

**Chrysalis Community
Drug Project CLG**

**Annual Report 2018 for
2017**

CO-ORDINATOR'S INTRODUCTION

Chrysalis Community Drug Project was set up 20 years ago. When it was first set up it was a very small counselling service known as Chrysalis Counselling Service, operating out of a small office on Benburb Street in Dublin 7. There were 3 staff members, a manager, a counsellor and a part-time administrator.

The limited services at the time were offered to the immediate Dublin 7 community. As this community has changed so too has Chrysalis. Chrysalis now operates from Manor Street with a team of 1 manager, 4 case managers, 4 key workers, 1 finance, 3 receptionists, 8 PEER workers, 2 recovery consultants, 6 Outreach workers, 10 therapists, 4 Holistic Practitioners and 6 Board members, offering therapeutic services to drug and alcohol users, including those on the fringes of society such as homeless people and sex workers. We also offer an information and counselling service to clients' family members.

We believe that Chrysalis differs from similar service providers as it offers a range of progressive services along with a continuum of care. From initial assessments, key working, case management to counselling through their recovery journey with us. Chrysalis is highly regarded by other voluntary and statutory services in the drug services and related communities.

The Dublin 7 area has changed significantly since Chrysalis' inception, going from a more localised area to a more metropolitan and multi-cultural area that it is today. Chrysalis has adapted its services and approach to respond to the needs of its emerging client groups specifically people from new communities, the homeless sector, LGBT and sex workers.

Chrysalis' progression over the years has enabled the development of the Peer Programme. This programme is beneficial to Chrysalis, the peer workers and the service users who come to us by providing an insight into the local environment and informing us of developments in the current drug scene thereby allowing us to adjust the necessary services we provide.

The peer workers themselves can see the progress they have made since the beginning of their own journey and are central to Chrysalis' ongoing development. One of Chrysalis' core beliefs is that people can change. This belief underpins the Peer scheme: we know that clients can work through their recovery to arrive at a position to help other people.

We pride ourselves on being open and approachable and in providing a professional service in a safe, calm and supportive environment. The welcoming, homely nature of Chrysalis allows our clients to be comfortable when accessing services; we suggest

or critique where necessary, clients know that their input is appreciated, considered and, where possible and beneficial, their inputs are included in the running of Chrysalis. This in turn makes clients feel like an integral part of Chrysalis.

Chrysalis provides a wide range of services and with guidance the client navigates their way through to the services best suited and most effective for them. As the range of services change so has the skill sets of the staff, with constant training and up skilling. Chrysalis is the only service provider in the area to offer this full range. In addition to being one of few who utilise a peer led approach.

In 2017 Chrysalis continued to focus on high quality services. We added to our team with the recruitment of 4 holistic practitioners offering a new Recovery Evening with holistics for drug free service users and a Recovery through Fitness Programme in partnership with Dublin City Council.

In 2017 we engaged with 442 individuals and continued to see a significant increase in referrals of 296 people.

Alongside our frontline work, Chrysalis remains focused on good governance and compliance in particular in the area of General Data Protection Regulation and Charity Regulations.

Next year will be an exciting year for Chrysalis – celebrating our 20th Anniversary and launching our new Strategic Plan. We will continue to find new ways of reaching and supporting clients, and advocating for better services. We will also look forward to continued co-operation and partnership with community, voluntary and statutory services.

I wish to express my deep appreciation for the hard work and loyalty of our team, and to our dedicated Board – committed to achieving our vision. Similarly thanks to our volunteers and students who give their time and energy. I firmly believe that the lives of many people have improved thanks to their work.

On behalf of all in Chrysalis, we would like to thank our funders for their continued support, and all who worked with our organisation in 2017.

MISSION STATEMENT

Our mission is to deliver a safe, compassionate and quality service to individuals and families living with problem substance use in our local community.

We do this to reduce harm and empower people to live healthier and more fulfilled lives.

Vision

Chrysalis believes that everyone living with problem substance use should be empowered to fulfil their full potential and have access to the same opportunities and rights as others.

SERVICE PROVISION

Chrysalis can be split mainly into 3 service provision areas:

- Core Project
- Sex Work Project
- Peer Led Initiatives

CORE PROJECT

- Assessments are carried out with 1-2 weeks for all clients contacting the service.

As part of the Core Project, clients can avail of the following services:

- Case Management is a core element of our work. Case Management is the practise of coordinating and managing the range of services involved in the care of the individual. Each individual will have a personalized care plan. 4 Case Managers are employed in Chrysalis.
- Community Detox Support is an initiative which supports the clients to reduce or stop their use of methadone or benzodiazepines within the community in partnership with their G.P.
- Chrysalis provides free addiction and generic counselling to drug/alcohol users and their families. Currently 10 therapists are volunteering within our service.
- The Monday Evening Recovery Group offers a safe and supportive environment to participants wishing to look at their current use in the view to either stabilize or reduce. The group runs on a Monday evening from 6.00 to 8.00pm and is facilitated by experienced therapists. It is a 6 months programme.

