Ordinance identifies legal uses within the NMU zoning district. While the NMU District permits Infinity to use its building to provide daytime, peer support services, Table 18-A does not appear to provide a clear category of use matching BBH's SUSD program contract requirements, including overnight stays not exceeding 90 days.

In view of the foregoing, Infinity submits its application for variance for the sole purpose of expanding its use of 55 Summer Street to include the BBH's SUSD program, a three (3) bed mental health program providing free short-term (not more than 90 days) recovery-based transition services.

Variance Criteria

1. Public Interest

Granting the variance would not be contrary to the public interest because the SUSL program is a peer support program purposed to provide free, community based public mental health services. The SUSL program is one of several wellness programs promoted by the New Hampshire Department of Health and Human Service under its 10-year program to infuse vital resources needed to restore New Hampshire's mental health system. The overall goal is to create a point of entry to localized information, triage, and referral to local services for individuals in need of mental health services. Infinity is an active participant in the 10-year plan qualified as a Peer Support Agency under contract with the BBH to provide day services. The City of Rochester already allows Infinity to provide day services at 55 Summer Street, and, by extension, is a participant in the goal to infuse qualified services needed to restore our state's mental health system. Through the infusion of an additional peer support program like SUSL, the public interest is served through the creation of free access to community-based, accessible mental health services with less reliance on professional supports and a greater reliance on effective peer support to create a reduction of avoidable emergency department and inpatient visits.

2. Spirit of the Ordinance would be Observed

The City of Rochester Zoning Ordinance permits variances to allow valuable services to be introduced into the community under circumstances where narrow and strictly construed zoning provisions would otherwise deprive the City of the valuable use. The SUSL program is a valuable peer support mental health solution that serves the purpose of the NMU District in the same way Infinity's current BBH program adds value to Rochester's community.

If the variance were granted, the spirit of the ordinance would be observed because the objective of the NMU District is to serve Rochester's residential community by permitting the operation of personal services establishments to serve individual needs, including but not limited to mental health care. For several years, the City of Rochester has permitted Infinity to use 55 Summer Street in its NMU District to provide personal services under contract with the BBH. The SUSL program is different insofar as it provides an additional layer of peer support service through free, short-term recovery-based transition services. The SUSL program is purposed to help individuals with mental health issues transitioning from inpatient or institutional setting into the community or provide transition services for individuals who require more intensive supports to reduce the need for admission to an inpatient setting.

There is little debate over the need for effective, community-based mental health services. Such services, like SUSL, are relatively new, and recently recognized by other municipalities as an important use of property serving the greater good. The program's peer-

service method signals a new approach to mental health wellness that is greatly needed, and financially supported by both state and federal government.

3. Substantial Justice

Granting the variance will do substantial justice because it will permit Infinity the right to expand the use of its building as an overnight facility to include the SUSD program. The NMU District, as written, does not expressly prohibit the SUSD program because SUSD is un-worthy or categorically prohibited. The SUSD program is not included under the NMU District because peer support mental health services, like the SUSD program, are a new approach to solving a long-standing challenge in providing mental health care. If the variance is granted, the SUSD program will serve to enlarge the scope of personal services benefiting the Rochester Community in the NMU District.

4. Surrounding Property Values

Infinity's proposed use will not diminish the value of surrounding properties in the NMU District because the district is purposed to include personal service establishments that bring value to neighboring residential communities. For several years, the City of Rochester has allowed Infinity to use 55 Summer Street as a Peer Support Agency under contract with the BBH to operate a day-time mental health peer support facility in the NMU District. Infinity's desire to augment its services to include SUSD is relatively small in scope: a three (3) bed mental health program providing free, short-term recovery-based transition services. Per the requirements of the BBH, peer certified staff will be on site 24 hour per day. The program is heavily regulated by the BBH and funded by state and federal government.

The proposed changes to the property are to the interior of Infinity's existing building. See Attached Exhibit F: JSA Floor Plans. The exterior of the building will continue to look the same. See Exhibit D: Google Street View of 55 Summer Street.

