



**CHRYSALIS**  
COMMUNITY DRUG PROJECT

**Annual Report  
2024 for 2023**



## CEO'S INTRODUCTION

It is once again my pleasure to present Chrysalis Annual Report. 2023 was a very special year for everyone associated with Chrysalis as we celebrated our 25<sup>th</sup> Anniversary, a very significant milestone. To mark the occasion, we organised several events, the highlight being the production of a commemorative book recording the reflections and memories of past and present staff members and volunteers. This was greatly appreciated by team members as it was an acknowledgement of their massive contribution to the development of Chrysalis over the years. I was very impressed by the generous response of the staff and volunteers and their stories and hopes for the future of Chrysalis were, and are, truly inspiring. Of course, our focus must always be on the needs of our service users, however, I believe that it is important to note that over the years Chrysalis has also impacted very positively on many staff members and volunteers, encouraging them to pursue careers in addiction. We have supported and facilitated the development of so many frontline workers through training, coaching, supervision, and work experience. We take pride in knowing that Chrysalis has been, and continues to be, instrumental in the formation of many highly skilled, empathic addiction workers, totally committed to addressing social and other inequality issues in Dublin. Many of them are now working with other organisations and services but their foundation and their work approach is deeply rooted in the Chrysalis philosophy and 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'*.

Looking back over the 25 years, it is very satisfying to note that Chrysalis have engaged with approximately 10,000 individuals, not to mention their families. Many and various services were and are offered, for example, keyworking, case management, individual counselling, group work, sporting activities, and aftercare supports. It is gratifying to know that so many have benefited from the engagement and are on their own journey of recovery; whatever their recovery looks like. Like most recent years, in 2023 we again witnessed an increase in referrals (721 individuals were referred to the service in 2023) and engagements (a total of 856 actively engaged with our service during that period), many service users presenting with complex needs requiring specialist interventions such as addiction counselling, case management, dual diagnosis groupwork, etc. To support and equip staff and volunteers to respond to such complex demands we continued to provide them with a suite of professional training and quality 1-to-1 supervision, along with group clinical supervision.

Looking to the future, we will be developing an Employee Engagement Strategy to support and strengthen our duty of care to staff and volunteers. We will also be producing a Community Development Strategy to ensure equity of access for all who need our services, paying special attention to those hard-to-reach groups and family members. We will continue to work in close partnership with local statutory, voluntary and community services with the aim of providing the best possible outcomes for our service users.

In conclusion, I want to thank our wonderful team of staff and volunteers who always impress by their continuing dedication, commitment, and hard work, they are a pleasure an inspiration to work with. I want to acknowledge the work, unwavering support, encouragement, and guidance provided to me by the Board of Management. I want to thank our funders and supporters for providing us with the resources to enable us to grow and develop. Finally, sincere thanks to all our service users who continue to challenge and inspire us, they certainly play a huge part in the success of Chrysalis, and keep us on our toes day in day out.

**Passerose Mantoy**

**CEO**

**Chrysalis CDP**

## **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 2 service provision areas:

- Chrysalis Dublin 7
- Chrysalis Dublin 1

## *CHRYSALIS DUBLIN 7 & 1*

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

Service users can avail of the following services:

- Case Management is a core element of our work. Case Management is the practice of coordinating and managing the range of services involved in the care of the individual. Each individual will have a personalised care plan. 8 Case Managers are employed in Chrysalis.
- Community Detox Support is an initiative which supports the service users 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 12 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 as part of a shared careplan working alongside other practitioners.

### **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 service users impacted by substance misuse and/or who are experiencing homelessness, and responding to their needs in conjunction with their probation officer.

### **Dual Diagnosis Team**

We offer a Dual Diagnosis group. This group supports participants who experience dual diagnosis. The group is designed on the empirical evidence-based model of Seeking Safety by Lisa M. Najavits. Our staff are trained and experienced in implementing this model of care, and it is our priority to ensure safety for participants alongside progression. This group takes place weekly with several cycles running throughout the year.

### **Drug Treatment Court Team**

We have allocated Case Managers 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 service user such as substance misuse, mental health, housing and social needs.

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

Our team are the allocated Case Management team for service users 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 service user prior to admission, and post admission to Barrymore. During this time, we work with the service user to identify barriers to accessing the service in addition to focused key working sessions to ensure the readiness to access residential stabilisation.

**Recovery Evenings.** Chrysalis runs a Recovery Evening every Thursday evening from 6.00 to 8.00pm. It is an evening aimed at service users who are substance free and involves a one hour check-in group. The Recovery Evening provides support, enhances well-being and strengthens connectedness amongst individuals in recovery.

**Reduce The Use** Chrysalis will continue to deliver the Reduce the Use 3 program to our service users. The program is designed to help participants gain the tools and techniques to recognise, avoid and cope with drug and alcohol addiction. The program consists of 12 modules and utilises cognitive behavioural interventions. The program introduces concepts such as triggers, automatic thinking, and permissive beliefs before the utilisation of drug diaries and safety planning to help participants reduce their substance use. The program runs over 8 weeks and can facilitate up to 12 participants.

