



## Telephone Recovery Support

Volunteer  
Training



# Learning Objectives

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- Discuss the history and purpose of Telephone Recovery Support (TRS)
- Discuss the issue of boundaries and anonymity and the roles and responsibilities of a TRS volunteer.
- Discuss statewide and regional recovery resources; know where to find information about these resources in order to help recoveree.
- Develop a working knowledge of the TRS database.
- Have a knowledge and understanding of a wide range of situations through role play.



# Working Agreements

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- Respect for people's thoughts, opinions and experiences
- One person speaks at a time
- Openness to the information
- Stay focused and on the topic
- Confidentiality (share the message but not the messenger)
- Stretch Rule



# History of Telephone Recovery Support (TRS)

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- Bill White - leading addiction/recovery researcher and author of Slaying the Dragon - idea of a recovery check up phone call
- 2005 CCAR (CT Community for Addiction Recovery) starts pilot program: Telephone Recovery Support.
- 2007 DMHAS (CT Department of Mental Health and Addiction Services) funds TRS program.



# Overview of TRS Program

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Volunteers will call “recoverees” once a week to offer support, encouragement, information about resources and a point of connection to help them maintain their recovery.

Volunteers - Great way to give back to the recovery community.

Recoverees - Receive support in their recovery



Win/Win



# Consent Form

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## **Telephone Recovery Support Consent** **Please Print Clearly**

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Phone #:(\_\_\_\_) \_\_\_\_\_ Referred By \_\_\_\_\_

Cell  
Phone #:(\_\_\_\_) \_\_\_\_\_ Gender (circle one): Male Female Other

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Preferred Pronouns: He/Him/His She/Her/Hers They/Them/Their

Telephone Recovery Support calls are made between 9am and 5pm Eastern Time Monday thru Friday. Please circle the time range that reflects when you would like to be called.

*We will try to call you during the time range you circle. Thanks!*

9am – Noon      Noon – 2pm      2pm – 4pm      4pm – 5pm

☐ Spanish speaking only      ☐ DO NOT leave message on Answering machine

### **I understand and agree to the following:**

1. I grant permission for a volunteer from Connecticut Community for Addiction Recovery (CCAR) to call me weekly on the above telephone number(s) to support me in my recovery.
2. Each time the CCAR volunteer calls, he/she will be asking me how my recovery is progressing and if I am in need of additional support (i.e., meetings in area, recovery community centers, safe/sober housing, social events, other resources)
3. At the time of a call, if I am in need of a referral to a treatment program or detox unit, I will be assisted in finding a program, if I so desire.
4. At any time, I may decide not to take part in this service. I will call CCAR at 844-269-8844 ext.5 or tell the volunteer when he/she calls.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Client

**Please Fax signed form to: 1-877-840-2703**  
**or enroll online at [www.ccar.us](http://www.ccar.us)**

**CCAR**

Name, Date of Birth,  
Phone #, Referred By  
Cell #, Gender, City,  
State, Zip, Call Time  
Spanish Speaking Only  
Leave a Message  
Consent for us to call



# Recovery Community Centers

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## **Hartford Recovery Center:**

198 Wethersfield Ave, Hartford, CT 06114, (860) 244-3343

## **Willimantic Recovery Center:**

713 Main Street, Willimantic, CT 06226, (860) 423-7088

## **Bridgeport Recovery Center:**

430 State Street, Bridgeport, CT 06604, (203) 332-3303

## **Waterbury Recovery Center:**

132 Grand St. Waterbury, CT 06701, (203) 290-0679

## **New Haven Recovery Center:**

1435 Chapel Street, New Haven, CT 06511, (203) 672-4115



# Statewide Recovery Resources

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## DMHAS Website:

<http://www.dmhas.state.ct.us/>

## DMHAS Bed Availability:

<https://www.ctaddictionservices.com/>

## Access Line:

[1-800-563-4086](tel:1-800-563-4086)

## 2-1-1 Website:

[http://www.infoline.org/American Job Centers:](http://www.infoline.org/AmericanJobCenters)

<https://portal.ct.gov/ajc>

## CCAR Website:

[www.ccar.us](http://www.ccar.us)

## Suicide Prevention Lifeline:

[1-800-273-8255](tel:1-800-273-8255)

## Mobile Crisis Hotline:

[\(203\) 974-7713](tel:(203)974-7713)

## Problem Gambling hotline:

[\(888\) 789-7777](tel:(888)789-7777)

## Problem Gambling services:

<https://portal.ct.gov/-/media/DMHAS/PGS/BettorChoiceProgramspdf.pdf>



# Behavioral Health Recovery Program

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Behavioral Health Recovery Program: (formerly Recovery Support Program and Basic Needs)

BHRP is not an entitlement, and is usually temporary- Individual must be:

1. Actively engaged in behavioral health treatment services
2. Employable and not receiving cash assistance
3. In need of basic recovery supports and have no available resources to meet such needs.

Provider has to sign you up to receive BHRP- Some of the supports you may receive from BHRP are:

1. Independent Housing
2. Transportation
3. Supported Recovery Housing
4. Basic Needs
5. Other Supports

## Contact Info:

Clinical Recovery Supports:

(800) 606-3677

Basic Recovery Supports:

(800) 658-4472



# Confidentiality

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- Respect the confidentiality of the recoveree.
- Information about calls may be discussed with CCAR staff and TRS volunteers only to assist in supporting the recoveree.
- TRS information may not be discussed outside of CCAR.
- Recoveree should feel safe sharing what is going on with them and know that we will keep it confidential.



# Multiple Pathways of Recovery

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CCAR believes that there are many pathways to Recovery

Volunteers do not “push” their own pathway during TRS calls

Volunteers are there to *listen*

Volunteers should manage their own biases/judgements

Take every opportunity to celebrate and validate hard work and accomplishment!