The NMU District is enveloped by and in close relationship to Rochester's Industrial, Downtown Commercial, Residential-1 and Residential-2 Zoning Districts. See Attached Exhibit G: City of Rochester District Overlays in Relation to 55 Summer Street. The overlay information and distances relative to Infinity's building are based on the City of Rochester's Web GIS data. As shown in Exhibit G, Infinity's building is situated in the NMU District (purple) within 700ft of several major zoning districts, including but not limited to: Downtown Commercial (red); Industrial (orange); Res-2 (yellow); and, Res-1 (beige).

Specifically, Infinity's property is within 300ft of 20 Allen Street occupied by the US Postal Service, which is in the Industrial District, and within 600ft of 17 Signal Street occupied by Rigz Enterprises, LLC. Infinity's property directly abuts the Res-2 District. Just 600ft down

the road at 49 Stilling Court is Bob's Towing & Auto Repair which is situated in the NMU District. Finally, Infinity's abutting neighbor, 58 Summer Street, is occupied by Stephen Roy Monument Co., also located in the NMU District. Based on the foregoing, the City of Rochester's Zoning Districts are varied, closely related in location to each other, and evidence a wide variety of property uses.

In view of the foregoing, the minimal changes to Infinity's use will have no measurable change to surrounding property values.

5. Unnecessary Hardship

- a. Owing to special conditions of the property that distinguish it from other properties in the area, denial of the variance would result in an unnecessary hardship because no fair and substantial relationship exists between the general public purposes of the ordinance provision and the specific application of that provision to the property.

The NMU District does not prohibit Infinity from using the property to provide community-based, peer support mental health services under contract with the BBH. For several years, Infinity has been using the property in the NMU District as a free, peer support service for mental health. Infinity uses the property in a manner consistent with the guidelines established under its contract with BBH, and, as an established personal service establishment, Infinity provides value to the surrounding residential communities. Denial of the variance would result in an unnecessary hardship as the proposed expansion of Infinity's peer support service to include the SUSD program is minimal, consistent with Infinity's current operation, and is in-line with the purpose of the NMU District to encourage personal service establishments. The SUSD program expands the scope of Infinity's services to include a three-bed residential transition service. If the variance is granted, Infinity would provide both services under its contract with BBH.

Infinity's proposed use is reasonable because it serves the greater good as part of a 10-year state plan to revitalize mental health wellness care in our communities and is a minimal expansion of Infinity's permitted use of the building within the NMU District. The building's exterior will remain the same as the modifications are to the interior only and serve the need create three bedrooms, an adjoining bathroom, common area, and kitchen to serve the program.

- b. The criteria in part a, *supra*, if not established, creates an unnecessary hardship if the property cannot be reasonably used in the strict conformance with the ordinance and, as such, a variance is necessary to enable reasonable use of it.

Infinity believes it satisfies the element of unnecessary hardship based on the criteria in part a, *supra*. However, in the event it is mistaken, an unnecessary hardship exists because there is a need for an SUSD program to serve the greater good in a way that outweighs strict compliance with the policy considerations behind the NMU District.

ZONING

275 Attachment 1

City of Rochester

**Table 18-A Residential Uses
[Amended 4-4-2017; 3-5-2019; 5-7-2019]**

LEGEND

P = Permitted Use

C = Conditional Use

E = Use Allowed by Special Exception

Residential Uses	Residential Districts					Commercial Districts			Industrial Districts			Special		Criteria/Conditions Reference
	R1	R2	AG	NMU	DC	OC	HC	GI	RI	HS	AS			
Apartment, accessory (accessory use)	E	P	P	P	P	P	P	—	—	E	—	—	Article 21 and 23	
Apartment, in-law	P	P	P	P	P	P	P	—	—	—	—	—		
Apartment, security	—	P	—	P	P	P	P	P	P	P	P	P	Articles 2 and 23	
Assisted living facility	—	C	C	C	C	C	C	—	—	C	—	—	Article 21	
Boardinghouse	—	—	—	—	E	—	—	—	—	—	—	—		
Community residence-1	—	E	E	—	E	E	E	—	E	E	—	—	Article 22	
Community residence-2	—	—	E	—	—	E	—	—	E	E	—	—	Article 22	
Conservation subdivision	C	C	C	—	—	C	C	—	—	—	—	—	Articles 21 and 33	
Dwelling, apartments (apartment/mixed-use building)	—	—	—	P	P	C	P	—	—	—	—	—	Article 21	
Dwelling, multifamily development	—	P	—	—	P	—	P	—	—	—	—	—	Articles 20 and 22	
Dwelling, multifamily	—	P	—	—	P	—	P	—	—	—	—	—		
Dwelling, single-family	P	P	P	P	—	P	P	—	—	P	—	—		
Dwelling, two-family	—	P	P	P	C	P	P	—	—	—	—	—	Articles 21 and 33	
Flag lots	—	C	C	—	—	—	—	—	—	C	—	—	Article 21	
Home occupation-1 (accessory use)	P	P	P	P	P	P	P	—	—	P	—	—	Article 24	
Home occupation-2 (accessory use)	P	P	P	P	P	P	P	—	—	P	—	—	Articles 22 and 24	