# TEAM LEADERS' REPORTS

## *Ross McNulty*

2023 was a very rewarding year for the service in Manor Street with 3 new team members starting with us and the chance to develop some parts of the service we unfortunately lost to COVID-19 and social distancing. It was important to focus on the areas that made Chrysalis a community project such as our groups, the football team and the social supports that we have developed a reputation for. As ever we continued to develop the other parts of the service related to policies, compliance and staff development to ensure we are providing a service that looks after the needs of our service users.

### Policies and Compliance

It is important that as a service we are always striving to operate a service that focuses on excellence for service users, staff and the local community. During 2023 we concentrated on bringing ourselves in line with new HSE policy requirements. We registered with the National Incident Management System and brought our service user inclusion and staff feedback policies up to date. We completely rewrote our admissions policy to ensure a smooth experience for everyone who engages with us in Chrysalis. To ensure best practice from we incorporated the Department of Health Code of Conduct into our own policy. As a service we must review our policies regularly to ensure the safety of all those who connect with us.

### Training

In 2023 Chrysalis prioritised compliance with all mandatory training required by the HSE to work in the sector such as Children First, LGBTQI+ Awareness and Inclusion, Intercultural Awareness, and Domestic, Sexual and Gender Based Violence. This is all provided through the HSEland portal and is a really accessible source of quality instruction in the mandatory training required. Chrysalis also undertook training in areas such as Restorative Practice, Conflict Resolution, Responding to Challenging Behaviour, First Aid, SAOR Brief Intervention, Naloxone delivery and Traveler and Roma training through Pavee Point.

### Service Provision

Together with providing quality one to one interventions and counselling to our service users, Chrysalis also engaged in a number of groups and pro-social activities throughout the year. Chrysalis delivered the Reduce the Use 3 programme to 3 different groups over the course of 2023. The groups took some time to gather momentum and the last group of the year saw 5 graduations! We also ran a Service Users Working Group to gather the feedback of our service users in improving Chrysalis. With more groups planned for 2024 it is exciting to be able to provide these services after a long social distancing break for 2 years. Chrysalis also held their inaugural inter-service football tournament, kindly supported by DCC. Chrysalis won the competition after a close final match which brought the overall competition victories to 3, including the Darren Flood Cup and the SARI Plate.

The team in Manor Street have done an excellent job in attending to the needs of our service users and making this a welcoming service. I would like to thank all our staff and volunteers for their commitment, help and support over the year in helping Chrysalis maintain the outstanding service we are known for.

Kind regards,

Ross McNulty  
Team Leader

## *Sarah McGillivray*

It is with great pleasure and pride that we present to you the Annual Report for Chrysalis Community Drug Project for the fiscal year 2023. As we reflect on the year, it is another that we at Chrysalis can look back at with immense pride and fulfilment. As we gather for our AGM, we contemplate on the journey of the past year, marked by resilience, growth, and unwavering commitment to our clients. Amidst a backdrop of global challenges and opportunities, we have navigated with strategic foresight, driving progress and delivering value to our clients. We are hopeful that this report encapsulates our achievements, challenges, and aspiration, offering transparency into our operational highlights. As we embark on the next phase of our journey, we extend our gratitude to our staff for their continued commitment and support in realising our shared vision, and to our clients for their steadfast trust in our service.

In 2023 Chrysalis celebrated its 25<sup>th</sup> Anniversary providing services at the forefront, and it is fitting to state that Chrysalis took this opportunity to reflect, learn and grow on our continued progression. At Chrysalis we deem our staff to be an integral part of our perpetual success. As part of our Anniversary celebration, we decided to pay tribute to our staff by publishing a book “The Voices of Staff and Volunteers over the years”. This book is a collection of memories, reflections, and anecdotes highlighting our staff’s resolute devotion and allegiance to the service. Our CEO Passerose Mantoy led this project with our staff and volunteers, and she set an incredible tone of nostalgia and pride throughout the process. As our anniversary fell within Recovery Month to mark this occasion we collaborated with the NEIC and developed drug diaries. We published the drug diaries and promoted them internally and externally with other service providers.

Chrysalis have an excellent football team. Our football team come together weekly with a sense of belonging and 2023 was no different. Our football has grown and doubled in numbers over the last year. It is with thanks to our incredible staff who volunteer their time to do this. The year 2023 our football team hosted our own Chrysalis football tournament with the support of Grange Gorman and DCC. Many services took part in the tournament, and it was a day filled with connection, happiness, and collaboration. I would like to thank our staff for their ongoing commitment to facilitate this weekly and to the participants who attend each week. We are immensely proud of your achievements in 2023 where we saw you win tournaments such as the Darren Flood Memorial Cup, participate and achieve runners up in the SARI (Sports against racism Ireland tournament) and finally our proudest achievement to win our own Chrysalis Tournament.

We continued to operate our Dual Diagnosis groups in the year 2023. This group has moved from pilot phase to a permanent aspect of our service delivery. Throughout the year our Dual Diagnosis team participated in ongoing training and development with our friends and colleagues at Treatment Innovations. Our team have completed the training for advanced level Seeking Safety and completed train the trainer in Seeking Safety making it now possible to train colleagues and participants of Seeking Safety. Our study on Dual Diagnosis has been ongoing since 2019, beginning at Summerhill Health Hub. We have persevered with this work because we are dedicated about ensuring that our clients receive the care they require. We were happy to be recognised for our continued work in this field and asked by TD Mark Ward to discuss Dual Diagnosis in the House of the Oireachtas. By invitation, we spoke with members of the Sub Committee for Mental Health about our experience with this issue, pushing for consistent financing for Dual Diagnosis programmes.

