

OCEAN COUNTY OPIOID ADVISORY COUNCIL

PROGRAM MONITORING REPORT

Agency: Hope Sheds Light

Program: Pathways to Workplace Wellness

Address: 253 Chestnut Ave, Toms River

Award Amount: \$100,000.00 Contract Period: January 1 – December 31, 2024

Date of Site Visit: Monday, August 19, 2024

Monitoring Team Members & Staff: Bradley Bilheimer, Tristin Collins, Jeanine Feaman, Tracy Maksel, Rich Narcini, Jamie Busch, Terri Battaglio

Program Summary

Hope Sheds Light proposed expanding their “Pathways to Workplace Wellness” program designed to change the culture within the workplace and to foster a healthy and safe environment where employers, employees, and communities can collaborate and eliminate barriers for employees in recovery from substance use disorder. At least 3 and up to 4 Ocean County employers will be engaged to form company-specific Recovery-Friendly Workplace action teams. The Pathways program coordinator will work collaboratively with each team to assess current policies, recommend changes, and develop an internal communications plan and tools for employer and employee education. The training will include but will not be limited to education on harm reduction strategies, Narcan training and distribution as well information on medicated assisted treatment. The employers will also have access to an online resource, education, and recovery support service interface designed specifically for workplaces seeking to offer expanded support and health and wellness services to employees who are family members and/or individuals directly impacted by the opioid epidemic, opioid use and substance use disorders.

Findings & Recommendations

Rating Scale

0 Standard Not Met

2 Standard Somewhat Addressed

4 Standard Met

1 Approaching Standard

3 Standard Addressed

5 Exceeded Standard

A. Program Environment and Equipment

The program environment (facilities) is appropriate for the services being delivered (e.g. convenient, adequate in size, accommodating, clean, safe, etc).	4.75
The equipment is appropriate for the services being delivered.	4.7

Comments: *The program is primarily delivered on-site at workplaces and in community locations. The online interface was shown and contains a lot of great, targeted information.*

B. Staffing and Staff Training

There are an adequate number of staff to deliver the program services.	4.2
Staff are appropriately trained/ licensed to provide program services.	4.3

Comments: *There is an adequate number of staff with unique experience and expertise to deliver the program. The team encourages staff to seek training and support as needed in marketing strategies to help with engagement of employers for the program.*

C. Program Services

The program is operating consistent with the proposal and any modifications are reasonable and justified.	4
The program is meeting its goals and objectives.	4.2
The program is outreaching the target population, determining eligibility as appropriate, and serving all eligible participants.	4
The program is coordinating with other programs and organizations in the best interest of the participants.	4.3
There is a clear definition of discharge/ end of services and aftercare/ transition procedure is in place.	3.8
The program is measuring outcomes for its participants and demonstrating effectiveness of the program services.	3.4
Participant satisfaction is measured and reported. Participants are satisfied with the services they've received.	3.3
Sustainability is considered/ addressed.	4.8

Comments: *The program is operating consistent with the proposal and any modifications have been made in an effort to accommodate the workplace partners and solicit their engagement. All interested employers have been served. The team suggested presenting to the Workforce Development Board and collaborating with the One Stop Career Center to reach employers. The program is a compliment to traditional Employee Assistance Programs (EAPs) and there was discussion around potential partnerships with EAP providers to further the reach. Hope Sheds Light has a strong partnership with the Opioid Mitigation program through the Ocean County Health Department to provide businesses with comprehensive supports to prevent overdose and address substance use. The team encourages Hope Sheds Light to conduct a participant satisfaction survey with registered users of the portal to gauge its effectiveness and to survey employers who do not respond to outreach as to the barriers they are experiencing.*

D. Contract Obligations

Billing is accurate, complete, detailed, and submitted in a timely fashion for eligible work and eligible costs			4.2
Spending is on target			4.2
Total Award: <u>\$100,000.00</u>	Billing to date: <u>\$48,351.92</u>	% Expended: <u>48%</u>	
The program files support billing			4.3
Level of service reporting is accurate, complete, detailed, and submitted in a timely fashion, including all demographic and other data that has been requested.			4.2
Level of service is on target			4.2
Projected LOS: <u>3 or 4 employers</u>	LOS to date: <u>2 employers have been engaged</u> <u>44 outreached</u> <u>26 of 100 registered portal users</u>	% of LOS Achieved: <u>50%-67%</u> <u>26%</u>	
Program files support level of service reporting			4.3

Comments: *Billing, spending, and achievement of projected level of service is on target. The number of portal users continues to grow.*

E. Other Findings and Recommendations

The team recommends continued funding for the program in 2025.