CURRENT OWNER			UTILITIES		TOPO		ZONING		CURRENT ASSESSMENT			VISION		
TRI-CITY CONSUMERS ACTION COO			0 CITY WATER C	0 LEVEL	NEIGHBORHOOD		N NEIGH MIX	LUC Co			Prior Assessed	Current Assesse	ROCHESTER, NH	
			0 CITY WTR PBO		3400			BLDG			203,200	203,400		
			0 CITY SEWER		EXEMPTIONS		COMMERCIAL & INDU	LAND			63,000	63,000		
55 SUMMER ST			UTL/ST / TRAF					OB			5,900	5,800		
ROCHESTER NH 03867-1418			0 PROPANE	Year	Code	Description								
			0 PAVED											
			0 LIGHT											
			LEGAL DESCRIPTION											
									</					

OB - OUTBUILDING & YARD ITEMS(L) / XF - BUILDING EXTRA FEATURES(B)												
Code	Description	L/B	Qty	Dim 1	Dim 2	Grade	Condition	Yr Blt	% Gd	Unit Price	Grade Adj.	Appr. Value
OD	DOOR WD/MT	B	1	9	8	C	AV	2001	46	7.18	1.00	200
PA	PAVING ASPH	L	1	1	4500	C	AV	1987	50	2.57	1.00	5,800



Rochester, NH



CAI Technologies
Precision Mapping. Geospatial Software.

This aerial map displays several property lots along Summer Street in Rochester. The lots are outlined in orange and labeled with their lot numbers and acreage. Dimensions for various boundaries are also provided.

Lot Number	Acreage	Dimensions (ft)
28	0.35 AcC	150', 80'
58	0.22 AcC	100', 89', 43'
59	0.22 AcC	105', 100', 90', 100'
60	0.11 AcC	90', 58'
67	0.26 AcC	728', 70', 114.94'
68	0.34 Ac	128.34', 72.09', 23.1', 49.5'
69	0.19 AcC	92.34', 66.1', 90', 59.17'

Other labels on the map include "STREET" and "SUMMER STREET ROCHESTER".

Data shown on this map is provided for planning and informational purposes only. The municipality and CAI Technologies are not responsible for any use for other purposes or misuse or misrepresentation of this map.

NH BEHAVIORAL HEALTH SERVICES

Peer Support Agencies are located throughout the state of New Hampshire. They are private not-for-profit agencies that have contracted with the NH Department of Health and Human Services, Bureau of Behavioral Health. Peer Support Agencies provide services to people with mental illness who are 18 years of age or older and self-identify as a recipient, former recipient, or at significant risk of becoming a recipient of mental health services.

Peer support services are provided by, and for, people with a mental illness and are designed to assist people with their recovery. Peer support consists of supportive interactions, based on shared experience among people, and is intended to assist people to understand their potential to achieve their personal goals. Interactions are based on trust, respect, and mutual support. Peer Support Agencies accomplish this by providing choice, using non-medical approaches to help, shared decision making, encouraging informed decision making about all aspects of people's lives, and challenging perceived self-limitations.

Services include, but are not limited to, the following: face-to-face and telephone peer support; outreach; monthly education events; activities that promote self-advocacy; wellness training; after hours warm line; peer respite (24 hours, short-term, non-medical crisis program); and Step-Up Step-Down.

