



An Overview of New Hampshire's Recovery Friendly Workplace Initiative

PARSE 2023 Recovery Friendly Workplace Symposium

12/4/23 – 12/5/23

Presented by: Samantha Lewandowski, MS, Program Director
NH Governor's Recovery Friendly Workplace | Administered by Granite United Way

Overview

- **Recovery Friendly Workplace Overview**
- **RFW process**
- **Examples of Impact**
- **National Support & Engagement**

Recovery Friendly Workplace Overview

Recovery Friendly Workplace Initiative

- **Led** by Governor Chris Sununu
- **Launched** in March of 2018
- **Promotes** health, safety, and wellness for NH workplaces and employees
- **Empowers** workplaces to provide support for employees in recovery and those impacted by substance use disorders
- **Challenges** stigma
- **Encourages** employee retention and productivity



Org Chart

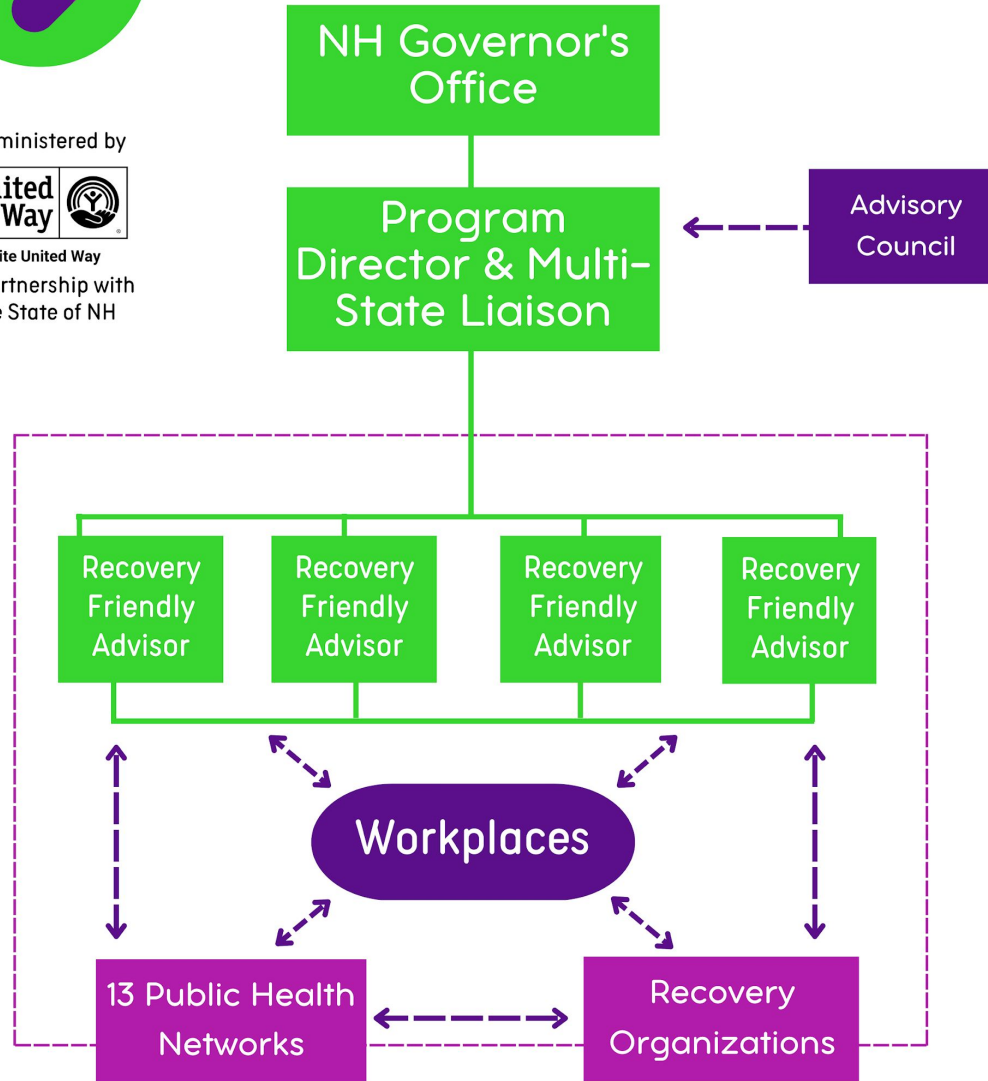


Organizational Chart

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Granite United Way
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the State of NH



