

— 2020 ANNUAL REPORT —

# HOPE FOR RECOVERY



SPRINGS  
RECOVERY  
CONNECTION  
Addiction Recovery Solutions

HOME

HEALTH

COMMUNITY

PURPOSE

# A letter from our CEO & Founder

Dear Friends,

2020 as we all too well know was a year filled with tremendous challenges, fears, isolation. We also recognize that on a positive note it pushed us to become more creative, flexible, and aware of the needs of others. Springs Recovery Connection discovered that we could pivot in a matter of weeks from face-to-face coaching to employing the use of virtual telemedicine tools. At the same time our caseloads increased by one third and we began to experience numerous deaths due to overdoses on our case load.



What was stunning was how our staff, interns and volunteers rose to meet those challenges with fervor! They embraced change, learned even deeper compassion, and understanding for our recoveries and their families and for one another. We are exceedingly proud of their exemplary work during this very stressful year!

We enhanced our family support groups to meet the needs of those who have been impacted by substance use disorder or lost loved ones due to overdose. Additionally, two Spanish speaking family support groups were added to the ten weekly support groups that meet in our space.

Peer coaches and the value of our intervention efforts has been heightened during this past year. Through our outreach efforts to treatment providers, we discovered the demand for placing SRC's peer coaches in community agencies. We began contracting SRC's coaches and providing groups in treatment facilities, which has created a new revenue stream for our agency.

The UCHHealth Memorial Hospital Emergency room program of SRC expanded to the HOPE Unit of the hospital as well during this past year.

SRC's Justice programs in the El Paso County Jail and in the Problem-Solving courts expanded exponentially through a large SAMHSA federal grant that we were awarded in May of 2021. The Alumni and Fresh Out of the Gates support groups are immensely successful with a rate of recidivism of below 3.5% with a 75% of individuals staying in recovery.

Possibly our greatest challenge in 2020 was our effort in working towards National accreditation for our agency. Cathy Plush, our founder, took the lead in this endeavor and spent countless hours helping to ensure that policies and practices were at a level of excellence thought out our agency. We are thrilled to announce that we were Nationally Accredited in May of 2021 and the first Recovery Community Organization in Colorado to reach this pinacol and one of only 25 in the nation.

As we close this letter to our friends, please know that it is written with a heart of gratitude for your support though out the years and with a deep awareness that this "fight" to conquer substance use disorder must be community wide. Together as we decrease stigma, we open doors to recovery!

In Deepest Gratitude,

Trudy and Cathy



When Bobby and Serena Galindo walked into their first C.R.A.F.T. meeting at Springs Recovery Connection in 2020, they realized it wasn't about doing crafts. Bobby and Serena were invited to CRAFT by SRC Family Advocate Angie Neeley. They soon found out the Community Reinforcement Approach and Family Training offered at SRC could help them "love without a scowl". They had faced incredible challenges in their family situation and realized that they had been enabling their loved ones.

CRAFT helped them bring back the bonds they had lost in their family and that relationships can change. "We learned we don't have to take things personally, and that we have no control over our loved ones using, but that we can have peace no matter what they are doing" Bobby said of CRAFT.

Today, Bobby and Serena offer support and hope to other families affected by substance use disorder. They are known and loved as part of the SRC family. Serena has this to say about her experience with CRAFT "It was hard to learn to reconnect with family members, especially when they are still using, but there is HOPE for recovery and we want other families to know that."

**When Families Recover,  
Everyone Benefits**

# HOME



## Family Program

*Recovery is for Families.*

Springs Recovery Connection's CRAFT Support Program is for family members and friends concerned about someone close to them who lives with a substance use disorder. The Community Reinforcement and Family Training approach (CRAFT) is an evidence-based, compassionate, and effective approach for engaging a reluctant loved one into treatment. Family members learn strategies to take care of themselves while also increasing the motivation for positive change in their love ones.

In addition to the expanded family support program, in 2020 SRC added a full-time family advocate. Our family advocate links families to community resources, assists families in identifying their recovery goals and supports families in coaching sessions.

153

Family Members have engaged our family support program since it started in 2018



## TRS (Telephone Recovery Support)

*We call you at home because we care.*

Through this program, individuals receive weekly peer support phone calls from our trained staff and volunteers. This is a great way to share how recovery is progressing and get connected with recovery resources and be encouraged during their journey.