Department of Health and Human Services:

<http://www.dhhs.nh.gov/dcbcs/bbh/peer.htm>

PEER SUPPORT:

- Offers positive role models for persons with mental health challenges
- Is a means to combat negative self-images or self-stigma
- Turns isolation into engagement by supporting an individual's productive role as part of the larger community

<http://www.mentalhealthn.org>

ADDITIONAL INFORMATION:

Mental Health Recovery Self-Help Strategies
<http://www.mentalhealthn.org/2010/02/>

Peer Respite Centers

- Stepping Stone in Claremont, NH
- Monadnock Area Peer Support in Keene, NH
- H E A R T S in Nashua, NH
- Step-Up Step-Down Centers
- Monadnock Area Peer Support in Keene, NH
- On the Road to Wellness in Manchester, NH
- H E A R T S Peer Support in Nashua, NH
- Connections Peer Support in Northwood, NH

New Hampshire Peer Support Agencies

2021
Edition

THE OFFICE OF CONSUMER & FAMILY AFFAIRS
NH BUREAU OF MENTAL HEALTH SERVICES

105 PLEASANT STREET

CONCORD, NH 03301-3852

PHONE (603) 271-5045

FAX (603) 271-5000

Funding for Peer Support Agencies comes from the NH Department of Health and Human Services (DHHS) and the Substance Abuse and Mental Health Services Administration (SAMHSA).

REGION I: NORTH COUNTRY

THE ALTERNATIVE LIFE CENTER
 Marilee Nihan, Director / Jodi Collins, Team Leader
 6 Main Street / PO BOX 241
 Conway, NH 03818
 TEL & FAX: (603) 447-1785
 EMAIL: aljodcollins@gmail.com
 WARM LINE: (866) 447-1765 5-9 pm, 7 days per week

SERENITY STEPS
 Ellen Tavino, Team Leader
 567 Main Street
 Berlin NH 03896
 TEL: (603) 752-8111
 EMAIL: serenitysteps@gmail.com
 WARM LINE: (866) 447-1765 5-9 pm, 7 days per week

THE HAVEN
 Joanne Hill, Team Leader
 27 Lombard Street
 Colebrook, NH 03576
 TEL: (603) 215-6404
 EMAIL: colebrookhaven@gmail.com
 WARM LINE: (866) 447-1765 5-9 pm, 7 days per week

LITTLETON PEER SUPPORT
 Shawn Card, Team leader
 33 Main Street Suite 204 & 205
 Littleton NH 03785
 TEL: (603) 575-5419
 WARM LINE: (866) 447-1765 5-9 pm, 7 days per week

REGION II: UPPER & RIVER VALLEY

STEPPING STONE
 Susan Seidler, Director
 108 Pleasant Street
 Claremont, NH 03743
 TEL: (603) 543-1388 / FAX: (603) 543-0131
 EMAIL: susan.seidler@steppingstonenextstep.org
 WEB: www.steppingstonenextstep.org
 WARM LINE: (888) 582-0920 or (603) 543-1388
 WARM LINE HOURS: 4-9pm, 7 days per week
 PEER RESPITE: TEL: (603) 543-1388 OR (888) 582-0920

NEXT STEP
 109 Bank Street
 Lebanon, NH 03766
 Susan Seidler, Director
 EMAIL: susan.seidler@steppingstonenextstep.org
 WEB: www.steppingstonenextstep.org
 TEL: (603) 448-6941
 WARM LINE: (888) 582-0920 4-9 pm, 7 days per week
 PEER RESPITE: (888) 582-0920 or (603) 543-1388

REGION III & IV: LAKES & CENTRAL

LAKES REGION CONSUMER ADVISORY BOARD
 "CORNER BRIDGE"
 Patricia Fancy, Director / Robin Greenly, Prgm Coordinator
 328 Union Ave / PO BOX 304
 Laconia, NH 03247
 TEL: (603) 528-7742 / FAX: (603) 524-7742
 EMAIL: ircab1@metrocast.net (Patricia)
 EMAIL: cornerbridge1@atlanticbbr.net (Robin)
 WEB: www.lakesregionconsumeradvisoryboard.info
 WARM LINE: (800) 306-4334 5-10 pm, 7 days per week

PLYMOUTH AREA PEMI VALLEY OUTREACH
 Cindy Robinson, Program Director
 TEL: (603) 412-7050
 EMAIL: cindy.pemioutreach@gmail.com
 WARM LINE: (600) 306-4334, 5-10 pm, 7 days per week