Key Accomplishments to Date

- **Successful Pilot**, able to work on program **refinement & stabilization**
- **Additional funding opportunities secured** through [NH CDEFA](#), CARES Act, & ARPA to build relationships with partners and deepen work
- **350+** participating workplaces representing over **95,000** employees
- People engaged in RFW activities over **34,000** times
- **Over 20 RFW trainings** built out; people have engaged in RFW trainings over **4,000** times
- Connections to **30 other states** made, spanning 55+ entities
- **25 new marketing/informational assets developed**, including 7 employer/employee testimonials
- Working toward **evidence-based** certification through NH Service to Science process; completed first **All-RFW Business Survey**; attained **Promising Practice** designation



Image: Some logos from our Designated Recovery Friendly Workplaces. After a business is designated, their logo is displayed on our website.

RFW Process

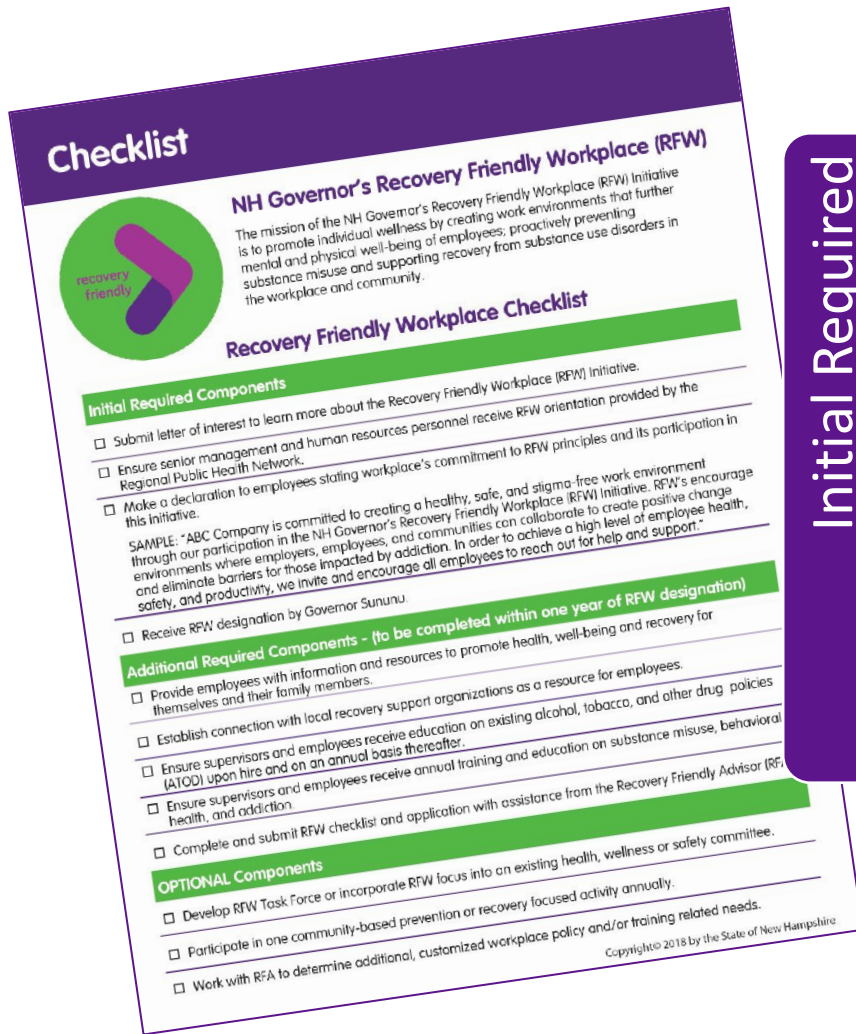
Cultural Goals

- Moving workplace along continuum of culture change (especially as relates to reducing stigma and increasing psychological safety)
- Understanding of SUD as complex health condition deserving of parity
- Leadership/management equipped with knowledge, tools, and resources needed to support employees
- Employees
 - Feel safe coming forward
 - Experience a supportive approach even if conversation is not employee-initiated
 - Know rights/policies/processes
 - Know variety of resources/pathways
- Openness to hiring whoever is best for the job
- Recognition of recovery as a strength



Image: Forward Merch LLC, a screen/t-shirt printing company, shows off their RFW Designation.

RFW Checklist



Initial Required

Letter of Interest
Orientation
Declaration
Designation

Additional Required

Info & Resources
Connection to
Recovery Orgs
Annual Policy
Review
Education &
Trainings
Designation
Renewal

Optional

RFW Committee
RFW Survey
Community-Based
Activities
Creative
implementation
strategies

RFW Trainings

“In Person”¹