SEX WORK PROJECT

The Sex Work Project is a dedicated service targeting drug using female sex workers. The key element of the Sex Work Project is Street Outreach.

- Street Outreach is an extension of our work. We can provide advice, harm-reduction information and materials, crisis intervention and support on the streets. Outreach is carried out in the city centre on a weekly basis by our outreach worker and her team.

SERVICES (CONT'D)

PEER LED INITIATIVES

Peer Support is central to the development of our services. In the last few years there has been an increase in peer run service provision within Chrysalis. Peer Led Initiatives available are: Recovery Coaches, Peer Led Tuesday Social Night, Peer Led Thursday Recovery Evening, Recovery through Fitness and HepC Friends.

- Recovery Coaches. We currently have 2 recovery coaches within Chrysalis. Recovery coaches are mentors who assist and support individuals in early recovery. Both coaches are graduates from the Recovery Coaching and Addiction in the Community Diploma/DCU School of Nursing and Human Sciences.
- Peer Led Tuesday Social Night. The Peer-led Social Night is a weekly event held in Chrysalis on a Tuesday from 6.00 to 8.00pm. Referrals, Holistics Treatments, one-to-one support are available. It is a safe, non-judgemental and non-prescriptive environment for people to connect and avail of social and peer support.
- Peer Led Thursday Recovery Evening. The Evening Recovery takes place every Thursday evening from 6.00 to 8.00pm. It is a Peer led evening. The services on offer are Holistics and a Check-in group. It is aimed at drug free service users. The Evening Recovery provides support, enhances well-being and strengthens connectedness amongst individuals in recovery.
- Hep C Friends. Hep C Friends is a new initiative in partnership with The Mater Hospital and Community Response. 4 Hep C Friends are based in Chrysalis. Their role is to inform and support service users in relation to Hep C testing and treatment. All Hep C Friends have a lived-in experience of Hep C.

Peer led initiatives have had a positive impact on the knowledge, personal and clinical recovery of service users.

OTHER RESOURCES

- Chrysalis hosted 3 seminars for service users, 'Let's Talk about Sex Work', 'Peer Work in The Community' and 'Hep C Conference'.
- Chrysalis also facilitated training sessions to other organisations.
- Chrysalis Website. In 2017 www.chrysalisdrugproject.org received 3,200 unique visitors – mainly from Ireland.

PROJECT STATISTICS 2017

Chrysalis CDP's services are facilitated in a wide number of ways to the community.

The main ways are:-

- Assessments
- Keyworking/Care Planning
- Case Management
- Community Detox Support

- MERG

- Addiction Clinics

- Street Outreach

- Football Training

- Peer Led Social Night

- Evening Recovery

- Recovery Coaching

- Addiction and Generic Counselling

The majority of people availing of these services fall in the catchment of the NICDATF, a small amount coming from outside the area.

Local Residents				Others		
	M	F			M	F
0-14	0	0		0-14	0	0
15-25	26	15		15-25	23	11
25-44	172	45		25-44	35	29
45-64	24	12		45-64	16	12
65+	4	2		65+	0	0
Local Total	300			Others Total	126	

In order to properly service these people Chrysalis staff, volunteers and Peer Worker have invested considerable amount of time into the wellbeing of their clients.

Staff Hours from January to December 2017:	Volunteer and Peer Hours from January to December 2017:
<ul style="list-style-type: none"> - Co-ordinator: 1664 hours - Project Worker 1: 1664 hours - Project Worker 2 (October to Dec): 288 hours - Project Worker 3: 728 hours - Project Worker 4: 440 hours - Outreach Worker: 1664 hours 	<ul style="list-style-type: none"> - Receptionists (x 2): 16 hours per week - Outreach Workers (x 8): 8 hours per week - Therapists (x 12): 49 hours per week - Members/Board of Management (x 7): 2 hours per month - Keyworker: 12 hours per week - Peers (x 4): 6 hours per week - Holistic (x2): 2 hours per week

CASE STUDIES

In order to gain a better understanding of what being a client of Chrysalis entails and how it has improved our clients' lives see below examples of the type of day to day work done with outcomes*

Case Study 1 - Alex

Background

Alex self-referred to Chrysalis.. Alex was engaging in sex work to make money as no other options available. They were using drugs while working. These were provided for by clients. Alex was at times purchasing cocaine to use in their own time. Alex was finding that this was becoming more frequent and couldn't afford to continue purchasing it but was finding it difficult to stop.