- Telephone Recovery Support is completely free and confidential
- All calls are made from the SRC offices, Monday to Friday between 9 am and 4:30 pm.
- Contact is by phone only, if an individual needs in-person peer support or resource navigation we suggest they call our main office.
- TRS calls are made by staff and volunteers who define themselves as being in recovery or a recovery ally and have completed a TRS training.
- At any time, individuals can discontinue receiving weekly support phone calls by informing us they are no longer interested.

Total number of calls in 2020

9076

# A Journey into Recovery and Giving Back

Chassity Lemuel has been in sustained recovery from alcohol since November 17, 2016. In her recovery, what she is most proud of is finding herself, the woman she was meant to be. Because of alcohol, she was lost for so many years. She never wanted to be vulnerable, she never wanted to show weaknesses, and she never wanted to fail. At one point in her recovery, she was one month sober and was given two weeks to live. Her liver and kidneys were failing along with the rest of her body. She had a choice to either give up and die or fight her hardest to live.

The next two years of her life proved to be very difficult, but they taught her grace, compassion, and empathy – everything she was lacking in her addiction. She had been looked down on and judged by many doctors, nurses, every professional healthcare worker. In the end, she proved them all wrong, and she is living proof that no matter how bad it gets, there is always a way out with help. Chassity was introduced to SRC by a family member, attended the 2019 Come Walk with Me Breakfast, and decided on the spot to pursue becoming a recovery coach. She volunteered at SRC, became a certified Peer Recovery Coach and is now the Emergency Department Coordinator at Memorial Hospital.

When asked about her recovery today, Chassity said “Talking people through maybe one of the worst days in their life and letting them know they are not alone in this journey is one of the best feelings, and it also helps in my recovery. These people count on me, and I am not going to let them down. Life is amazing. I really couldn’t ask for more.”



# HEALTH



## Peers are the backbone of our agency

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The foundation of Springs Recovery Connection is the Peer Recovery Coach. A Peer Recovery Coach is someone in long term recovery who assists others along the road to recovery. By focusing on SAMHSA's eight dimensions of wellness, Peer Recovery Coaches enter into an ongoing relationship with participants that creates extraordinary results in their lives, careers, businesses, and organizations. Recovery Coaches:

- Work in a peer-to-peer capacity rather than a professional-to-client-capacity.
- Empower their peers by helping them identify and remove barriers in recovery.
- Connect their peers to resources and organizations that help foster and sustain long-term recovery.
- Supports all roads to recovery.

During 2020 we had a total number of **1721** Recovery Coaching Sessions





## Emergency Department Program

*We are offering hope in the Emergency Department.*

The Emergency Department program at UC Health Memorial is a cornerstone of our agency. Hospital staff and clinicians have personally benefited by gaining a wider understanding of what living with an SUD can be like beyond what they learned in their clinical education. They have also learned of the many paths and resources to recovery available to patients.

Emergency Department Program Certified Peer Recovery Coaches trained in the Emergency Department curriculum are dispatched to UC Health Memorial Central Emergency Department to support to patients suffering from overdose or substance use disorders. SRC supports patients after discharge with telephone recovery support, peer coaching and resources.

### June 2019 to Present

- Total Number Served at the Hospital: 1192
- Scheduled a follow-up appointment with a SRC while in the Hospital: 549
- After Brief Intervention 74% of clients entered treatment based on recommendation/support from SRC.
- Expanded to the Hope Unit in 2021
- June 2021, a study conducted by the Evaluation Center at the University of Colorado, Denver determined a 39.5% reduction in emergency department visits after working with a Peer Recovery Coach at SRC.

# COMMUNITY

## Support Groups *Connection is the opposite of addiction.*



### All Recovery Meetings

All Recovery Meetings honor all pathways to recovery, acknowledging that each person's path is unique and reflects their personal strengths. We are offering an opportunity for social support that focuses on the hope found in recovery and to connect with others who are initiating and maintaining a recovery lifestyle. Whether you are seeking or maintaining recovery for yourself or you have a family member or friend who has been influenced by substance abuse, this group is for you.



### Family Support Group

CRAFT family support groups are peer-run by trained facilitators with lived experience. The groups empower families to influence change and train families in behavior change skills. Committing to CRAFT can improve your quality of life and prepare you for your loved one's treatment engagement.