Why the Workforce Needs People in Recovery

Overcoming the Impact of Substance Use Disorders through Recovery: A Panel Discussion

Self-Care During Times of Isolation

“In Person”¹ or Online (Self-Paced)

Understanding SUD, Bias, Stigma, & Discrimination

RFW Panel: Journeys, Processes, Policies & Practices, and Outcomes

About Recovery & Workplace Wellness

Accessing Resources in NH: 211 & The Doorway

How To Save a Life With Narcan

RFW Overview & Growing Your Recovery Friendly Workplace

New Content – Online Only Currently

Signs & Symptoms, Reasonable Suspicion, Legal Considerations, & How To Have a Supportive Conversation With Employees

Diversity, Equity, & Inclusion for NH Workplaces

Employer & Employee Vignettes

Training for Management: How To Navigate SUD Concerns/Support Employees' Recovery

Family Supports: How to Support a Loved One With SUD (and Keep Taking Care of Yourself in the Process)

Addressing Compassion Fatigue & Burnout

¹ “In person” refers to a training that is conducted live-time, either via Zoom or in person when conditions permit.

Education & Resources: Some Examples

Language Matters:

Consider Using This Language


- Person with a substance use disorder
 - Person with an alcohol use disorder
- Person in recovery
- Person living with an addiction
- Person arrested for a drug violation
- Person with a felony
- Choose not to at this point
- Medication is a treatment tool
- Had a reoccurrence
- Maintained recovery
- Positive/negative drug screen
- Substance use/misuse
- Died by suicide

Instead of This Language


- Addict, junkie, druggie
 - Alcoholic
- Ex-addict
- Battling/suffering from an addiction
- Drug offender
- Felon
- Non-compliant
- Medication is a crutch
- Relapsed
- Stayed clean
- Dirty/clean drug screen
- Substance abuse
- Committed suicide

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NH Resources



Recovery Community Organizations (RCOs)



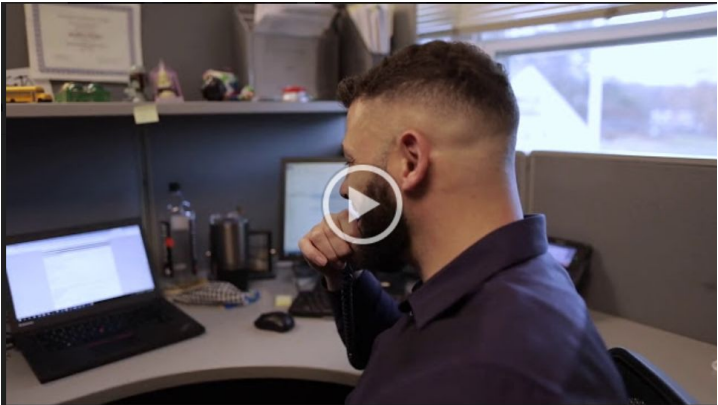
Learn more about how 211, The Doorway, and RCOs partner to serve those impacted by SUD [here!](#)

