



**CHRYSALIS**  
COMMUNITY DRUG PROJECT

**Annual Report  
2021 for 2020**

# CO-ORDINATOR'S INTRODUCTION

## CEO Statement

2020 was the year of the Covid-19 Pandemic. Despite the pandemic, Chrysalis remained open for the duration of the year as an essential service - while respecting HSE guidelines. Not only did we continue to provide our key services e.g., keyworking/case management and counselling in all our locations, but we also decided to support the Covid-19 effort by developing the CH09 Covid-19 Support Team with the support of the HSE. This was a very innovative initiative responding to the emerging needs identified within our target group.

From March until July 2020 Chrysalis provided an outreach service to individuals isolating or cocooning in CH09 - delivering food, clothes, medication, methadone and social welfare payments. The team worked Monday to Sunday, 8.30am to 6.00pm. Approximately 250 individuals and families benefited from that service from Dublin Inner City to Portrane.

In July we resumed our frontline services full-time in Dublin 1 and Dublin 7. Partly as a result of Covid-19, we saw a substantial increase in referrals in 2020 – many service users struggling more than ever financially, struggling with their mental health and physical health. All the case managers and counsellors had full caseload throughout the year (see statistics attached in Annual Report). Due to the increase in demand for the service we launched our new Centralised Referral System at the end of the year.

We also reconfigured our work space and our ways of working; we put on hold our informal service provision (drop-ins and football) and gave all service users the options of face 2 face or remote engagement. We developed and reviewed all our policies in particular policies resulting from the impact on our work practice during the pandemic e.g., Covid-19 Response Plan, Sick Leave, Remote Working, Use of IT equipment and Health and Safety Statement.

In November 2020 we also expanded our team with 5 full-time new case managers/team leader with the remit of providing case management to homeless service users in the North East Inner City (D1) area. We also recruited 5 new therapists and 2 new receptionists for our service in Dublin 7.

Having the 2 Team Leaders in place by the end of 2020 was really helpful and necessary; each team leader took responsibility over a respective area e.g., Dublin 1 and Dublin 7, and each took on a specific remit e.g., service delivery/implementation, and recording systems and compliance (see revised organogram reflecting the structure of the organisation in the Annual Report).

The Covid-19 pandemic brought the best in our team; we demonstrated our adaptability, our innovation and our hard work. We kept ourselves and the service users safe by adhering at all times to HSE Covid-19 guidelines and regulations. As the CEO I will be looking back at this year with pride; pride that our exceptional team

with limited resources kept the service open throughout but also made a significant difference to people' lives with the CH09 Covid-19 Support Team.

I would like to take this opportunity to thank all the members of the Team for their commitment and dedication to Chrysalis particularly in 2020; we were – and our families – all impacted by Covid but we carried on despite being under extreme pressure. I

I would also like to thank our Board of Management and the HSE for their continued support.

## **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 is a person-centred, harm-reduction service offering a range of therapeutic interventions to individuals and family members in the North Inner City.

Chrysalis can be split into 3 service provision areas:

- Chrysalis Dublin 7
- Chrysalis Dublin 1
- Peer Led Initiatives

## CHRYSALIS DUBLIN 7 & 1

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

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. 8 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 Teams in Dublin 7 and 1 have also specific remits:

### **Clinic Teams**

Our team of Case Managers, who work from Amiens Street City Clinic, The Thompson Centre Clinic, Tolco Clinic and The Mews Clinic provide in reach formal Case Management to the individuals who access clinics. They will work alongside the individual to assist them to address ongoing problems relating to substance use, housing, medical supports.

### **Probation Team**

We have allocated Case Managers who work alongside the North Dublin Probation Team. The Case Managers who work with the Probation Team aim to identify clients at a social disadvantage as a result of substance misuse and/or who is experiencing homelessness.

### **Dual Diagnosis Team**

In addition the Case Management team work alongside Dual Diagnosis team which is located in Summerhill Dublin 1. It is a platform in which Case Management team and Dual Diagnoses team actively work with the individual to determine both mental health supports and addiction supports that suit the service users needs.

### **Drug Treatment Court Team**

We have allocated Case Managers who are allocated to work within the Drug Treatment Court. The Case Managers work as part of a multidisciplinary team to address ongoing issues which are presenting for client such as substance misuse, mental health, housing and social needs which are unmet.