### GRASP

Anyone who has lost a loved one through substance use disorder knows that society treats this loss differently than a death from any other cause. Grief Recovery After Substance Passing (GRASP) was created to offer understanding, compassion, and support for those who have lost someone they love through accidental death due to substance use disorder.







## Impact Alumni Group

The Impact Alumni Group was created to support individuals who are graduates of the Fourth Judicial Specialty/Problem solving courts. All pathways to recovery are embraced in these support groups and are supported by peer coaches with lived experience. Open discussion in a non-judgmental environment allows participants to share their challenges and their goals.

88

people have attended the group consistently for 1 year.

Number of Re-offenses

1.1%

One person has returned to custody with new charges

Number of Relapses

75%

Have NOT had a Re-Occurrence



## Fresh Out the Gates

Fresh Out the Gates, a weekly support group at Springs Recovery Connection, focuses on a community of people who share similar problems adjusting in society and remaining sober after incarceration in El Paso County Jail. The group provides understanding, hope and overall wellness through meetings and positive conversations and connections

72

peers have been served in the Fresh Out the Gates Group

3.3%

Recidivism rate



## Wellbriety

The Wellbriety Movement is the 21st Century effort on the part of Native Americans in Recovery to create the opportunity for individuals, families, communities and nations to live sober and balanced lives; healthy lives that are balanced emotionally, mentally, physically, and spiritually.



## 12 Step Groups

The 12 Steps were created by the founders of Alcoholics Anonymous to establish guidelines to overcome an addiction to alcohol. The program gained enough success in its early years for other addiction support groups to adapt the steps to their own needs. Although the 12 Steps are based on spiritual principles, many nonreligious people have found the program immensely helpful. The language emphasizes the presence of God as each participant understands God, allowing for different interpretations and religious beliefs.



## Peers Behind the Walls Program

*Because whenever anyone reaches out for help, we want to be there.*

In August of 2020, Springs Recovery Connection was invited to create inmate specific programming for the El Paso County Jail, which includes weekly virtual video visits with a recovery coach and a personalized wellness plan to help develop a solid transition plan as they are welcomed back to the community.

CJC Program

171

Referrals since Oct 2020

ALL Justice Program

184

Served through recovery coaching and telephone recovery support





## Specialty Courts Program

*We support people who want to make a change in their lives*

Fear and anxiety set in when a person becomes involved with the Court system. Through shared lived experience from a peer coach, we walk side by side with those who might be going through a Court case, DHS case, parole, probation or a community corrections sentence. The 4th Judicial Problem-Solving Courts have facilitated referrals to Peer Coaches at Springs Recovery Connection. Upon receipt of referral, the court participant is paired with a Peer Coach who meets regularly with the individual.



## BHCON

*Because first responders need our assistance too.*

SRC receives referrals from the BHCON Unit as they present with SUD and express an interest in working with a peer recovery coach. Once we receive the referral, an SRC Coach follows up with them to see how we can support them by offering TRS and PRC services. We began our partnership with BHCON in November 2020.

The BHCON Unit is funded by a grant from the Colorado Department of Human Services (CDHS) and will be a five-year pilot comprised of a partnership between the El Paso County Sheriff's Office, the El Paso County Department of Health and UHealth. The Unit is primarily assigned to unincorporated regions of El Paso County.



## Recovery Hero Project

*We are the faces and voices of recovery.*

SRC continues their anti-stigma Recovery Hero campaign through newsletters and social media, reaching approximately 5,000 people weekly. Since 2020, SRC has featured over 70 Recovery Heroes to date, this outreach provides public education to demystify the disease of substance use disorder and improve pathways to long-term recovery. SRC has created a Recovery Hero social media toolkit for partner agencies is now working with CHP to broaden the HERO stories community wide.

# PURPOSE



## Workforce Program

*SRC provides purpose and meaning for people starting over.*

Springs Recovery Connection has partnered with the Pikes Peak Workforce Center to provide extended paid training to SRC volunteers and those interested in learning about substance use disorder through the eyes of recovery. Participants interview with SRC and qualify through the Pikes Peak Workforce Center. The paid training lasts 3-5 months, and in that time, participants gain hands-on practical experience that highlights the competencies of a Peer Recovery Coach. In 2020, SRC had 5 Workforce interns working in our agency and many of them have been hired as staff.