OCEAN COUNTY OPIOID ADVISORY COUNCIL

PROGRAM MONITORING REPORT

Agency: Mental Health Association in NJ – Ocean County
Program: “Moms Offering Recovery and Experience (MORE) Project” Care Management for Individuals with Substance Use Disorder
Address: 25 South Shore Dr, Toms River
Award Amount: \$242,171.00 Contract Period: January 1 – December 31, 2024
Date of Site Visit: Tuesday, September 24, 2024

Monitoring Team Members & Staff: Jeanine Feaman, Renee White, Jamie Busch, Katie Schworn

Program Summary

MHANJ Ocean County’s “Moms Offering Recovery and Experience (MORE) Project” will serve 100 participants annually. The program will incorporate Skill Building and Education, Prenatal Peer Support for Pregnant Moms in Recovery, On-going Peer Recovery Care Management, Recovery Housing Assistance, Participant Specific Assistance, and Group Facilitation. Each participant will receive one-on-one assistance over 6 to 9 months, as well as groups and classroom activities and direct linkages to ancillary services. Locations include Manahawkin, Toms River, various outreach locations throughout the County, and virtual engagements, based on the needs of the participant. The program will be staffed and services will be provided by peers: other Moms who are also in recovery and have overcome and still face the struggles of being a mom in recovery. Staff will work with participants to create goal and barrier plans. MORE Project participants will have access to volunteer and intern possibilities through MHANJ programs/services in addition to community partner site locations after exiting the program.

Findings & Recommendations

Rating Scale

0 Standard Not Met 2 Standard Somewhat 4 Standard Met
1 Approaching Standard Addressed
3 Standard Addressed 5 Exceeded Standard

A. Program Environment and Equipment

The program environment (facilities) is appropriate for the services being delivered (e.g. convenient, adequate in size, accommodating, clean, safe, etc).	4
The equipment is appropriate for the services being delivered.	4

Comments: *Office is welcoming and friendly. Services available in Toms River, Manahawkin, virtually, and in community settings.*

B. Staffing and Staff Training

There are an adequate number of staff to deliver the program services.	4
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Staff are appropriately trained/ licensed to provide program services.	4.5
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Comments: *There are two full time as well as part time staff, all of whom are certified peers with lived experience. The agency provides training and support. Staff are very passionate about the program and its participants.*

C. Program Services

The program is operating consistent with the proposal and any modifications are reasonable and justified.	4.25
The program is meeting its goals and objectives.	4.25
The program is outreaching the target population, determining eligibility as appropriate, and serving all eligible participants.	4.5
The program is coordinating with other programs and organizations in the best interest of the participants.	4.5
There is a clear definition of discharge/ end of services and aftercare/ transition procedure is in place.	4
The program is measuring outcomes for its participants and demonstrating effectiveness of the program services.	4.5
Participant satisfaction is measured and reported. Participants are satisfied with the services they've received.	4.6
Sustainability is considered/ addressed.	3

Comments: *The program is more than halfway to its projected number of participants. The staff have made considerable efforts to outreach potential referral sources, including but not limited to Recovery Court, primary care and maternal health providers, and DCP. Data is very well tracked.*

D. Contract Obligations

Billing is accurate, complete, detailed, and submitted in a timely fashion for eligible work and eligible costs	4
Spending is on target	3.75
Total Award: <u>\$242,171.00</u> Billing to date: <u>\$71,747.42</u> % Expended: <u>30%</u>	
The program files support billing	4
Level of service reporting is accurate, complete, detailed, and submitted in a timely fashion, including all demographic and other data that has been requested.	4
Level of service is on target	4.25
Projected LOS: <u>100 participants</u> LOS to date: <u>49 participants</u> <u>7 community education seminars held for 46 attendees</u> <u>9 recovery community events</u> <u>13 Narcan kits distributed</u> % of LOS Achieved: <u>49%</u>	
Program files support level of service reporting	4

Comments: *62 participants were enrolled to date.*

E. Other Findings and Recommendations

The team recommends continued funding for the program in 2025.

