

**Chrysalis Community
Drug Project CLG**

**Annual Report 2019 for
2018**

CO-ORDINATOR'S INTRODUCTION

2018 was an exciting year for Chrysalis with key milestones.

In February 2018, Chrysalis moved from a Grant Aid Agreement to a Service Level Agreement with HSE CH09 which showed the continued support and commitment from the HSE. The SLA will hopefully give the organisation more scope to develop and grow as a community based addiction service.

At the end of February, after attending GDPR training sessions, we were officially GDPR compliant.

We were also delighted to launch our new eCASS database system in April – thanks to the National Lottery which funded this project. This system will assist us in capturing all the interventions and activities carried throughout the year by our frontline team e.g. keyworkers, case managers, outreach workers, therapists and holistics practitioners.

In the Spring of 2018, we celebrated our 20th Year Anniversary. Chrysalis was set up in 1998 as a small Community Drug Project offering counselling to individuals and families impacted by addiction in the Dublin 7 area. 20 years later, Chrysalis is a leading addiction service; currently Chrysalis offers a range of therapeutic activities - from keyworking, case management, community detox, counselling to groupwork – along a continuum of care to respond to the needs of our service users.

In 2018, we also launched our Strategic Plan 2019-2021 'Treatment in Partnership' in The Teacher's Club at the end of November – alongside a new logo and website. The launch was well attended, and our plan very well received with an emphasis on expanding our Case Management services over the next 3 years in the Inner City. We also took part in the North Inner City Drug and Alcohol Task Force Projects reviews, and received very positive feedback – and encouragement towards our expansion.

In September we were awarded the Social Innovation Fund Grant to develop the 'Stay Safe Work Wise' website for sex workers; this will hopefully be launched in the Spring of 2019.

In relation to our team, we welcome a new keyworker, 2 new therapists, 3 new holistics practitioners; they will strengthen our existing team. We also said goodbye to 2 of our senior case managers, Tania Horgan and Colman Ronayne. I would like to thank them for their work, dedication and commitment.

Throughout the year the team continued to upskill through regular supervision, and a busy training programme; They attended the following: Saor Training/HSE, ASIST Training/Deora, Reduce The Use/Saol Project, Meitheal Training/Tusla, STI/HIV Training/HIV Ireland, HepC Training/Community Response and eCASS Training/Quality Matters.

As part of our new Strategic Plan, we recruited our first team leader in December 2018 to lead our new-look service. Ross McNulty, the appointed team leader, will start in January 2019 and will support the team in this time of change.

I would like to thank again the Team including our volunteers, the Board of Management and the funders for their continued support – and all our external stakeholders.

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 within 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 1 recovery coach within Chrysalis. Recovery coaches are mentors who assist and support individuals in early recovery. 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. 3 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 the launch of our Strategic Plan in The Teachers Club in November 2018.
- Chrysalis also facilitated training sessions to other organisations.
- Chrysalis Website. In 2018 we developed and rebranded our website www.chrysalisdrugproject.org.

PROJECT STATISTICS 2018

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
- Hep C Friends
- 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.

In 2018 we had 208 referrals to Chrysalis, 571 clients attended. A total 3,489 sessions were recorded across all of the services provided by Chrysalis.

The main services attended were:-

Activity	Sum of Attended	Attendees
Case Management	415	65
Key Working	462	116
Addiction Counselling	404	70
General Counselling	203	35
Monday Evening Recovery Group (MERG)	321	36
Tuesday Social Night	662	125
Thursday Recovery Night	623	96

In order to properly service our clients Chrysalis staff, volunteers and peer workers continue to invest considerable amount of time into their wellbeing.

CLIENT SATISFACTION SURVEY

Feedback from the clients of Chrysalis for the year 2018

*Serina Walsh
John Hobson
Gina Griffins
Yoven Payendee*

This survey is based on clients who availed of the service in 2018. The survey includes methodology, social researches, findings and conclusions. The survey began on the 23rd of April 2019 and ended on the 10th May 2019.