Our service delivery improved and increased with the facilitation of crack cocaine groups. In 2023, in partnership with the HSE, we began delivering crack cocaine groups in methadone clinics in

CHO9. Due to the success of this, at the request of the HSE, this programme was expanded to run more groups each year and to provide additional community groups. At Chrysalis, harm reduction is central to our work, and we appreciate the HSE's efforts to address the problematic use of crack cocaine among our service users. The staff has embraced this challenging component of our service by continuing to use best practices and techniques.

Chrysalis has faced the challenges of an increasingly expensive economy, and we have consistently campaigned for increased compensation to reflect the skills of our workforce. While pay parity has lately gained attention, staff adjustments occurred in 2023. It is our goal to retain our staff team, and while we introduced many staff benefits in 2023, such as career breaks and study breaks, we became members of the EAP (employment assistance programme) and the staff savings scheme: it was clear that the salary disparity was too great, and it was cited as the primary reason for leaving Chrysalis during exit interviews. We have recovered over the months, but we believe it is now critical to see compensation rises.

I am personally proud to deliver this report on the triumphs and difficulties of the year 2023. It has once again been an honour to work with an incredible staff team, where we have learned from one another at every opportunity. Our Dublin 1 team obtained a temporary staff base on the North Circular Road, which resulted in increased growth, connection, and bonding. Our team spirit has increased since we now have a space where we can come together as a team, and with that in mind, we feel prepared and committed to our organisation's future accomplishments and difficulties.

With huge thanks and pride,

Sarah McGillivray  
Team Leader Dublin

## PROJECT STATISTICS 2023

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

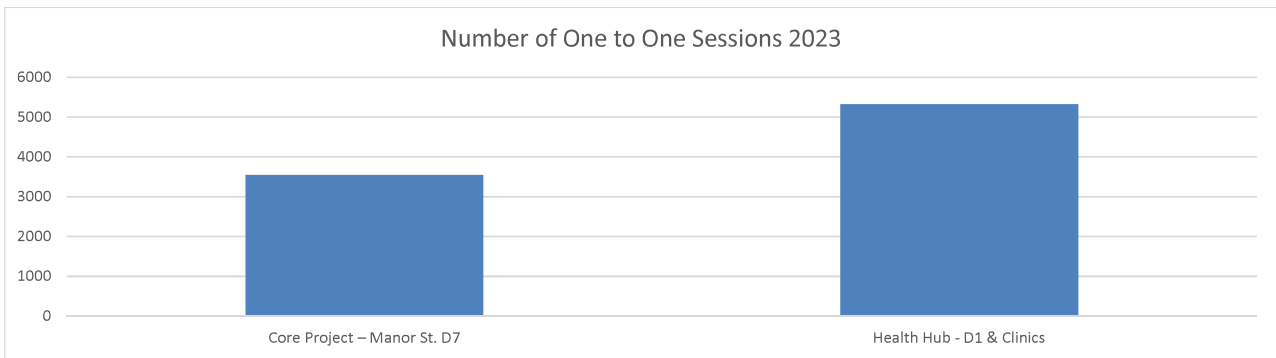
The majority of people availing of these services fall in the catchment of the NICDATEF, a small amount coming from outside the area.

In 2023 we had 721 referrals to Chrysalis. A total 8,880 sessions were recorded across all of the individual services provided by Chrysalis.

The main services attended were:

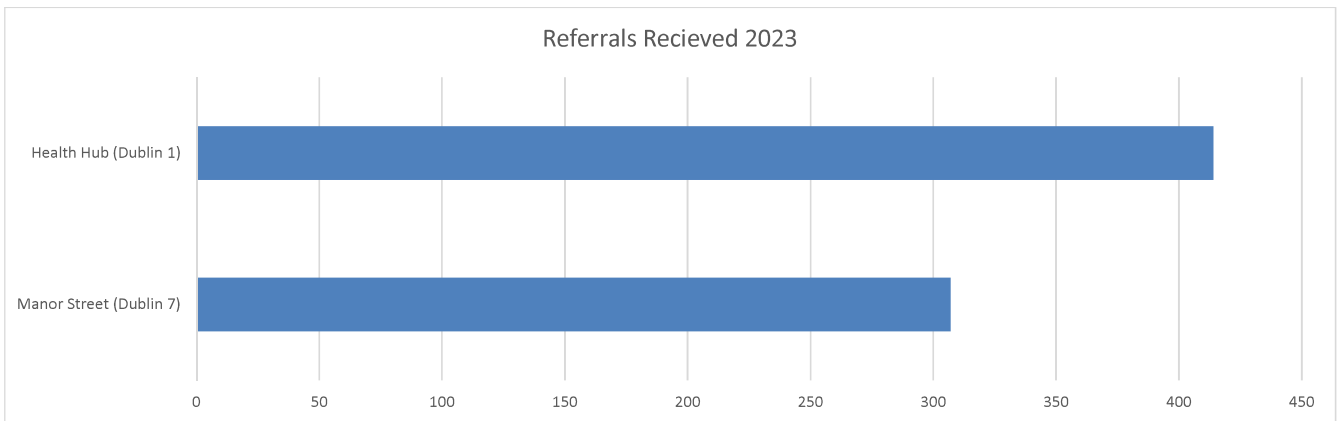
Activity	Sum of Attended	Attendees
Case Management	6,672	697
Key Working	840	183
Counselling	1,368	97