There are an adequate number of staff to deliver the program services.	4.8
Staff are appropriately trained/ licensed to provide program services.	4.8

Comments:

There are two primary staff trained to deliver the WNBI 2.0 curriculum and five additional staff trained. Staff are conscientious to have appropriate amount of staff support during the program based on audience size. The curriculum does not require refreshers and is readily available.

C. Program Services

The program is operating consistent with the proposal and any modifications are reasonable and justified.	4.3
The program is meeting its goals and objectives.	4.5
The program is outreaching the target population, determining eligibility as appropriate, and serving all eligible participants.	4.8
The program is coordinating with other programs and organizations in the best interest of the participants.	4.5
There is a clear definition of discharge/ end of services and aftercare/ transition procedure is in place.	4.5
The program is measuring outcomes for its participants and demonstrating effectiveness of the program services.	4.5
Participant satisfaction is measured and reported. Participants are satisfied with the services they've received.	4.5
Sustainability is considered/ addressed.	4.5

Comments: *Most schools are receptive and the OCHD has a comprehensive outreach strategy to engage schools in the program. OCHD has surveyed teachers for their perceptions of the impact.*

D. Contract Obligations

Billing is accurate, complete, detailed, and submitted in a timely fashion for eligible work and eligible costs	4.3	
Spending is on target	4	
Total Award: <u>\$200,000.00</u>	Billing to date: <u>\$62,835.00</u>	% Expended:
The program files support billing	4.3	
Level of service reporting is accurate, complete, detailed, and submitted in a timely fashion, including all demographic and other data that has been requested.	4.5	
Level of service is on target	4.7	
Projected LOS: <u>9 schools served</u>	LOS to date: <u>9 schools</u>	% of LOS Achieved: <u>100%</u>
Program files support level of service reporting	4.3	

Comments: *Billing, spending, and achievement of projected level of service is on target.*

E. Other Findings and Recommendations

The team recommends continued funding for the program in 2025.

OCEAN COUNTY OPIOID ADVISORY COUNCIL

PROGRAM MONITORING REPORT

Agency: Preferred Behavioral Health Group

Program: Foster Hope for the Future (Care Management for Individuals with Substance Use Disorder with Comprehensive Wraparound Services)

Address: 700 Airport Road, Lakewood

Award Amount: \$409,559.00 Contract Period: January 1 – December 31, 2024

Date of Site Visit: Thursday, August 22, 2024

Monitoring Team Members & Staff: Bradley Bilheimer, Tristin Collins, Jeanine Feaman, Jamie Busch, Terri Battaglio

Program Summary

Preferred Behavioral will collaborate with Hope Sheds Light to offer the “Foster Hope for the Future” program, which will serve 100 participants annually with extensive peer recovery support, clinical care management, and sober living. Locations include Lakewood, Barnegat, Lakewood Road in Toms River, and Chestnut Street in Toms River. The program will be staffed with 2 FT clinicians, 1 part time on call clinician, 2 FT peer support specialists, and a part time driver. Staff will respond to referrals within 24 hours, conduct an initial screening with motivational interviewing techniques, and complete a comprehensive assessment with treatment recommendations and ancillary linkages. Hope Sheds Light will provide peer recovery support and financial assistance with sober living.

Findings & Recommendations

Rating Scale

- 0 Standard Not Met, 1 Approaching Standard, 2 Standard Somewhat Addressed, 3 Standard Addressed, 4 Standard Met, 5 Exceeded Standard

A. Program Environment and Equipment

Table with 2 columns: Description and Rating. Row 1: The program environment (facilities) is appropriate for the services being delivered (e.g. convenient, adequate in size, accommodating, clean, safe, etc). 4.3. Row 2: The equipment is appropriate for the services being delivered. 4.