# Pathways of Recovery

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12-step (AA, NA, CA, ACA, DRA, Women in Sobriety)

Religious (Celebrate Recovery, Alcoholics for Christ, Pioneer Association) or

Spiritual (Dharma Recovery, White Bison)

Secular (Life Ring, SMART)

Medication Assisted Treatment- Methadone, Suboxone, Vivitrol

Wellness based (Yoga, Meditation, Qigong, Tai-Chi, etc.)

Active Sober Community (The Phoenix, ROCoverly Fitness, Fit2Recover, etc.)

Online Recovery Supports (In the Rooms, Recovery 2.0, Apps, etc.)



# Boundary Issues for Volunteers & Recoverees

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Boundaries protect both you & the recoveree from harm.

Always clarify your role as a volunteer.

You can't personally provide housing, transportation, financial assistance, employment, sponsorship, or socialization for a recoveree.

You can provide them with phone numbers and information, but it is up to them to call.

When in doubt check with the Volunteer Manager or RCC Manager.



# Follow up Boundary Information

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Volunteers may end up meeting recoverees they call out in the community or at meetings. It's fine to acknowledge this if and only if the recoveree initiates the conversation and provided that you don't break their anonymity.

If you have a personal relationship with a recoveree that you're assigned to call, let the Volunteer Manager know so that another volunteer can be assigned to call that person.



# Volunteer Commitment

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Volunteers are expected to complete the Volunteer Orientation Training and CCAR Ambassador Training prior to TRS training.

Volunteers are asked to make a commitment to come at least once a week and make Telephone Recovery Support calls.

Volunteers must fill out the Volunteer Time Sheet each time they volunteer.

If you cannot make your scheduled day, please call to let us know so that someone else can make the calls. Reschedule if possible.

The recoverees really appreciate the calls and we don't want to let them down.



# TRS Suggestions

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Take your time, read the contact history...each and every call deserves your attention.

Try to engage in a genuine conversation so that the person feels you are interested in them and their recovery.

It's okay to share some of your own story, if it's relevant to the conversation, you feel comfortable doing so, and you feel that the recoveree is interested and open to hearing it.

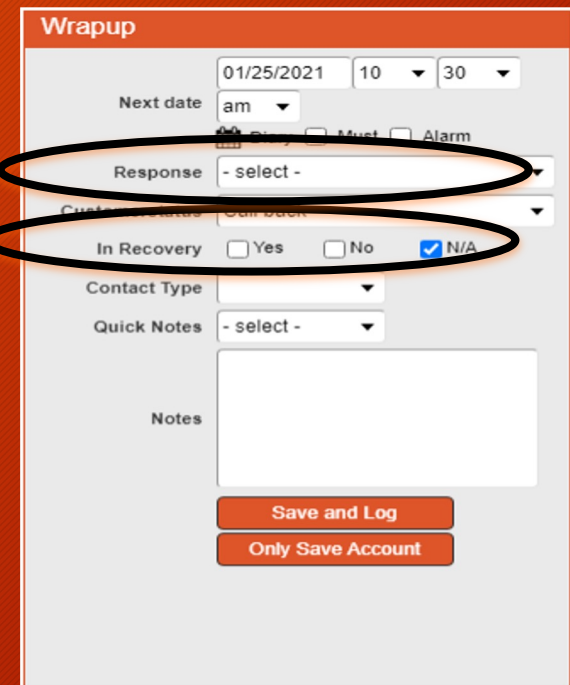
Conversation should be directed by the recoveree! You are there for support and encouragement.



# TRS Reminders

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- In the “Response Box” do not select “made contact” unless you speak with the recoveree.
- If speaking to a family member or friend put “left message”
- Do not change the “In Recovery” checkbox if you do not speak with the recoveree.



The screenshot shows the 'Wrapup' form in the TRS system. The form includes fields for 'Next date' (01/25/2021, 10:30 am), 'Response' (a dropdown menu with '- select -'), 'In Recovery' (checkboxes for Yes, No, and N/A), 'Contact Type' (a dropdown menu), 'Quick Notes' (a dropdown menu), and a 'Notes' text area. Two black ovals are drawn around the 'Response' dropdown and the 'In Recovery' section, highlighting the areas mentioned in the instructions. The 'In Recovery' section shows the 'N/A' option selected with a blue checkmark. At the bottom of the form are two buttons: 'Save and Log' and 'Only Save Account'.



# Role Plays

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## 1. Recoveree is Doing Well

\* Sometimes someone will be doing fine in their recovery but may still need support in other areas of their lives.

## 2. Recoveree Shaky, But not Using

## 3. Relapsed But Is Open to Help

## 4. Relapsed But Is Not Open to Help

## 5. Recoveree is in Crisis

## 6. Boundaries

\* Recoveree asks volunteer for personal assistance.

Take a minute to brainstorm some possible responses.



# What if's ?

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You get an answering machine:

This is Crystal from CCAR calling for “Joe” If you feel the need to speak with someone right away, please call us at 844-269-8844, otherwise we'll call you back in a couple of days.

A family member answers the phone and does not know what CCAR is:

Tell them what CCAR is without talking about the individual recoverees.

Family member answers the phone and knows about CCAR and wants to talk to the volunteer:

Volunteer is to leave message for recoveree but is free to talk about CCAR's Mission and that we have family support services available if they're interested.



# Wrap-Ups

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How's your confidence level about making TRS calls on a scale of 1-10?

What did you like?

What will you use?

What else do you feel you need?

Please fill out your Training Evaluation

Now it's time to make the calls!



# Closing

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Time for questions and comments.



Thank You