LAKES REGION CONSUMER ADVISORY BOARD
 "CONCORD PEER SUPPORT"
 Liane Sauerheber, Program Coordinator
 55 School Street, Concord, NH 03301
 TEL: (603) 224-0083 or (603) 224-0894
 EMAIL: cornerbridge@comcast.net

REGION V: MONADNOCK

MONADNOCK PEER SUPPORT AGENCY
 Christine Allen, Director / Mike Gann, Dir of Programming /
 Karen Carrien, Dir of Operations
 Apple Field, Residential Director
 32 Washington Street
 Keene, NH 03431
 TEL: (603) 352-5093 / FAX: (603) 355-8211
 EMAIL: christine@monadnockpsa.org
 WEB: www.monadnockpsa.org
 WARM LINE: (866) 352-5093 4-9 pm, 7 days per week
 PEER RESPITE: (603) 352-5093
 STEP-UP STEP-DOWN: susd@monadnockpsa.org

REGION VI: SOUTHERN NH

H.E.A.R.T.S. PEER SUPPORT CENTER
 Ken Lewis, Director / Leslie Roman, PSC Program
 Manager / Cheryl Thibodeau, PRC & SUSP Program Mgr
 5 Pine Street Extension, Suite 1-G, PO BOX 1564
 Nashua, NH 03061
 TEL: (603) 882-8400 / FAX: (603) 882-8700
 EMAIL: kenl-hearts@comcast.net
 EMAIL: leslier@heartspsa.com
 WEB: www.heartspsa.org
 WARM LINE: (800) 306-4334 5-10 pm, 7 days per week
 PEER RESPITE: (603) 864-8789
 EMAIL: cherylth@heartspsa.com
 STEP-UP STEP-DOWN: (603) 521-8372
 EMAIL: cherylth@heartspsa.com

REGION VII: HILLSBOROUGH COUNTY

ON THE ROAD TO WELLNESS - MANCHESTER
 David Blacksmith, Director / Meghan Marhan, Dir. of Operations
 377 South Willow Street, Suite B2-4
 Manchester, NH 03103
 TEL: (603) 623-4523 / FAX: (603) 623-2873
 EMAIL: manchester@otrw.org
 WEB: www.otrw.org
 WARM LINE: (800) 306-4334 5-10 pm, 7 days per week

ON THE ROAD TO WELLNESS - STEP-UP STEP-DOWN
 Kelsey Loparto, Co-Director / Samantha Captain, Co-Director
 59 Sheffield Road
 Manchester, NH 03103
 TEL: (603) 232-6250 / FAX: (603) 232-6158
 EMAIL: susd@otrw.org
 WEB: www.otrw.org

REGION VIII: SEACOAST

CONNECTIONS PEER SUPPORT CENTER
 Greg Burdwood, Director / Nina Jenssen, Program Dir.
 544 Islington Street
 Portsmouth, NH 03801
 TEL: (603) 427-8986 / FAX: (603) 373-6519
 EMAIL: greg@connectionspeersupport.org
 EMAIL: nina@connectionspeersupport.org
 WARM LINE: (800) 809-6262 5-10 pm, 7 days per week

CONNECTIONS PEER SUPPORT - STEP-UP STEP-DOWN
 161 1st NH Turnpike
 Northwood, NH 03261
 TEL: (603) 427-8986 / FAX: (603) 373-6519
 EMAIL: kail@connectionspeersupport.org

REGION IX: STRAFFORD COUNTY

INFINITY PEER SUPPORT
 Melissa Slivey, Director / Carole Otash, Program Director
 55 Summer Street
 Rochester, NH 03867
 TEL: (603) 948-1043 / FAX: (603) 948-1047
 EMAIL: melissa@infinitypeersupport.org
 EMAIL: carole@infinitypeersupport.org
 WEB: www.infinitypeersupport.org
 WARM LINE: (800) 809-6262 5-10 pm, 7 days per week

REGION IX: SOUTHEASTERN

ON THE ROAD TO WELLNESS - DERRY
 David Blacksmith, Director / Meghan Marhan, Dir. of Operations
 45 South Main Street
 Derry NH 03038
 TEL: (603) 552-3177 / FAX: (603) 552-3179
 EMAIL: derry@otrw.org
 WEB: www.otrw.org
 WARM LINE: (800) 809-6262 5-10 pm, 7 days per week