Comments: PBHG provides substance use treatment at the Lakewood, Toms River, and Barnegat locations. Hope Sheds Light provides peer support at their Toms River location, over the phone, and in the community.

B. Staffing and Staff Training

There are an adequate number of staff to deliver the program services.	4.5
Staff are appropriately trained/ licensed to provide program services.	4.3

Comments: *The number of staff is adequate and all staff receive appropriate training and maintain licensure as needed. The teams from both organizations met on a regular basis to coordinate care and address barriers.*

C. Program Services

The program is operating consistent with the proposal and any modifications are reasonable and justified.	4
The program is meeting its goals and objectives.	4.3
The program is outreaching the target population, determining eligibility as appropriate, and serving all eligible participants.	4.3
The program is coordinating with other programs and organizations in the best interest of the participants.	4.5
There is a clear definition of discharge/ end of services and aftercare/ transition procedure is in place.	3.5
The program is measuring outcomes for its participants and demonstrating effectiveness of the program services.	3.5
Participant satisfaction is measured and reported. Participants are satisfied with the services they've received.	3.5
Sustainability is considered/ addressed.	3.5

Comments: *Hope Sheds Light has a strong partnership with Oxford Houses and other sober living homes in Ocean County. PBHG just concluded a participant satisfaction survey and will share results when the data has been analyzed.*

D. Contract Obligations

Billing is accurate, complete, detailed, and submitted in a timely fashion for eligible work and eligible costs	4.7
Spending is on target	4.3
Total Award: <u>\$409,559.00</u> Billing to date: <u>\$122,763.00</u> % Expended: <u>30%</u>	
The program files support billing	4.5
Level of service reporting is accurate, complete, detailed, and submitted in a timely fashion, including all demographic and other data that has been requested.	4.7
Level of service is on target	3.9
Projected LOS: <u>100 participants</u> LOS to date: <u>7 enrolled of 31 referred</u> % of LOS Achieved: <u>7%</u>	
Program files support level of service reporting	4.3

Comments: To date, 40 consumers have been enrolled in the program. One has taken advantage of sober living assistance and 5 more are interested.

E. Other Findings and Recommendations

The team recommends continued funding for the program in 2025.

OCEAN COUNTY OPIOID ADVISORY COUNCIL

PROGRAM MONITORING REPORT

Agency: Sea Change RCO
Program: Care Management for Individuals with Substance Use Disorder
Address: 1 Cedar Ave, Barnegat
Award Amount: \$148,270.00 Contract Period: January 1 – December 31, 2024
Date of Site Visit: Friday, September 6, 2024

Monitoring Team Members & Staff: Jeanine Feaman, Tracy Maksel, Rich Narcini, Renee White, Jamie Busch, Katie Schworn, Terri Battaglio

Program Summary

Sea Change RCO proposed to serve 300 – 600 participants annually. Certified peer recovery specialists (CPRS) will provide one-on-one support for individuals and their families to assist with supporting, advocating, mentoring, educating, and navigating systems of care. Using the Princeton UMatter Wellness Self-Assessment, staff will work with participants to create an action plan based on the seven dimensions of wellness: emotional, environmental, intellectual, occupational, physical, social, and spiritual. Care management includes warm referral handoffs to health and social services, medication-assisted treatments (MAT), HIV and HCV testing and treatment, and additional services like care coordination, holistic supports, stress management, housing, transportation, and mental health services. Sea Change will also hold peer support groups, including harm reduction peer and family support groups, virtually and in person.

The agency will administer training and the provision of naloxone overdose reversal kits; host participant-driven community education and public awareness events to promote community-driven harm reduction strategies — including prevention, risk reduction, and health promotion; conduct community-based research and knowledge-sharing to combat stigma and improve health-seeking behavior; and host community driven peer-led events like yoga, bowling, creative projects, open mic nights, crossfit, surfing and more. A limited number of transportation vouchers will be available.