Research Background

This research was conducted in order to get feedback on the services that are offered by Chrysalis and to highlight any improvements that need to be made to the service, the main purpose of this client satisfaction survey was to get the feedback from a number of clients regarding the services offered by Chrysalis Drug project.

We wanted to utilise the clients' experiences at Chrysalis so that necessary improvements can be made to the service. In order to devise the 5 main survey questions we had to look at client's profile that use the service. I used quite easy language so that participants were not confused and all questions were opened except one question, so that I could get the required information in a short space of time.

The survey was conducted by phone. Each service user had three attempts to answer the phone and accept or refuse the survey. This proved quite difficult at times as many service users were unreachable due lost / stolen phone or changed their numbers. The analysis was done by filtering through the pages of data that were collected from doing the survey through the phone, data were then recorded by excel spreadsheets and any client who needed to be rung back was made note of.

For the most part, participants were very satisfied with the present service offered and they would recommend Chrysalis to other people. Most of the people who completed the survey had a good experience here and found the service very welcoming. There were also a number of improvements suggested.

Methodology and Ethical Issues

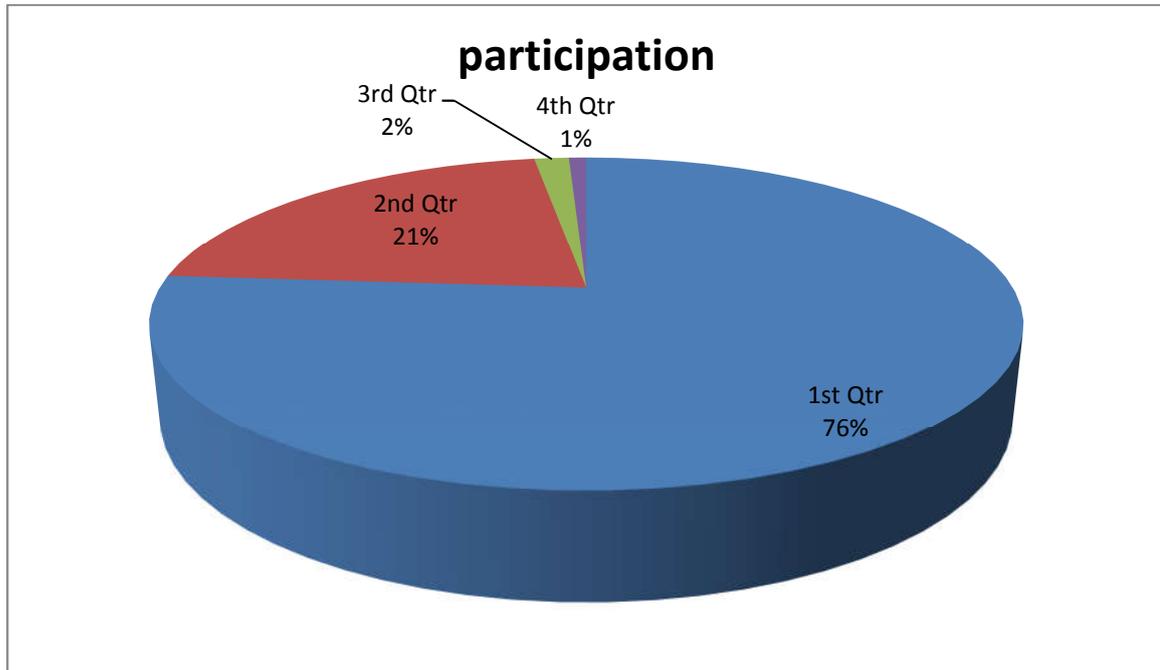
For this report I used quantitative method as the data is easily transferred into useable statistics where generalisation can be made in relation to the findings. The method used was a phone survey which was previously discussed. The sample size was 120. The response rate was good despite few of clients were unreachable in any form and a number of people refused the survey also. The survey took 20 days to complete fully.