bit.ly/recoveryresourcesNH

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Examples of Impact

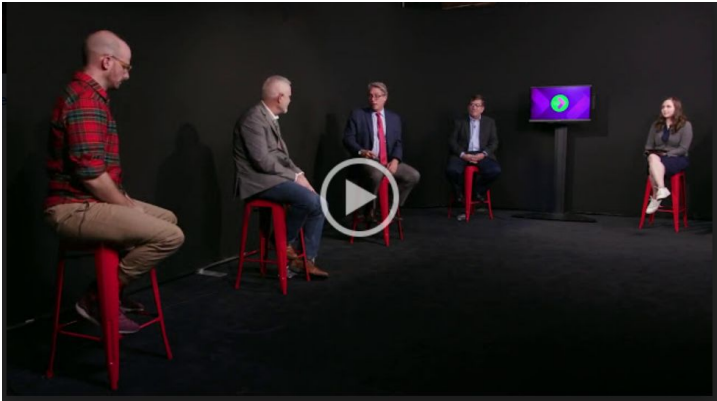
Testimonials



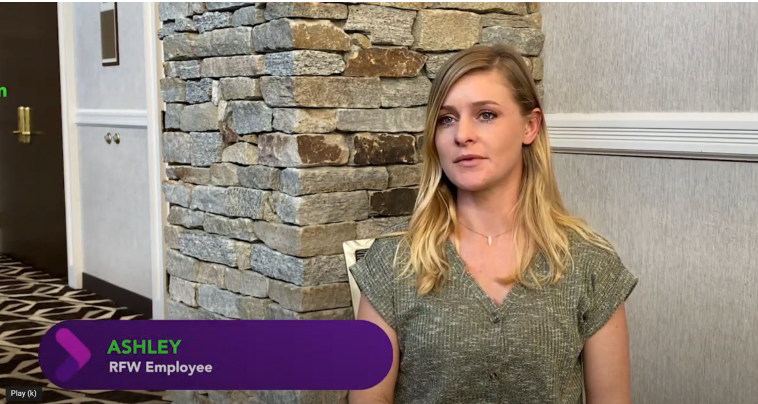
Chameleon Group Story



211, The Doorway, & RCOs



RFW Business Panel



Employee Testimonials



Employer Testimonials

A Culture of Support

“

Every time I walk into work [Genfoot] and see that symbol, it gives me a little more hope that people do care.

”

-Shawn, RFW Employee

An Updated Way of Thinking

“ If you're doing it for ROI, don't do it. You need to be doing it because it's the right thing to do. We talk about social ROI because you can't always measure it with dollars and cents. You have to look at it in terms of outcomes - Is that employee in a better place because of something you facilitated through your RFW investment?”

- Brad Paige, President/CEO,
Kennebunk Savings

Context of the Recovery Friendly Workplace Point of Contact Survey

- Purpose:
 - Assess degree to which RFW is being implemented at workplaces (fidelity)
 - Assess how RFW activities may be related to desired outcomes (logic model)
 - Gather feedback on what's working and what else businesses are needing
- Results to inform program development (e.g., through ARPA spend decisions)
- Survey creation:
 - CHI/JSI as consultant (data confidentiality, capacity, expertise)
 - Many meetings, RFW input, AC input, staff/AC review, several test runs
 - Designed to be low-burden
 - Extra questions moved to an optional part 2
 - Great base to build from (pilot)
 - Hope to administer annually
- Covid-related engagement challenges (e.g., no LOIs in Jan or Feb)

Governor Sununu's Recovery Friendly Workplace (RFW) initiative empowers workplaces to support employees who are impacted by substance use disorder (SUD), helping them create a stronger, healthier, more productive workforce in the process.