**New Hampshire Department of Health and Human Services
Peer Support Services**

-
- 3.4.1.3. Assist individuals with addressing a current crisis related to their mental health.
 - 3.4.1.4. Include referrals to appropriate treatment and other resources available in the consumer's service area.
 - 3.4.1.5. Are provided by staff who are trained in providing warmline services.
 - 3.4.1.6. May include outreach calls described in Subparagraph 3.1.2.6.
 - 3.5. Recovery Oriented Step-Up Step-Down Program
 - 3.5.1. The Contractor shall operate a three (3) bed step-up / step-down program that provides short-term recovery-based transition services for individuals:
 - 3.5.1.1. Transitioning from inpatient or institutional settings into the community; or
 - 3.5.1.2. Who require more intensive supports to reduce the need for admission to an inpatient setting.
 - 3.5.2. The Contractor shall ensure each single occupancy bed includes, but is not limited to:
 - 3.5.2.1. A minimum of one (1) bathroom with a sink, toilet, and shower.
 - 3.5.2.2. A specific sleeping area designated for each individual, ensuring common areas are not used as bedrooms.
 - 3.5.2.3. Storage space for each individual's clothing and personal possessions.
 - 3.5.2.4. Kitchen area for the individual(s) to store and prepare meals.
 - 3.5.2.5. A minimum of one (1) telephone for incoming and outgoing calls.
 - 3.5.3. For the purposes of Step-Up / Step-Down services, any reference to business days shall mean Monday through Friday, excluding holidays observed by the State of New Hampshire as non-working days.
 - 3.5.4. The Contractor shall ensure all services are available to individuals, statewide, regardless of insurance coverage or place of employment.
 - 3.5.5. The Contractor shall ensure Step-Up / Step-Down services are in place on or before February 1, 2021, which include, but are not limited to:
 - 3.5.5.1. Program(s) that are voluntary admission, short term, with overnight services.
 - 3.5.5.2. Non-clinical peer supports, which includes access to a twenty-four (24) hour staff.
 - 3.5.5.3. Policies that establish a ninety (90) day maximum stay limit per individual, per episode.
 - 3.5.5.4. Programs staffed by peer support specialists as defined in NH Administrative Rule He-M 400, Community Mental Health, Part 426, Community Mental Health Services. Section 13(d)(4). who have



**New Hampshire Department of Health and Human Services
Peer Support Services**

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- successfully passed the state peer support specialist certification exam; and
 - 3.5.5.5. Coordination with outpatient community-based clinical treatment providers.
 - 3.5.6. The Contractor shall ensure the program accepts individuals:
 - 3.5.6.1. Discharging from inpatient settings; and
 - 3.5.6.2. For whom a short-term stay would prevent a psychiatric hospitalization.
 - 3.5.7. The Contractor shall utilize the Intentional Peer Support (IPS) or another Substance Abuse and Mental Health Services Administration (SAMHSA)-recognized mental health peer support model to facilitate recovery and wellness with individuals. The Contractor shall ensure:
 - 3.5.7.1. Programs operate in accordance with SAMHSA Core Competencies for Peer Support Workers in a behavioral health system.
 - 3.5.7.2. Individuals are referred to other community-based service providers, as appropriate to ensure:
 - 3.5.7.2.1. Individuals are connected to community providers, programs, and applicable services; and
 - 3.5.7.2.2. Whole-health needs of each individual are met.
 - 3.5.7.3. Programs utilize a statewide referral form approved by the Department.
 - 3.5.7.4. Programs adhere to a standardized Department-approved admission criteria that includes, but is not limited to, serving individuals who:
 - 3.5.7.4.1. Are at least eighteen (18) years of age.
 - 3.5.7.4.2. Are residents of the State of New Hampshire.
 - 3.5.7.4.3. Self-identified as being in psychiatric distress.
 - 3.5.7.4.4. Exhibit a willingness to engage in daily services and wellness activities.
 - 3.5.7.4.5. Self-administering medication, if applicable, or receive medication from a community provider or clinician off-site.
 - 3.5.7.5. Referrals for Step-Up services are accepted if submitted through:
 - 3.5.7.5.1. Community mental health programs or providers;
 - 3.5.7.5.2. Mobile Crisis Response Teams;
 - 3.5.7.5.3. Behavioral Health Crisis Treatment Centers;
 - 3.5.7.5.4. Peer Support Agencies; or