## Volunteers at SRC

*Service keeps us sober.*

Our volunteers are bringing their unique gifts and talents to SRC every day! Our volunteers provide telephone recovery support, office support as well as serving on the fundraising breakfast committee and with community outreach. Many of our volunteers facilitate support groups as well. SRC had 40 active volunteers, helping us reach our community and provide HOPE for recovery.



## Training Academy

145

Coaches Trained in 2020

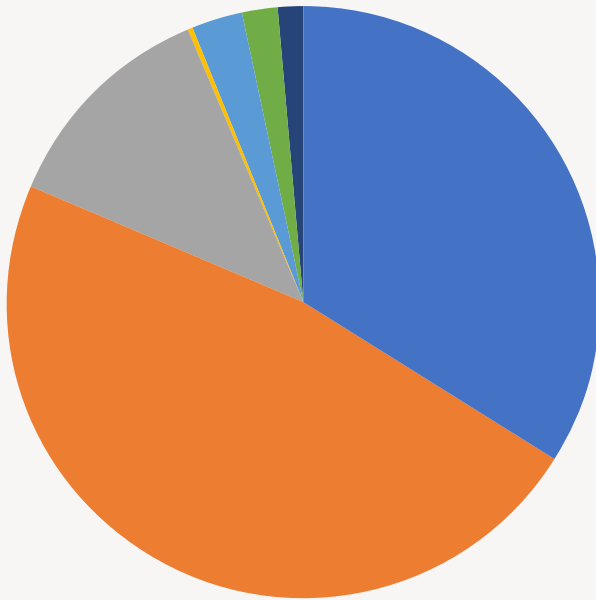
*A Peer Recovery Coach provides hope for recovery*

The SRC Training Academy prepares participants to be a Peer Recovery Coach. Whether you are in recovery, a friend, or family member of someone in recovery, or a recovery ally, these courses will provide you with the knowledge and skills necessary to guide and mentor others through their own recovery process.

Springs Recovery Connection Training Academy offers the following courses:

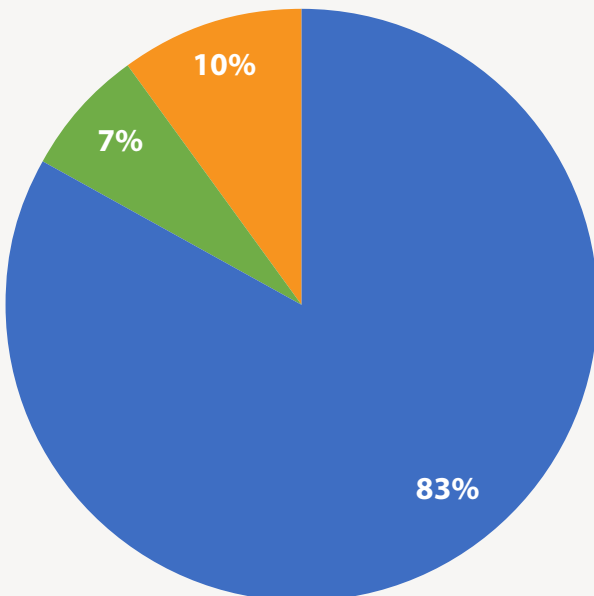
- CCAR© Peer Recovery Coach Academy
- CCAR© Recovery Coaching and Professionalism
- CCAR© Ethical Considerations for Recovery Coaches
- Peer Recovery Tools for Healthcare-Based Settings (NAADAC Approved)
- Essential Skills for the Peer Recovery Workforce (NAADAC Approved)
- Advanced Ethics for Peer Supervisors/Registered Peer Supervisor Training (NAADAC Approved)
- CCAR© Recovery Coaching in the Emergency Department

# 2020 FINANCIALS



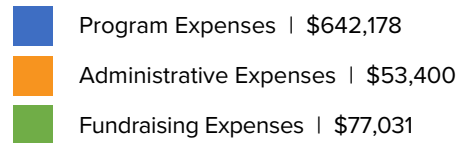
## Total Revenue

\$867,210.00



## Total Expenses

\$772,608



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With the help of our supporters, Colorado Springs is becoming a recovery friendly community. We are deeply grateful.



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