Ethical issues were also taken into consideration when conducting the research. There are 4 ethical issues according to sociological literature that need to be understood while doing research: informed consent, confidentiality, deception, and harm to participants. All participants were informed that they were taking part in a survey at the start of the call. The participants were not deceived in any way as they were told that the service was conducting a survey to gain feedback for future clients. For confidentiality only I as the researcher had access to the names, phone numbers, and addresses of the clients. All results that will be discussed below will not include any personal information regarding the clients.

Questions

1. What services did you avail of from Chrysalis?
Merge, Social Evening, Recovery group, Key working, counselling, Hepfriend?
2. How would you rate these services, from 1-5?
3. By using the services of Chrysalis, did you find this led to a positive outcome?
4. How would you improve the existing services?
5. Would you recommend Chrysalis to friends and relatives?
6. Would you like to take part in our service user's forum on the 22nd of May 2019 at 6- 7.30 pm

Participation Rates



The number of clients participating in the survey was 120.

96 of the clients happily participated and completed the survey.

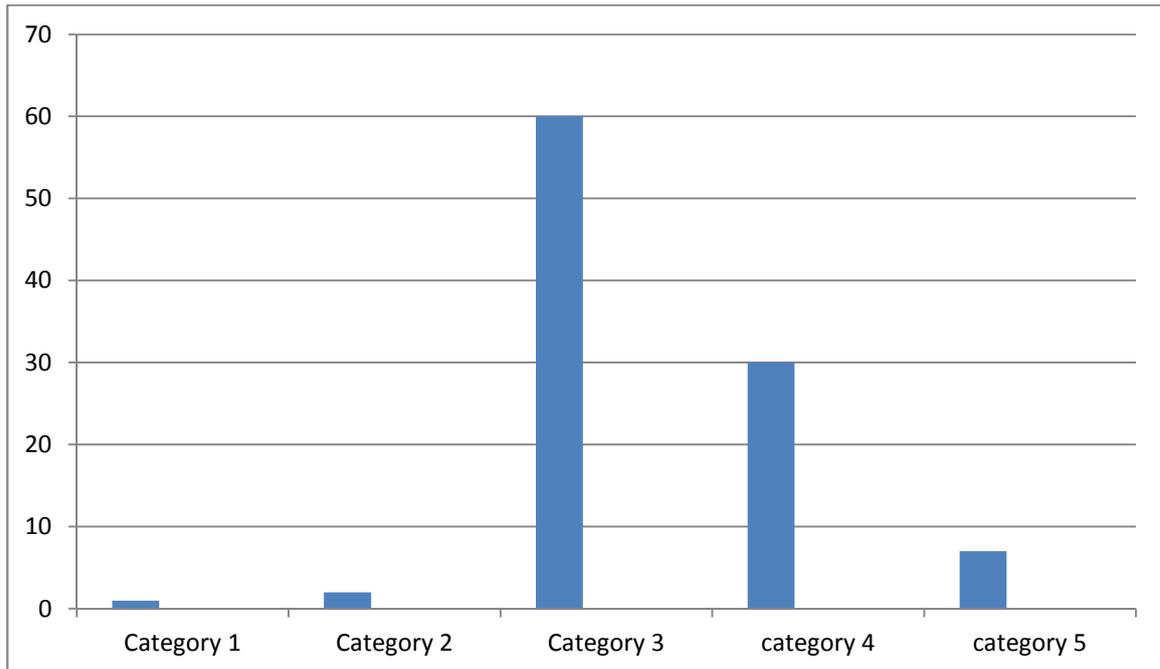
21 of the clients were unreachable.

2 of the clients declined participating in the survey.

1 client had no phone number.

Research

- A very high proportion of clients (91%) surveyed had a good experience at Chrysalis, rating the services as very good.
- 8 % of the clients rated the service as an average.
- Only 1% of the clients had a bad experience and rated the service as poor.