### **PMVT Barrymore Residential Stabilisation Unit Team**

Our team are the allocated Case Management team for clients living in the Dublin 1 (NEIC) and Dublin 7 who are seeking to access PMVT residential stabilisation program. Our team of Case Managers actively work with the client prior to admission, and post admission to Barrymore. During this time we work with the client to identify barriers to accessing the service in addition to focused key working sessions to ensure the readiness to access residential stabilisation.

## **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 Coach and Peer Led Recovery Evenings.

- Recovery Coaches. We currently have 1 recovery coach within Chrysalis. Recovery coaches are mentors who assist and support individuals in early recovery. The recovery coach is a graduate from the Recovery Coaching and Addiction in the Community Diploma/DCU School of Nursing and Human Sciences.
- Peer Led Recovery Evenings. The Evening Recovery takes place every Tuesday, Wednesday and Thursday evening from 6.00 to 8.00pm. It is a Peer led evening. 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.

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

# TEAM LEADER REPORTS

## **Ross McNulty**

NEIC Case Management Pilot - Chrysalis began working in the NEIC in August 2019 as part of a pilot initiative to provide a dedicated case management service to the HSE City Clinic on Amiens Street. At the beginning of 2020, this pilot was developing well, and good working relationships had been established with the staff within the clinic. We were also taking part in the pilot rollout of the new Comprehensive Needs Assessment of which we successfully completed 235 in the NEIC in 2020.

Initially our brief was to work within City Clinic, but it soon became apparent that there was a need to provide similar services to residents of the NEIC not engaged with the clinic. Several initiatives resulted from this. We developed a community approach contacting GPs, pharmacies, youth projects and other community services. A partnership was developed with HSE psychiatric services to put in place a dual-diagnosis team. Referral pathways were developed with Safetynet and other the services within the Inclusion Health Hub. The development of this aspect of the service meant two new project workers were taken on to meet the demand.

The onset of Covid 19 brought changes to the deployment of services in responding to the crisis. This resulted in Chrysalis taking interim responsibility for engaging in the homeless hostels in the NEIC. Covid 19 restrictions presented difficulties in engaging with clients in indoor settings, however the case management team provided an excellent level of support to residents and Chrysalis were awarded the tender in November to continue the work.

It was at this time that five new project workers and a team leader were recruited. This allowed a team leader to focus on each part of the service which has been really positive in terms of service delivery. Myself and Sarah bring complimentary attributes to our roles which will hopefully benefit Chrysalis in the future.

Covid Support Team - When the seriousness of Covid 19 became apparent in March 2020 Chrysalis, like all services, had to adapt. A joint initiative involving the Ana Liffey was created to support individuals who were, for various reasons such as underlying health issues, isolating at home or in HSE isolation units. This involved a significant amount collaboration and joint service development with the Ana Liffey. Our work times and practices were also significantly revised with our staff adapting to shift work over a 7-day week.

We secured access to a minibus from the HSE. This allowed us to provide a variety of vital services to those service users most effected by the pandemic. The provision of food, clothes, phones, social welfare payments, harm reduction materials (NSP & Naloxone), psychosocial supports and medication delivery formed the bulk of the work. We were at times called upon to provide transportation to quarantine facilities for those who had tested positive. In all as part of this initiative we provided support to 249 individuals over the course of 5 months while continuing to support our existing service users.

The staff of Chrysalis were exceptional throughout this initiative. They worked selflessly and without complaint to provide an invaluable service to some of the most vulnerable people in our city.

Adapting to Covid - The return to working with service users after the Covid Support Team wound up presented its own challenges to the organisation. It was clear that due to the social distancing guidance from the HSE we had to modify our work practices significantly and strict Covid policies were implemented for the safety of staff and service users. Our peer led Social Night and Recovery Night had to be cancelled. This development was particularly difficult due to the number of people who found support on those evenings. We had to deal with the number of staff that could be present on a daily basis. In order to continue our service safely and provide the service users with the support they needed a roster was devised to allow staff members to work from home. Although this presented challenges to our service provision, the quality and quantity of our work did not diminish, and we engaged with over five hundred individuals in 2020.