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



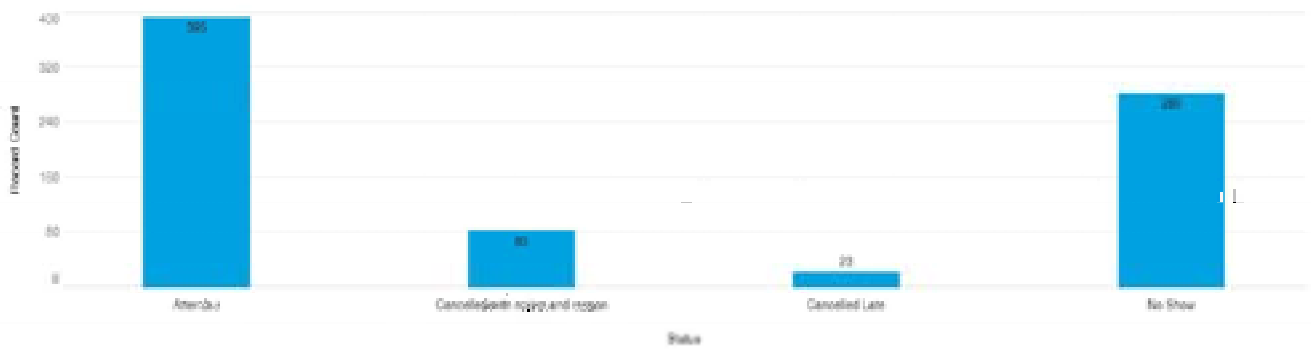
Report on One to One Sessions 2023			
Programme	Activity Type	Number of Service Users	Number of Sessions
Core Project – Manor St. Dublin 7	Key Working	16	92
	Case Management	206	2094
	Counselling	97	1368
<b>Subtotal</b>		<b>319</b>	<b>3554</b>
Health Hub – Dublin 1 & Clinics	Key Working	167	748
	Case Management	491	4578
<b>Subtotal</b>		<b>658</b>	<b>5326</b>
<b>Total</b>		<b>977</b>	<b>8880</b>





Referrals Received 2023	
Chrysalis Service	Referrals Received
Health Hub (NEIC, Dublin 1)	414
Drug and Alcohol (Manor Street, Dublin 7)	307
<b>Total</b>	<b>721</b>