Interventions

- Screening tool DUDIT used
- Drug diaries done weekly
- Alex referred to GP in Safetynet- Alex did not want to be put on anti-depressants but agreed to attend GP monthly and was referred to counselling in a low cost counselling service
- Alex referred to a community college, to facilitate a course. Alex had language and teaching skills which were not being utilised.
- Harm reduction - practiced negotiation skills, around refusing/ using fewer drugs with their clients

Outcome

- Alex reduced drug use to only use with clients (on occasion). Never in a social situation
- Alex attended a course on coping skills

CASE STUDIES (CONT'D)

Case study 2 - Chris

Background

Self-referred after being told about Chrysalis by a friend. Were homeless, struggling with physical and mental health problems and attempting to deal with a compulsive gambling problem.

Interventions

- Attended Chrysalis for weekly key working.
- Referred for counselling in Chrysalis.
- Requested GP to refer them for a mental health assessment.
- With their GP, drew up a plan to support with detoxing from painkillers.
- Advocating with Dublin City Council and voluntary organisations to find suitable accommodation.
- Referred them for holistic therapies.
- Relapse prevention.

Outcomes

- A one year lease in transitional housing with support to move on, with a voluntary housing organization
- Is drug free, including the pain killers and has ceased gambling for upwards of a year.
- Is in good physical health and
- Is preparing to return to work and/or training and is accessing education/training/employment supports
- Continues to attend counselling.

*Please note the names and details of clients have been changed to protect identities.

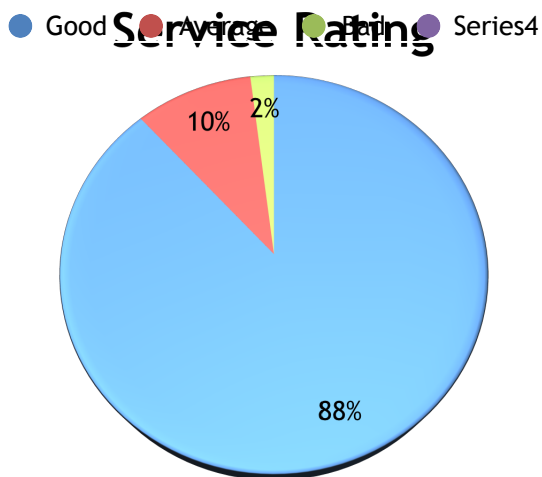
CLIENT SATISFACTION SURVEY 2017

We feel for Chrysalis to continue and improve the services provided it is essential to obtain feedback from its clients. Every year we carry out a Client Satisfaction Survey. Here are some of the findings:

Clients were asked to answer a number of questions, of the clients asked **71%** agreed to participate. **26%** were unreachable.

Of the clients that took part, **88%** rated the services they were provided with at a very good standard, **10%** stated average and **2%** low.

The majority of clients had **good experience** at Chrysalis.



A high number of clients would recommend Chrysalis to friends and relatives as they were very satisfied with their experience, **98%**.

When asked how Chrysalis could improve its services a number of areas were highlighted – more outreach work and workshops, more alcohol awareness programmes and increased support and attention.

All of these recommendations are noted and where possible Chrysalis will try to incorporate them into our services.

FINANCIAL REPORT

Results for the Year Ended 31st December 2017

The main funder this year as with previous years is the Health Service Executive (HSE). Grants received in 2017 were €249,800 along similar lines of 2016 €249,804.

Income for 2017 totalled €249,950, and decrease on 2016 (€258,261). Total resources expended amounted to €241,456 (2016: €255,861).

The following is an excerpt from our audited accounts 2017:

Incoming Resources:	€	€
HSE	249,800	
Other	125	
Total Incoming Resources:		249,950
Resources Expended:		
Expenditure	241,456	
Total Resources Expended		241,456
Surplus		8,494

Chrysalis had a surplus of **€8,494 (2016: €2,400)**, this was mostly due to the efficient use of resources, where expenditure was monitored and reviewed. There was also a revision of proposed expenditure after year end.

In line with recent legislative changes Chrysalis has put measures in place to ensure that it is compliant with **GDPR legislation** coming online from 25th May 2018. A pack has been created to ensure staff and clients are aware of their rights and to help Chrysalis monitor and maintain correct and accurate information.

QUOTES

A number of service users have provided quotes to give a snap of their lives upon availing of Chrysalis services

“Procrastination took over my sobriety but not tonight I found determination by entering and from engaging with Chrysalis.”

“From a pathway to an opened world full of opportunities.”

“I’m new! Staring from the open window, I realise that I was caged and now there’s no horizon, nothing stopping me from tasting a healthier life.”

“Safe and comfy”

“Be what I meant to be! Not what I used to be!”