Rating from 1-5

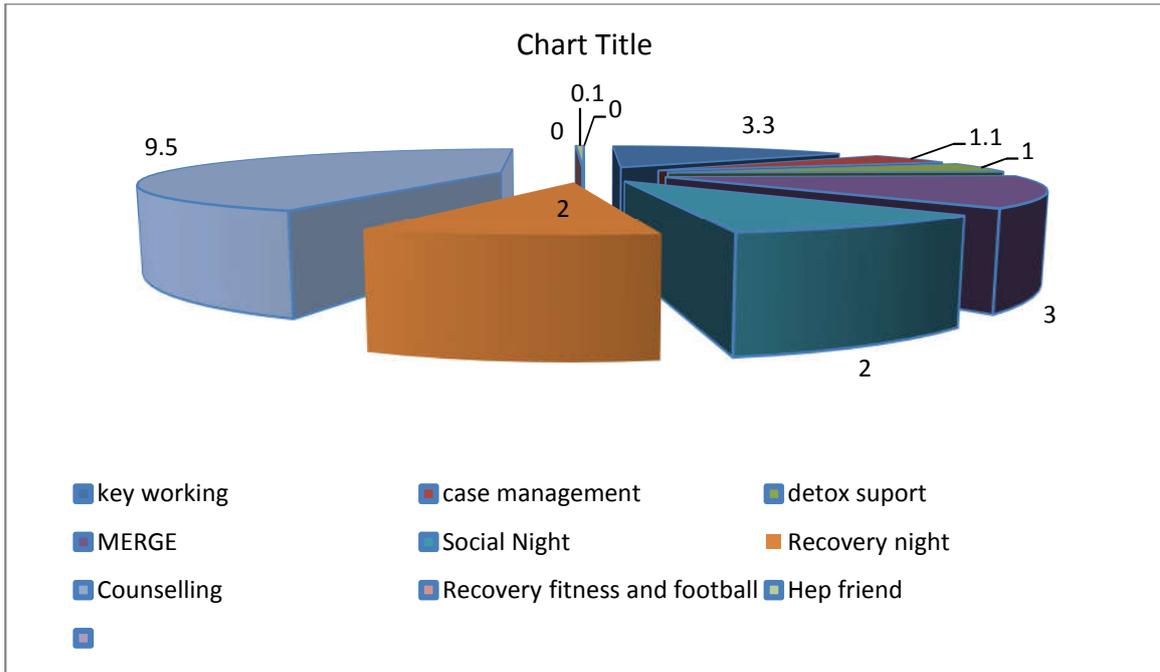
1% rates Chrysalis as 1

2% rates Chrysalis as 2

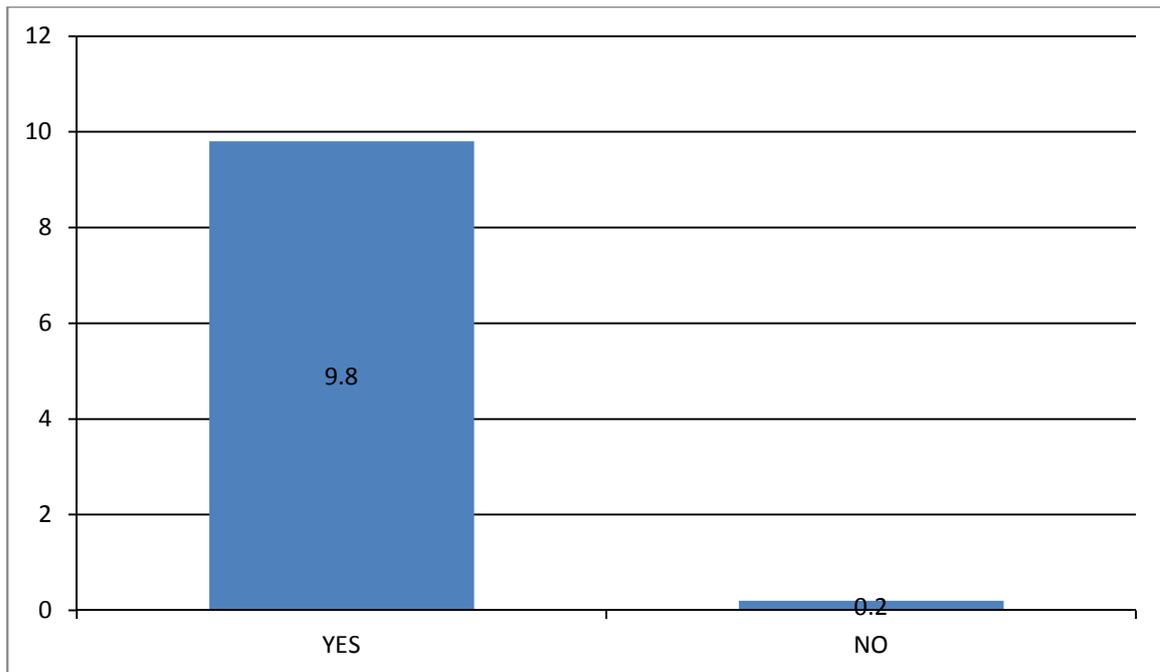
60% rates Chrysalis as 3

30% rates chrysalis as 4

7% rates Chrysalis as 5



- Some clients surveyed accessed more than one of the services provided by Chrysalis.
- A high significant portion of clients surveyed attended counselling at Chrysalis.
- A smaller portion of clients accessed Case Management, Detox Support and Football.
- A stable number of clients accessing the MERGE, Social Night and Recovery Night.
- A good incline in the number of clients accessing the Hep Friend programme.



- 99% of the surveyed clients were very satisfied with their experience at Chrysalis and said that they would definitely recommend Chrysalis to friends and relatives.
- Only 1 % of the surveyed clients would not be happy recommending Chrysalis to other people.

Clients Recommendations

The following recommendations for Chrysalis were made by clients during the survey:

- Provide more outreach work and workshops.
- More support and attention.
- 50 of the 120 clients surveyed will attend the Service User's forum on the 22nd of May 6-7.30pm.

Conclusions

To conclude, findings show that for the most part clients are satisfied with the service that Chrysalis currently offers. All of them have said that there has been a positive welcoming from the team at Chrysalis. On top of this a good portion of the clients have had a good experience here. It is also clear that clients tend to access more than one service such as case management and counseling or key working and other services offered like the Tuesday's social Night, Thursday's Recovery Night or the Monday M.E.R.G group. Counseling was the service that was accessed the most according to those who took part in the survey. Most of the clients were satisfied with the opening hours and location of Chrysalis, stating that the **service was flexible and central**. Clients made recommendations about new services that Chrysalis should offer and about improvements which should be made to the project itself. Recommendations included more support around housing, domestic violence training, a more child friendly environment, different counseling times etc. Finally, 99% of the clients that participated mentioned that they would recommend Chrysalis to others.