Findings & Recommendations

Rating Scale

<i>0 Standard Not Met</i>	<i>2 Standard Somewhat Addressed</i>	<i>4 Standard Met</i>
<i>1 Approaching Standard</i>	<i>3 Standard Addressed</i>	<i>5 Exceeded Standard</i>

A. Program Environment and Equipment

The program environment (facilities) is appropriate for the services being delivered (e.g. convenient, adequate in size, accommodating, clean, safe, etc).	2.7
The equipment is appropriate for the services being delivered.	3.3

Comments: *Services are delivered in the community, virtually, and at the Barnegat and new West Creek locations of Sea Change, as well as a community center. As the agency grows, larger facilities may become necessary. Please provide the agency's protocol to address Americans with Disabilities Act (ADA) accessibility and requests for accommodations.*

B. Staffing and Staff Training

There are an adequate number of staff to deliver the program services.	3.5
Staff are appropriately trained/ licensed to provide program services.	3.3

Comments: *There are an adequate number of staff and volunteers, and most are trained as CPRS. All staff and volunteers take training to comply with DOH Harm Reduction Center standards. Two part time staff have replaced one full time program manager position. The team encourages Sea Change to develop and implement policies and procedures to support its employees and to ensure consistent, quality service delivery aligned with the mission of the organization as the agency grows in scope.*

C. Program Services

The program is operating consistent with the proposal and any modifications are reasonable and justified.	3
The program is meeting its goals and objectives.	3.5
The program is outreaching the target population, determining eligibility as appropriate, and serving all eligible participants.	4.3
The program is coordinating with other programs and organizations in the best interest of the participants.	4.5
There is a clear definition of discharge/ end of services and aftercare/ transition procedure is in place.	2.2
The program is measuring outcomes for its participants and demonstrating effectiveness of the program services.	2.6
Participant satisfaction is measured and reported. Participants are satisfied with the services they've received.	2
Sustainability is considered/ addressed.	3.5

Comments: *Modifications to the original proposal and implementation plan were shared: the Princeton U-Matter scale has been replaced with the BARC-10 assessment due to availability and integration with the Recovery Data Platform (RDP), the RDP will be used in lieu of developing a custom customer relationship management (CRM) system. The monthly/quarterly report should be used to document, justify, and communicate significant changes. The program has been working collaboratively with other organizations including Mental Health Association in NJ, Bright Harbor Healthcare, Family Promise of*

Southern Ocean County, and State Police Operation RISE. The team requests information regarding the role of Operation RISE and the partnership and encourages Sea Change to implement participant satisfaction surveys.

D. Contract Obligations

Billing is accurate, complete, detailed, and submitted in a timely fashion for eligible work and eligible costs			3.3
Spending is on target			3.4
Total Award: <u>\$148,270.00</u>	Billing to date: <u>\$47,331.63 as of 4/30</u>	% Expended: <u>32%</u>	
The program files support billing			3.7
Level of service reporting is accurate, complete, detailed, and submitted in a timely fashion, including all demographic and other data that has been requested.			2.8
Level of service is on target			3.3
Projected LOS: <u>300-600 participants</u>	LOS to date: <u>92 participants as of 4/30</u> <u>131 recovery/ community events held with 1891 attendees</u> <u>115 Narcan kits distributed</u>	% of LOS Achieved: <u>31%</u>	
Program files support level of service reporting			3.3

Comments: Due to challenges related to staffing and implementation of a CRM system, billing and reporting is only up to date through April 2024. Level of service data was provided in the pre-monitoring survey and at the site visit. 101 participants have been served and 38 have returned for multiple engagements with the agency. The agency has held or participated in 58 community events. More than 350 Narcan kits, 175 fentanyl, and 200 xylazine kits have been distributed. The allotment for transportation vouchers has been fully exhausted.

There was discussion about the performance benchmarks set forth in the original proposal (i.e. 80% will be engaged in regular recovery check-ins, 100% will be given referrals) and the need for adjustments in the targets to be more realistic and reflect actual practice. The provider will meet with staff of the Department of Human Services to discuss performance measures and benchmarks in light of how participants realistically flow through the program, as well as to review the reporting dashboard to ensure that data is accurate and consistent.

E. Other Findings and Recommendations

Pending resolution of billing and reporting, the team recommends continued funding for the program in 2025.