Recovery Friendly Workplaces are:

Good for Employees

AND

Good for Business

Workplaces reported the following had INCREASED as a result of participating in RFW:¹



Workplaces reported engaging in the initiative in a variety of meaningful ways:

- 88.2% made a written Declaration to employees stating their participation in the initiative and commitment to RFW principles
- 85.5% received an RFW Designation from Governor Sununu
- 55.3% participated in a Community-Based Prevention or Recovery activity
- 42.7% developed an RFW Committee or incorporated an RFW focus into an existing health, wellness, or safety committee



¹ These results come from an all-RFW workplace survey that was administered to RFW points of contact in March of 2022 (n = 76). Recruitment/retention/productivity statistic comes from a composite variable ; additional methodological notes and analysis in full-survey report.

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RFWs are also changing their policies to better support those impacted by SUD, which research shows will help employers recruit and retain a healthier, more productive, and more motivated workforce.

38.4%

of RFWs surveyed indicated that as a result of becoming an RFW, they've made changes to their Alcohol, Tobacco, and Other Drug policies to better support those impacted by SUD (for example, through leave of absence and/or return to work agreements).

Businesses were asked, What are the most meaningful ways that your workplace has changed since becoming a Recovery Friendly Workplace?

Here are a few of their responses:

"Policies have become more supportive in nature... There is more flexibility within the policies to work with people on a case-by-case basis, as individual needs can widely vary."
-RFW Employer

"We are attracting employees who we would not have had the opportunity to attract before. We are keeping employees who we would have had to terminate before without giving them a chance to get in and stay in recovery. Many wonderful stories have come forward from people in recovery."
-RFW Employer

"Employees know we care."
-RFW Employer

"Learning and understanding how to deal positively and proactively with staff members in need of assistance with substance use matters"
-RFW Employer

"(1) Reduction of stigma, (2) Increased compassion for coworkers, [and] (3) Increased respect for management/company."
-RFW Employer



² Akanbi, M. O., Iroz, C. B., O'Dwyer, L. C., Rivera, A. S., & McHugh, M. C. (2020). A systematic review of the effectiveness of employer-led interventions for drug misuse. *Journal of Occupational Health, 62*(1), e12133.
de Oliveira, C., Cho, E., Kavelaars, R., Jamieson, M., Bao, B., & Rehm, J. (2020). Economic analyses of mental health and substance use interventions in the workplace: a systematic literature review and narrative synthesis. *The Lancet Psychiatry, 7*(10), 893-910.

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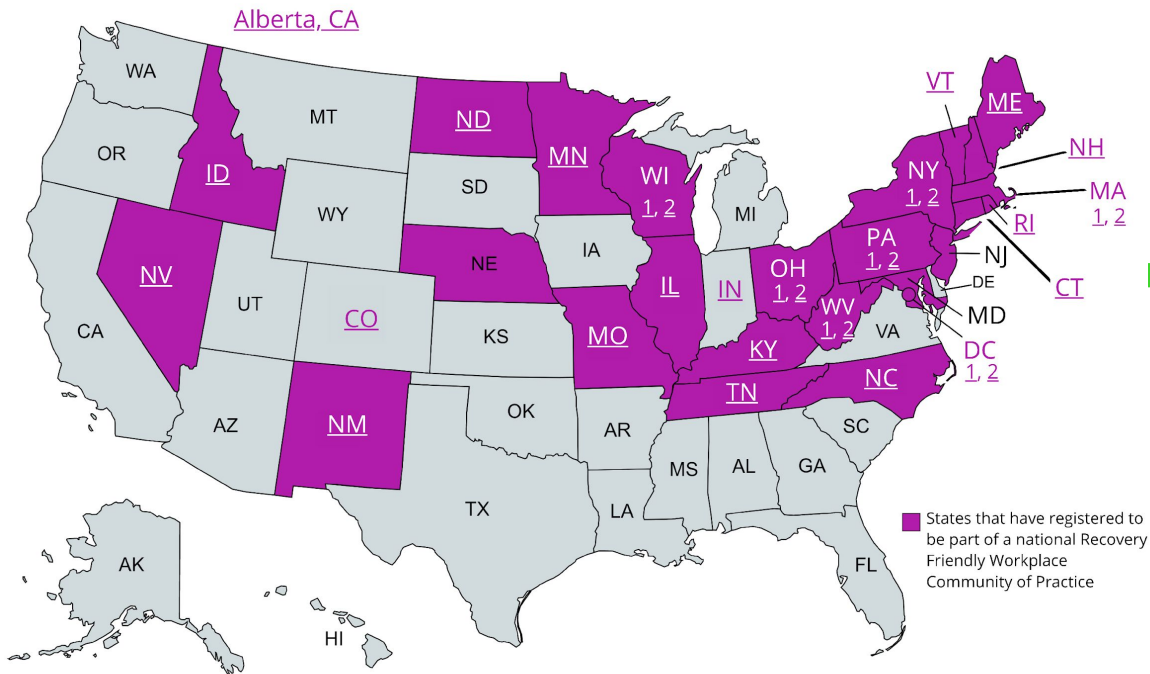
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National Support & Engagement