There were also some limits to conducting this survey. There was a fair participation rate in the survey because some of the clients had their phones turned off or they were disconnected due to circumstances out of my control. This lowered participation rates for the survey significantly. However, I was not biased and I tried to contact all participants three times so that results were not biased or skewed in any way.

Yoven Payendee
Chrysalis CDP

FINANCIAL REPORT

Results for the Year Ended 31st December 2018

The main funder this year as with previous years is the Health Service Executive (HSE). Grants received in 2018 were €274,800 along similar lines of 2017 €249,800.

Income for 2018 totalled €283,456, and decrease on 2017 (€249,950). Total resources expended amounted to €260,960 (2017: €241,456).

The following is an excerpt from our audited accounts 2018:

Incoming Resources:	€	€
HSE	274,800	
Other	8,656	
Total Incoming Resources:		283,456
Resources Expended:		
Expenditure	260,960	
Total Resources Expended		260,960
Surplus		22,496

Chrysalis had a surplus of **€22,496 (2017: €8,494)**, this was mostly due to the efficient use of resources, where expenditure was monitored and reviewed. There was also additional funding received in relation to the Hep C projected with started later in the year than anticipated, the surplus from this was used to fund 2019 until additional funding has been received. There was also a revision of proposed expenditure after year end.

QUOTES

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

“The only place where I feel safe”

“From nobody to somebody”

“Never alone in this building”

“A way back to normality”

“I will cherish sobriety for ever”

“I’m cured both physically and mentally”

“I need my social night therapy”

“The stairs that changes everything”