Recording and Reporting - With the expansion of Chrysalis came new challenges in terms of recording the increasing volume of work that we were engaged in. Much of the early part of 2020 was spent adapting eCASS and its NDTRS reporting capabilities to capture this data. Working closely with Enclude and Quality Matters we were able to strategically develop the eCASS system to suit our needs. New features such as SMS text reminders for clients were also added to improve attendance and to assist our project workers to cut down on the time spent following up appointments.

Plans to develop eCASS further were curtailed due to the removal of the NDTRS reporting from eCASS. The added time and effort this required meant any more development or change would have been counterproductive.

With the changes these improvements brought it was important to give the staff comprehensive guide to using the system. This served two purposes, to train the staff in the new system and to standardise our practices to ensure we continued to provide an excellent service to all those who we engage with. It also meant that the quality of the data we provide to the various stakeholders to which we report (NICDATF, NEIC & HSE) continually improves.

## **Sarah McGillivray**

NEIC Case Management team initially piloted in City clinic and the NEIC community 2019. This pilot commenced with 4 staff members who practiced Case Management. At the beginning of COVID-19 March 2020 Chrysalis due to external staff redeployment also commenced and provided Case Management services by means of In-Reach to the homeless hostels located in the NEIC. The engagement from both clients residing in the hostels and staff working in the hostels highlighted a further demand on external services to provide this type of support. Particularly emphasised at the time due to increased poor mental health and limited addiction supports as not many options were available due to COVID-19 and a nationwide lock down. Chrysalis employed a further two staff members to meet the need and they commenced providing Case Management to hostels and isolation units for people experiencing homelessness and addiction.

Chrysalis then put in for tender as proposed by the HSE to become the appointed homeless Case Management team for the NEIC. Successful in the tender process, a team of a further five Case Managers were hired to carry out this work.

The team came on board in November 2020. Prior to the team commencing work referral pathways for the hostels and were put in place and further to this these hostels were notified of the team and connections were made. Chrysalis via zoom met with each organisation and provided a PowerPoint of how Case Management works and how Chrysalis will provide supports. The team developed strong working relationships with the staff from the hostels and provided effective Case Management to a very hard to reach population.

Fast forward to April 2021 Chrysalis were requested by the HSE to discontinue homeless Case Management and instead provide formal in reach Case Management to the methadone clinic of CHO9 area. This remit commenced on 31<sup>st</sup> May, and we now have Case Managers working in situ with the teams in the Methadone clinics. We now cover, City Clinic, The Mews Clinic, The Thompson Clinic and The Tolco Clinic. This has been a big change for us an organisation however, the demand for this service to be provided and the effectiveness of same was proven throughout the Pilot Case Management service provided by Chrysalis in City clinic.

Our community team have remained an integral element of addressing and responding to the needs of the community in the North East Inner City. Over this past year, we have established, developed and worked along side our colleagues of the North Dublin probation service, The Drug treatment Court and the Dove clinic based in the rotunda hospital. Meeting with these teams to explore how we can continue to support clients, and work alongside each other. In addition, we have developed a dual diagnosis clinic in the Summerhill Inclusion Health Hub, which operates with a senior psychiatrist and a Case Manager to develop forward pathways and management plans for clients accessing for dual diagnoses purposes.

Despite the challenges faced throughout COVID-19 Chrysalis remained on the front line providing essential supports to those most vulnerable and in need. The effort and resilience demonstrated by the team has been immense and invaluable to the service we provide.

# PROJECT STATISTICS 2020

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
- Addiction Clinics
- Evening Recovery
- Recovery Coaching
- Addiction and Generic Counselling

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

In 2020 we had 357 referrals to Chrysalis, 599 clients attended. A total 5,942 sessions were recorded across all of the individual services provided by Chrysalis.