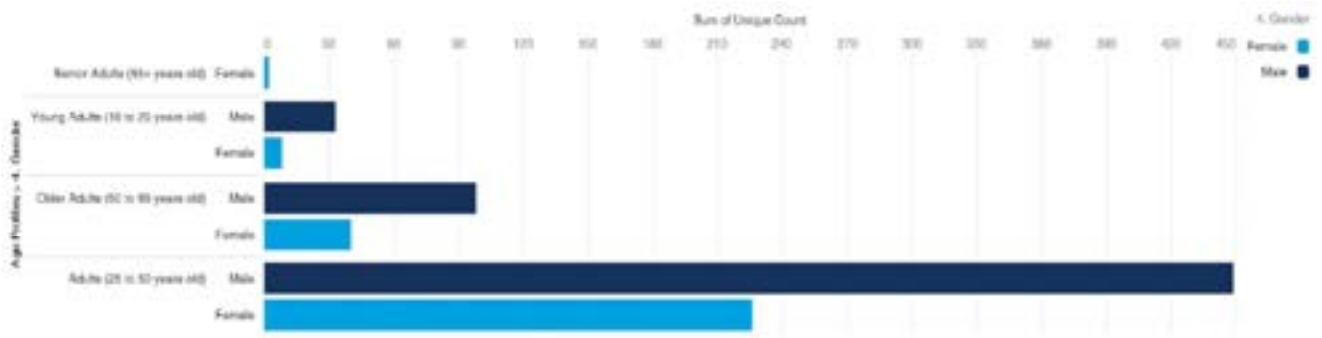
### Assessments 2023



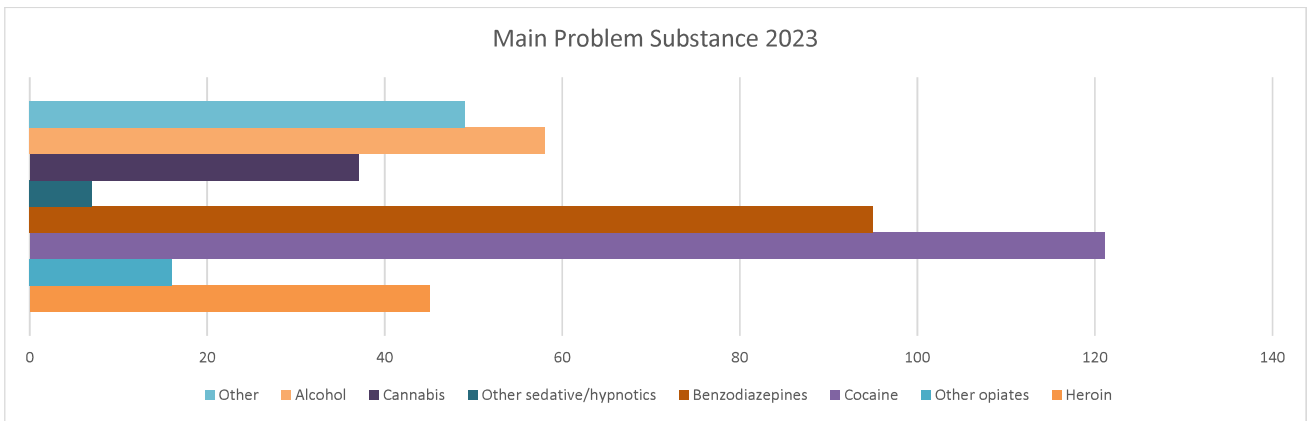
### Assessments 2023

Programme	Status	Number of Assesments
Assessment	Attended	395
	Cancelled with notice and reason	83
	Cancelled Late	23
	No Show	283
<b>Total</b>		<b>784</b>

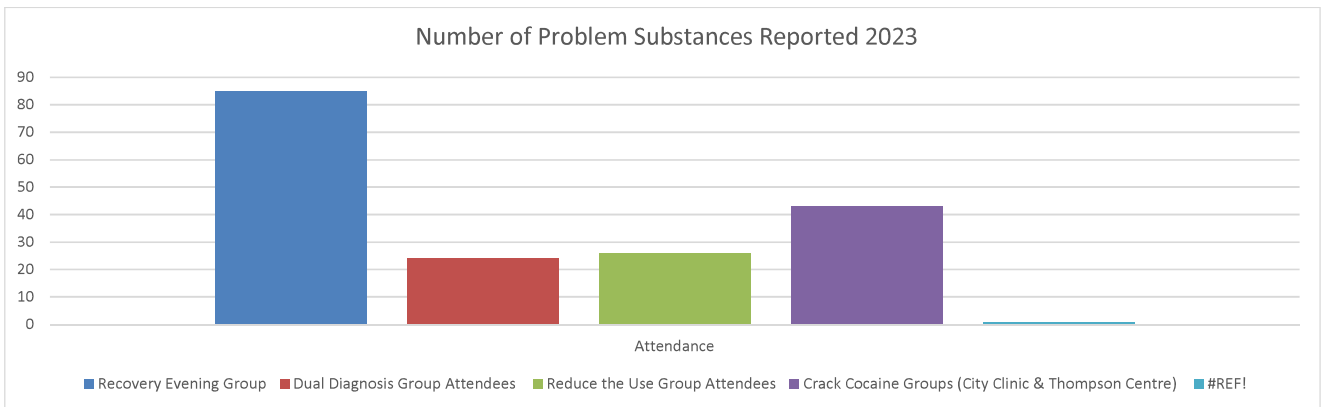
Service User Age and Gender 2023



Service User Age and Gender in 2023		
Gender	Age Profiles	Number of Service Users
Male	Young Adults (18 to 25 years old)	33
	Older Adults (50 to 65 years old)	98
	Adults (25 to 50 years old)	449
	<b>Subtotal</b>	<b>580</b>
Female	Senior Adults (65+ years old)	2
	Young Adults (18 to 25 years old)	8
	Older Adults (50 to 65 years old)	40
	Adults (25 to 50 years old)	226
<b>Subtotal</b>		<b>276</b>
<b>Total</b>		<b>856</b>

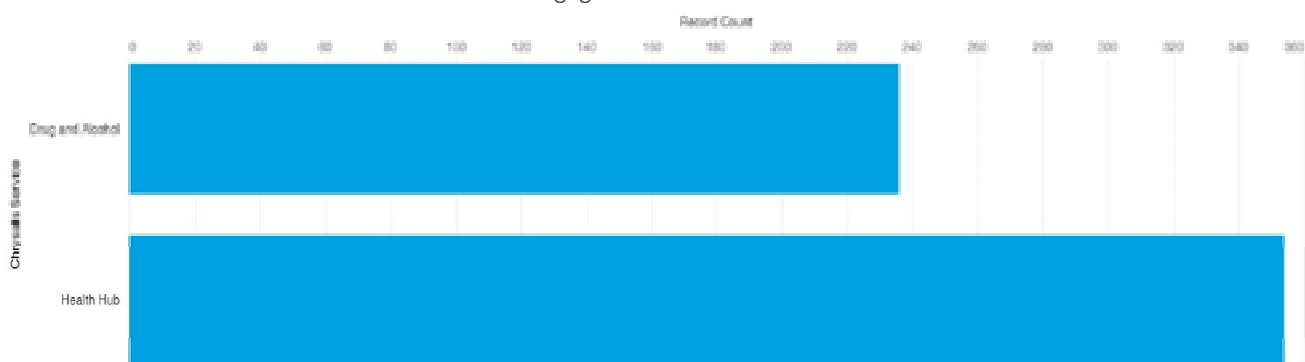


Main Problem Substance 2023	
Substance	Service Users Reported
Heroin	45
Other Opiates	16
Cocaine (Crack & Powder)	121
Benzodiazepines	95
Other sedative/hypnotics	7
Cannabis	37
Alcohol	58
Other	49