**New Hampshire Department of Health and Human Services
Peer Support Services**

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- 3.5.7.5.5. Other entities, as approved by the Department.
 - 3.5.7.6. Referrals for Step-Down are accepted if submitted through:
 - 3.5.7.6.1. New Hampshire Hospital;
 - 3.5.7.6.2. Designated Receiving Facilities;
 - 3.5.7.6.3. Mobile Crisis Response Teams;
 - 3.5.7.6.4. Community mental health providers;
 - 3.5.7.6.5. Hospitals; or
 - 3.5.7.6.6. Other entities, as approved by the Department.
 - 3.5.7.7. Programs are staffed and operated by a minimum of one (1) certified peer support specialist with lived experience with mental illness, twenty-four (24) hours per day when participants are in the program.
 - 3.5.7.8. Programs support recovery and resiliency through interventions and services, or connections to services, which include, but are not limited to:
 - 3.5.7.8.1. Facilitating connections to natural supports, defined as relationships that occur in everyday life, which may include, but are not limited to:
 - 3.5.7.8.1.1. Family.
 - 3.5.7.8.1.2. Friends.
 - 3.5.7.8.1.3. Neighbors.
 - 3.5.7.8.1.4. Peer support networks when transitioning back to their communities.
 - 3.5.7.8.2. Developing and supporting individual discharge plans.
 - 3.5.7.8.3. Providing access to a minimum of one (1) SAMHSA-recognized peer support model who emphasizes physical, psychological, and emotional safety and focuses on individual strengths as a method to rebuild a sense of control and empowerment.
 - 3.5.7.8.4. Providing opportunities for engagement in structured daily activities while participating in the program.
 - 3.5.7.8.5. Developing individualized safety and wellness plans that support person-centered recovery goals, which may include Wellness Recovery Action Plans (WRAP).
 - 3.5.7.9. Programs support connections, allow access to and collaborate with the individual's current services and service providers, including establishing memorandums of understanding, communication protocols and sharing of care plans with written consent.
 - 3.5.7.10. Programs support individuals with maintaining participation in



**New Hampshire Department of Health and Human Services
Peer Support Services**

academic coursework and/or employment.

- 3.5.8. The Contractor shall assist individuals without established service providers to obtain a variety of supports that include, but are not limited to:
 - 3.5.8.1. Referring individuals to Department supports for benefits that may include, but are not limited to:
 - 3.5.8.1.1. Social security.
 - 3.5.8.1.2. Food stamps.
 - 3.5.8.1.3. Utility assistance.
 - 3.5.8.2. Assisting individuals with obtaining, completing, and submitting housing applications.
 - 3.5.8.3. Identifying and connecting participants to resources within the community which may include, but are not limited to:
 - 3.5.8.3.1. Peer support agencies.
 - 3.5.8.3.2. Community mental health centers.
 - 3.5.8.3.3. Faith-based groups.
 - 3.5.8.3.4. Transportation services.
 - 3.5.8.3.5. Primary care services.
 - 3.5.8.3.6. Homemaker and personal care services.
- 3.5.9. The Contractor shall administer a functional assessment at intake and discharge from the program, as approved by the Department to include, but not be limited to, data identified in Subsection 11.6.
- 3.5.10. The Contractor shall develop a referral process with the local community mental health center for those individuals who, while in the program, experience a rise in acuity level and:
 - 3.5.10.1. Require a higher level of care; or
 - 3.5.10.2. Require an evaluation for hospitalization.
- 3.5.11. The Contractor shall ensure individual health needs are addressed during the course of their stay.
- 3.5.12. The Contractor shall maintain a smoke-free environment and provide tobacco intervention services to individuals who are former or current smokers. The Contractor shall ensure:
 - 3.5.12.1. Former smokers receive appropriate supports that assist with maintaining a non-smoking status.
 - 3.5.12.2. Current smokers are offered smoking cessation treatments.
- 3.5.13. The Contractor shall ensure the discharge process includes, but is not limited to:
 - 3.5.13.1. Conducting discharge planning meetings that actively include individuals receiving services.