The main services attended were:-

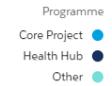
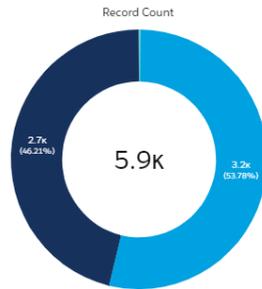
<b>Activity</b>	<b>Sum of Attended</b>	<b>Attendees</b>
Case Management	4,535	526
Key Working	426	97
Counselling	931	107

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



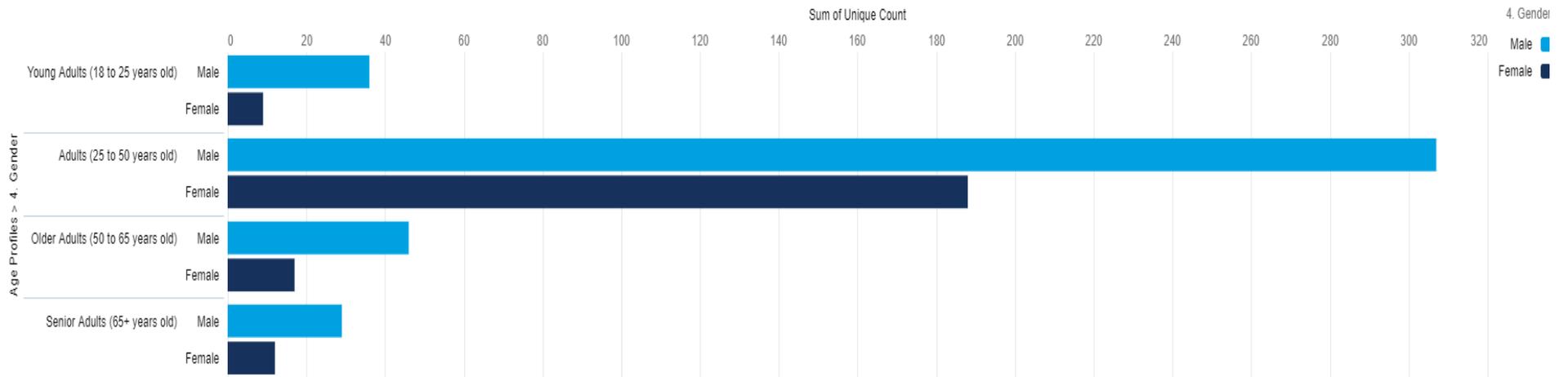
## Assessments 2020

Programme ↑	Status ↑	Client number
Assessment	Attended	290
	Cancelled with notice and reason	24
	Cancelled Late	8
	No Show	71
<b>Subtotal</b>		<b>357</b>
<b>Total</b>		<b>357</b>



## Report on Groups and One to One Sessions 2020

Programme ↑	Activity Type ↑	Number of Clients	Number of sessions
Core Project	Key Working	97	426
	Case Management	216	1812
	Counselling	107	931
<b>Subtotal</b>		<b>292</b>	<b>3169</b>
Health Hub	Case Management	312	2723
<b>Subtotal</b>		<b>312</b>	<b>2723</b>
Recovery Group		43	50
<b>Subtotal</b>		<b>43</b>	<b>50</b>
<b>Total</b>		<b>599</b>	<b>5942</b>



## Annual Report on Clients Age and Gender in 2020

### Filtered By

Show: All one to one activities

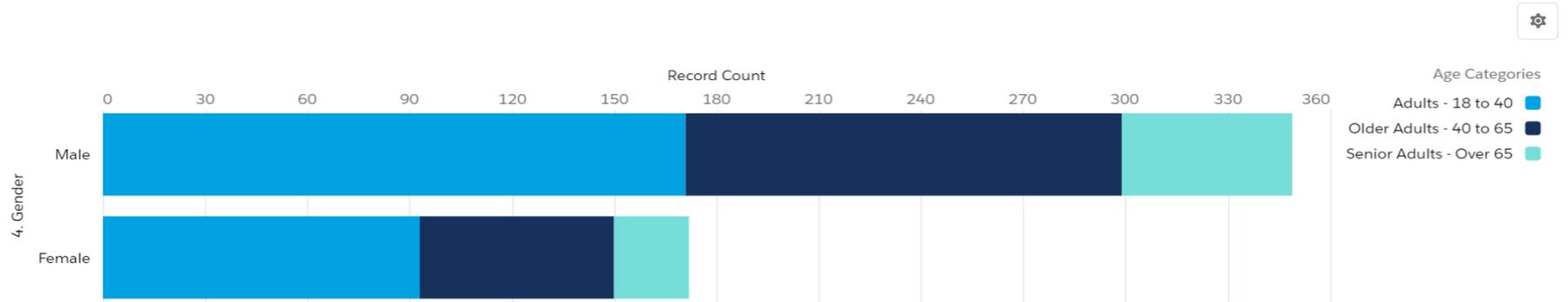
Show: Events

Status equals Attended, Cancelled with notice and reason, Cancelled Late, No Show