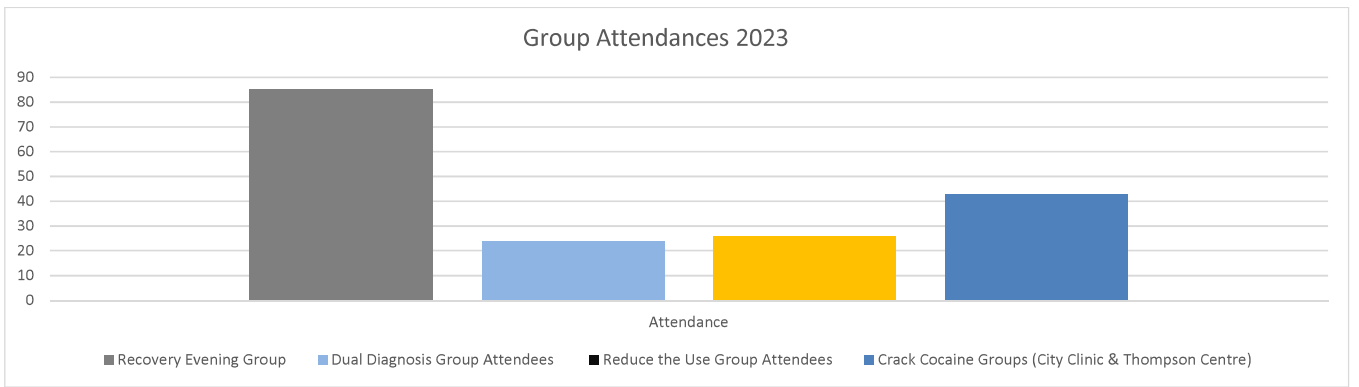


Number of Problem Substance Reported 2023	
Number of Problem Substances	Service Users Reported
One	191
Two	91
Three	94
Four	43
Five	13

### Disengaged Service Users 2023



Disengaged Service Users 2023	
Chrysalis Service	Disengagements
Drug and Alcohol (Manor Street, Dublin 7)	236
Health Hub (NEIC, Dublin 1)	354
<b>Total</b>	<b>590</b>



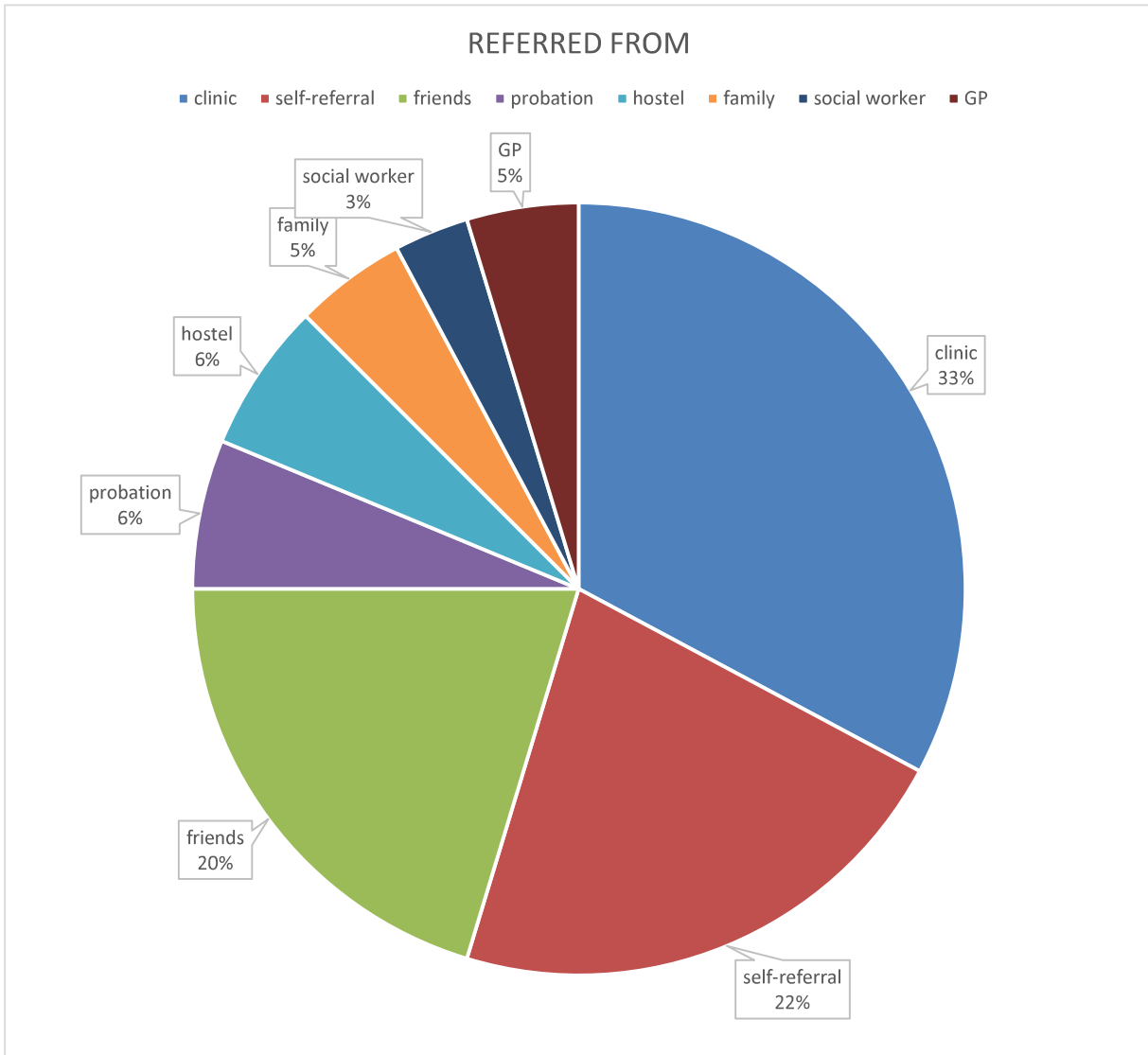
Group Attendances 2023	
Group	Attendance
Recovery Evening Group	85
Dual Diagnosis Group Attendees	24
Reduce the Use Group Attendees	26
Crack Cocaine Groups (City Clinic & Thompson Centre)	43