Growth of National Engagement

November 2021

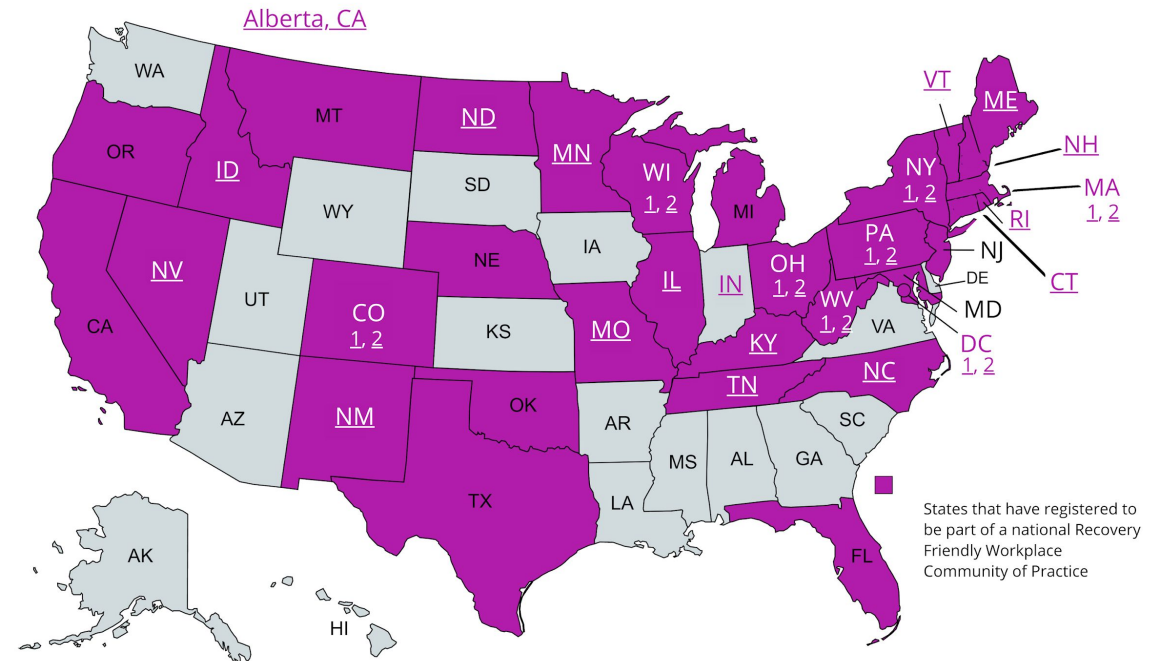
Engagement With RFW Multi-State Community of Practice



Created by: NH's Recovery Friendly Workplace initiative, 2021; base map from mapchart.net

March 2023

Engagement With RFW Multi-State Community of Practice



Created by: NH's Recovery Friendly Workplace initiative, 2022; base map from mapchart.net

Questions?

Contact Information

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recoveryfriendlyworkplace.com.