Gender	Age Profiles	Number of Clients
Male	Senior Adults (65+ years old)	29
	Young Adults (18 to 25 years old)	36
	Older Adults (50 to 65 years old)	46
	Adults (25 to 50 years old)	307
<b>Subtotal</b>		<b>418</b>
Female	Senior Adults (65+ years old)	12
	Young Adults (18 to 25 years old)	9
	Older Adults (50 to 65 years old)	17
	Adults (25 to 50 years old)	188
<b>Subtotal</b>		<b>226</b>
<b>Total</b>		<b>644</b>

Total Records

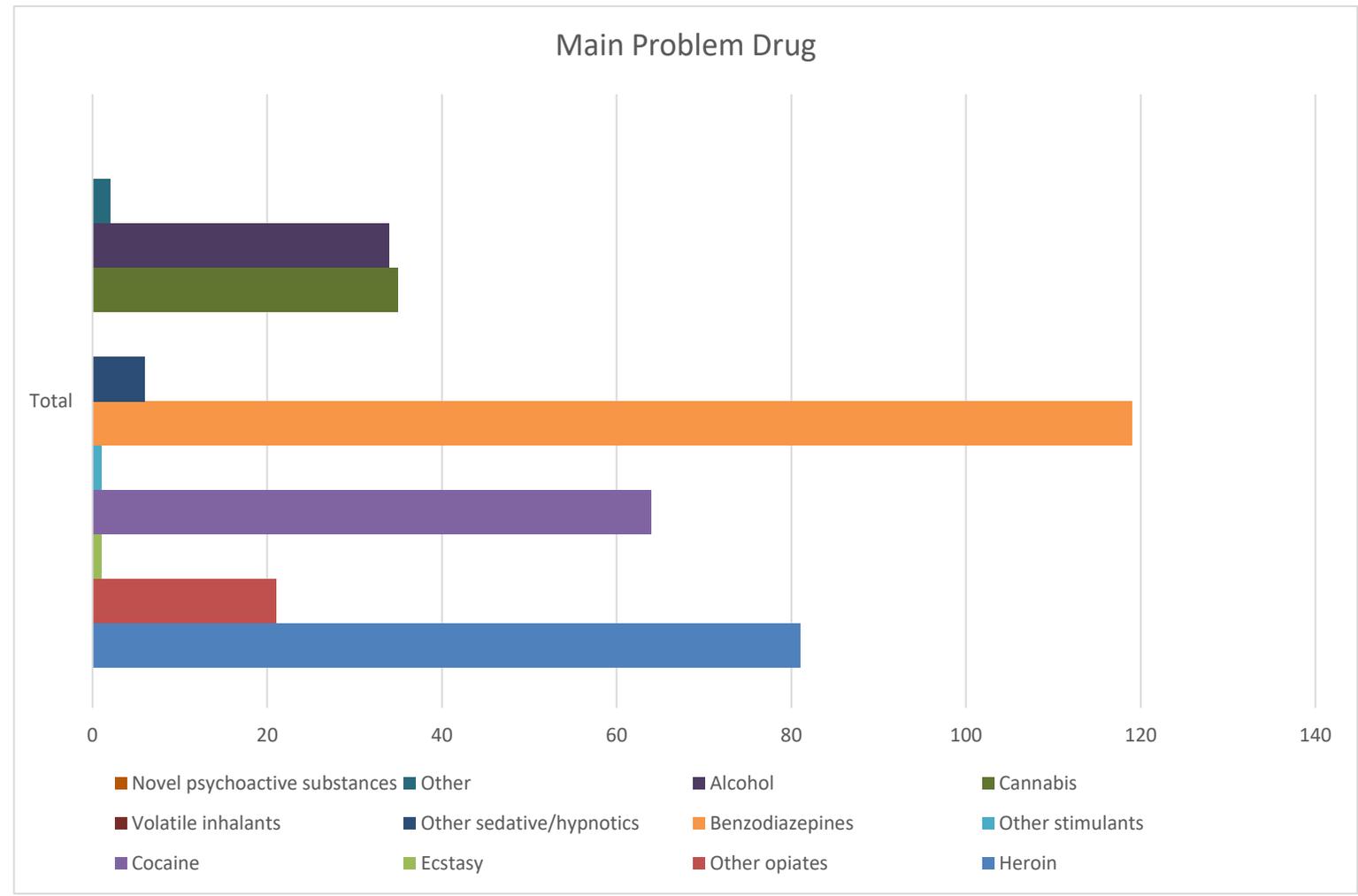
521

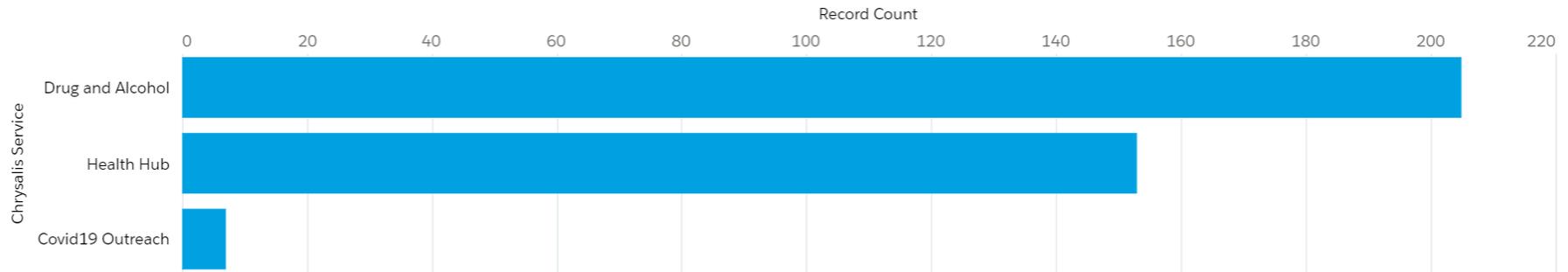


## Breakdown on Gender and Age new Client 2020

4. Gender ↑	Age Categories ↑	Record Count
Male	Adults - 18 to 40	171
	Older Adults - 40 to 65	128
	Senior Adults - Over 65	50
<b>Subtotal</b>		<b>349</b>
Female	Adults - 18 to 40	93
	Older Adults - 40 to 65	57
	Senior Adults - Over 65	22
<b>Subtotal</b>		<b>172</b>
<b>Total</b>		<b>521</b>

Main problem drug	Total
Heroin	81
Other opiates	21
Ecstasy	1
Cocaine	64
Other stimulants	1
Benzodiazepines	119
Other sedative/hypnotics	6
Volatile inhalants	0
Cannabis	35
Alcohol	34
Other	2
Novel psychoactive substances	0





## Annual Report on Disengaged Clients 2020

Chrysalis Service ↑	Record Count
Drug and Alcohol	205
Health Hub	153
Covid19 Outreach	7
<b>Total</b>	<b>365</b>

# FINANCIAL REPORT

Results for the Year Ended 31<sup>st</sup> December 2020

The main funder this year as with previous years is the Health Service Executive (HSE). Amounts received in 2020 were €555,131 an increase on 2019 €353,768 due to the increased growth of the NEIC team.

Income for 2020 totalled €560,956, an increase on 2019 (€385,400). Total resources expended amounted to €563,594 (2019: €360,027).

The following is an excerpt from our audited accounts 2020:

<b>Incoming Resources:</b>	€	€
HSE	555,131	
Other	5,825	
<b>Total Incoming Resources:</b>		<b>560,594</b>
<b>Resources Expended:</b>		
Expenditure	563,594	
<b>Total Resources Expended</b>		<b>563,594</b>
<b>Deficit</b>		<b>(2,638)</b>

Chrysalis had a deficit of **(€2,638) (2019: €25,373)**, this was mostly due to once off expenditure relating to the establishment of the NEIC team. There was also increased expenditure relating to ensuring COVID-19 regulations were adhered to. Chrysalis carried a surplus of €88,748 into 2020 so the deficit was adequately covered. As our funding has substantially increased, we will be working towards building our surplus over the next few years to ensure it is sufficient to support the amounts needed.