# CLIENT SATISFACTION SURVEY

Feedback from clients of Chrysalis for the year 2023

The total of 67 clients were contacted.

## 1. How were you referred to Chrysalis?

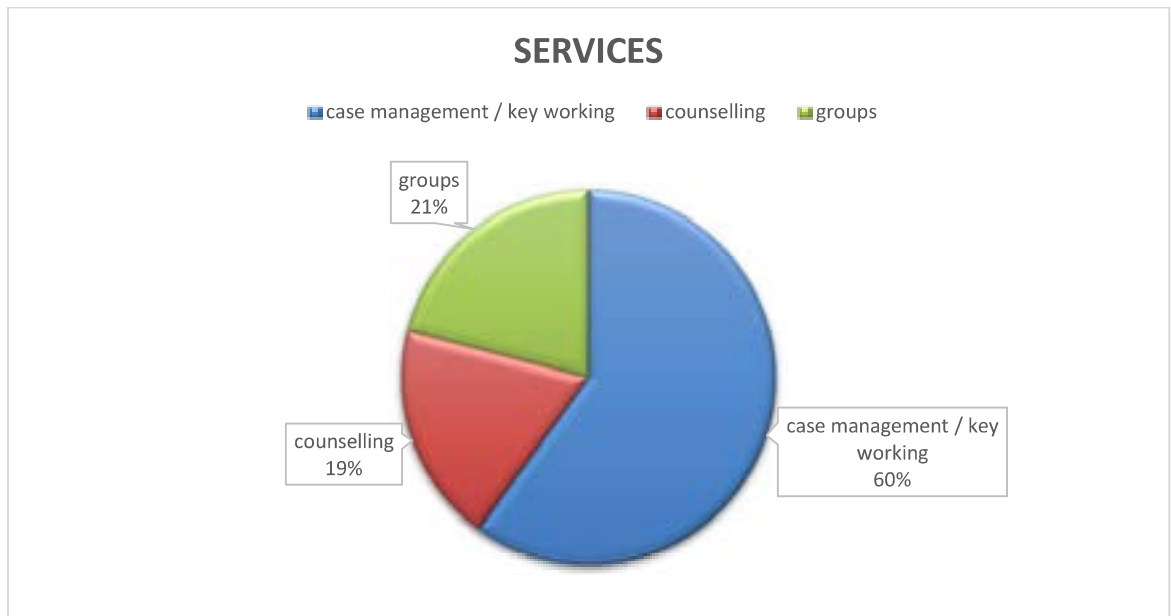


- 33% of clients have been referred by a clinic
- 22% through self-referral
- 20% through friends
- 6% through a probation officer
- 6% through a hostel
- 5% through GP
- 5% through family
- 3% through a social worker



2. What services have you used with Chrysalis?

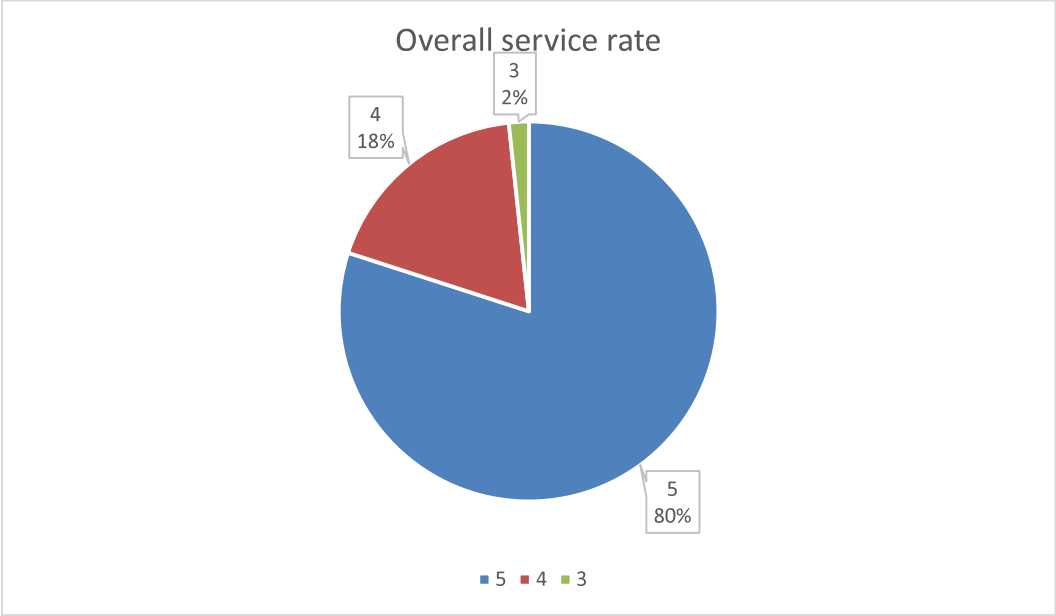
The survey reveals the number of people who used these services:



- Counselling: 19%
- Case Management/ Key Working: 60%
- Groups: 21%

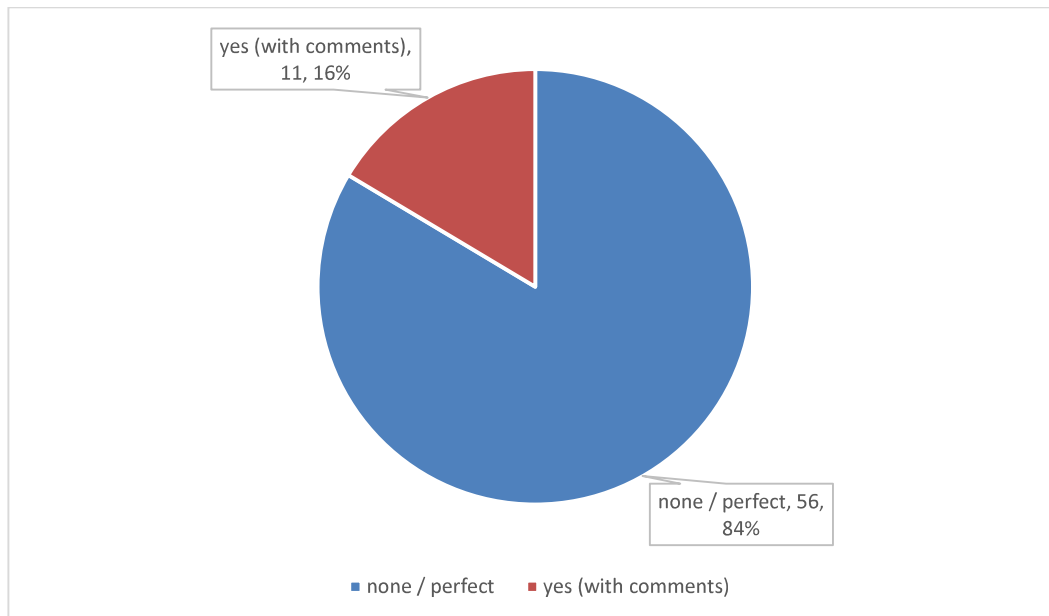
Note: Some respondents self-reported that they have used more than one service.

3. Were you satisfied with the service you received? How would you rate it from 1-5 (1 being the lowest rating and 5 being the highest rating)



- 80% of respondents have rated a 5
- 18% have rated a 4
- 2% have rated 3 and nobody rated below

#### 4. What could be done to improve the service?



78% of respondents thought there would be no improvement needed at Chrysalis. 22% had made comments which mentioned the following points:

- Couples counselling
- More housing supports
- Women's recovery group
- Day time drop in with key worker available
- More promotion of activities available for clients, awareness arising, e.g. flyers, posters etc.
- More of a closed group for aftercare rather than clients turning up sporadically
- More spiritual/religion involved in groups
- Consistency with same keyworker.
- Focus on reasons why people look for help

## FINANCIAL REPORT

Results for the Year Ended 31<sup>st</sup> December 2023

The main funder this year as with previous years is the Health Service Executive (HSE). Amounts received in 2023 were €1,055,565 an increase on 2022 €70,699 due to the increased growth of the team and increased grants for set projects.

Income for 2023 totalled €1,064,855, an increase on 2022 (€79,839). Total resources expended amounted to €1,014,888 (2022: €953,145).

The following is an excerpt from our audited accounts 2023:

<b>Incoming Resources:</b>	€	€
HSE	1,064,215	
Other	640	
<b>Total Incoming Resources:</b>		<b>1,064,855</b>
<b>Resources Expended:</b>		
Expenditure	1,014,888	
<b>Total Resources Expended</b>		<b>1,014,888</b>
<b>Surplus</b>		<b>49,967</b>

Chrysalis had a surplus of €49,967 (2022: (€31,871)), due to the high carryover from 2022 our surplus has increased, we still have some items of spend committed to into 2024 especially for some of the groups. There was an overall increase in expenditure in line with income. Chrysalis carried a reserve of €183,650 into 2023. 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, this amount will increase due to the pay parity in 2024.