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**New Hampshire Department of Health and Human Services
Peer Support Services**

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- 3.5.13.2. Ensuring the first discharge meeting occurs no later than thirty (30) days from the date of the individual's admission
 - 3.5.13.3. Ensuring discharge meetings include, but are not limited to, input from:
 - 3.5.13.3.1. Community mental health centers.
 - 3.5.13.3.2. Primary care services.
 - 3.5.13.3.3. Other providers.
 - 3.5.13.3.4. Natural supports.
 - 3.5.13.4. Ensuring discharge plans are wellness and recovery oriented and include, but are not limited to, individualized:
 - 3.5.13.4.1. Emergency contacts.
 - 3.5.13.4.2. Community support contacts.
 - 3.5.13.4.3. Updates on presenting problem.
 - 3.5.13.4.4. Disposition.
 - 3.5.13.4.5. Recovery goals.
 - 3.5.13.4.6. Action steps to transition back into the community.
 - 3.5.14. The Contractor shall choose to become an enrolled Medicaid provider through the Department's Medicaid program.
 - 3.5.15. The Contractor shall perform, or cooperate with the performance of, such quality improvement and utilization review activities as are determined to be necessary and appropriate by the Department within timeframes reasonably specified by the Department.
- 4. Geographic Area and Physical Location of Services**
- 4.1. The Contractor shall provide peer support services separately from the confines of a local community mental health center, unless otherwise pre-approved by the Department.
 - 4.2. The Contractor shall provide peer support services at a physical location and/or building that is in compliance with Exhibit C, Section 15. and with the Life Safety requirements, which include, but are not limited to, ensuring the building:
 - 4.2.1. Is in compliance with local health, building and fire safety codes.
 - 4.2.2. Is maintained in good repair and free of hazards, and includes, but is not limited to:
 - 4.2.2.1. A minimum of one (1) indoor bathroom that includes a sink and toilet.
 - 4.2.2.2. A minimum of one (1) telephone for incoming and outgoing calls.
 - 4.2.2.3. A functioning septic or other sewage disposal system.
 - 4.2.2.4. A source of potable water for drinking and food preparation as follows:



**New Hampshire Department of Health and Human Services
Peer Support Services**

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- 4.2.2.4.1. If drinking water is supplied by a non-public water system, the Contractor shall ensure the water is tested and found to be in accordance with NH Administrative Rules Env-Ws 300, Drinking Water Rules, Part 15, Maximum Contaminant Levels and Maximum Contaminant Level Goal for Regulated Organics and Part 316, Regulated Secondary Maximum Contaminant Levels initially and every five (5) years thereafter.
 - 4.2.2.4.2. If the water is not approved for drinking, the Contractor shall implement an alternative method for providing safe drinking water.
- 5. Enrolling Consumers for Services and/or as Members with a Peer Support Agency (PSA)**
- 5.1. The Contractor shall provide peer support services to individuals defined in Subsection 1.4, who have a desire to work on wellness issues, and who have a desire to participate in services.
 - 5.2. The Contractor shall request consumers complete a membership application to join and support the activities and mission of the PSA.
 - 5.3. The Contractor shall ensure the membership application includes, but is not limited to:
 - 5.3.1. The minimum engagement policy.
 - 5.3.2. Suspension of membership policy.
 - 5.3.3. Membership rules.
 - 5.3.4. Attestation that the consumer supports the mission of the PSA.
 - 5.4. The Contractor shall provide services to both members and non-members.
- 6. Staffing Requirements for a PSA**
- 6.1. The Contractors shall employ an Executive Director who:
 - 6.1.1. Is appointed by the Board of Directors.
 - 6.1.2. Is employed by the Contractor and is supervised by the Board of Directors.
 - 6.1.3. Has, at a minimum, the following qualification:
 - 6.1.3.1. One (1) year of supervisory or management experience; and
 - 6.1.3.1.1. An associate's degree or higher administration, business management, education, health, or human services; or
 - 6.1.3.1.2. Additional years of experience in the peer support field that can be substituted for one (1) year of academic experience.
 - 6.1.4. Is evaluated annually by the Board of Directors to ensure peer support and wellness services and activities are provided in accordance with:
 - 6.1.4.1. The performance expectations approved by the Board.

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