

WHAT WE BELIEVE

Start believing.



Peer Assistance Services

**WE ARE EACH
OTHER'S HARVEST:
WE ARE EACH
OTHER'S BUSINESS:
WE ARE EACH
OTHER'S MAGNITUDE
AND BOND**

—GWENDOLYN BROOKS

BELIEVE

Peer Assistance Services is committed to substance use prevention and intervention programs for Coloradans. We work to make sure individuals get the help they need—and to make a meaningful, measurable difference in their lives. The dedication and collaboration that inspired the founding of the agency in 1984 continue to drive us today: the values of integrity, respect, compassion, perseverance and vision are part of our culture and keep us focused on our mission. The accomplishments reported here are a piece of our ever-growing story.

From July 2010 through June 2011, Peer Assistance Services created an education series to broaden awareness of substance use issues; awarded six scholarships to the University of Utah School on Alcoholism and Other Drug Dependencies; was awarded three contracts to continue SBIRT Colorado, SBA Coverdell Drug-Free Workplace Program and the Southeast TASC Program; completed construction on the agency training center; operated 12 offices statewide and managed 15 contracts and programs with a \$9.1 million budget. Our programs included peer health assistance programs; a case management program for parolees; workplace EAP services; universal screening, brief intervention and referral to treatment; a prescription drug abuse prevention program, and a healthy relationships program. We are proud to report that one out of every 133 Coloradans received direct services from our program staff, impacting more than 37,000 individuals.

These and other achievements offer a striking record for any year. They're even more remarkable given that the past year saw unprecedented challenges with changes in healthcare, behavioral health and substance abuse programs, services and demands. This report focuses on Peer Assistance Services' response to these challenges and—most importantly—how we were able to help rebuild careers, enrich communities and assist Coloradans in creating a healthier future.

On a daily basis, our focus is on the personal outcomes of our clients. The challenges we face as an agency are reflections of the challenges of the individuals we serve—people who succeed despite tremendous odds, reaching beyond limitations to become examples of the power of the human spirit.

It is our hope you enjoy reading the stories that mark this past year in our history as we take stock of just how far we've come. Again and always, we thank all of you—individuals, organizations and funders—for your compassionate support and continued partnership as we look forward to continuing to meet the challenges of the future.



Lloyd Davis, President, Board of Directors



Elizabeth M. Pace, Chief Executive Officer

REVIEW

Education Series

In searching for ways to impact the effects of substance use, we recognized that education and awareness are critical strategies in our prevention and intervention services within the workplace and community. As a result, we established the PAS Education Series to create awareness about the wide-reaching effects of substance use and to encourage dialogue on how to address this issue. The series examines the problem from various perspectives to bring attention to the issue with multiple audiences. The series included a day-long summit on the importance of SBIRT within the hospital setting; a spring event featuring Governor Howard Dean speaking on healthcare reform and substance abuse prevention and treatment services; and planning for a Colorado Prescription Drug Abuse Forum.

Founders Awards

The Peer Assistance Services Annual Founders Award recognizes individuals and organizations that have made sustained, significant and far-reaching contributions to further substance use prevention and intervention efforts within the community. This year, PAS was very proud to recognize

- **Randi C. Wood, LCSW, DCSW, CEAP, Director of Colorado State Employee Assistance Program**
- **Eric Goplerud, PhD, Senior Vice President, Substance Abuse, Mental Health and Criminal Justice Studies, NORC at the University of Chicago**

University of Utah School on Alcoholism and Other Drug Dependencies Scholarships

The “Utah School” is designed to help students and professionals understand substance abuse and addiction. Offering sections for both students and professionals in specific fields, including pharmacy, nursing and dentistry, it was developed for those concerned about addiction among peers. The Utah School provides information, motivation and guidance to establish a better understanding of dependency and to implement and strengthen state- and campus-level programs for colleagues whose practice is impaired due to addiction or other issues. Each year Peer Assistance Services awards the Joe Barry Kushner Memorial Scholarship to dentists and dental students; the Jody Gingery Memorial Scholarship to nurses and nursing students; and the Harold Bober Memorial Scholarship to pharmacists and pharmacy students to attend The University of Utah School on Alcoholism and Other Drug Dependencies.

PROGRAMS

Colorado TASC • Treatment Accountability for Safer Communities

Melissa Ippolito, BA, CAC III, CEAP, Colorado TASC Director

Funding: Colorado Department of Corrections

Colorado TASC is a statewide case management program with 10 offices in four regions: Western, Northeast, Southeast and Mile High (central Denver). TASC spans the boundaries of both the treatment and corrections systems by providing direct services essential to achieving good outcomes with offenders who have substance use, mental health and other related issues. The program provided case management services including assessment, referral to treatment, monitoring and reporting for more than 7,900 offenders supervised by the Division of Adult Parole. Colorado TASC recognizes the importance of addressing other issues associated with recidivism by making referrals to Community Re-Entry for employment, housing, transportation and other needs.

On the road to success Colorado TASC Director Melissa Ippolito comments on the evidence-based incentive program developed and utilized by the Colorado TASC offices: “The incentive program rewards and motivates clients to attend substance abuse treatment on a regular basis and the benefits extend into other aspects of life. Consistent attendance at the sessions provides the individual with a sense of accomplishment and value. Many have received little recognition or positive reinforcement in their lives, and this helps to fill that void, offering positive feedback to help them continue on the road to success.”

Healthy Relationships

Cynthia Hoskins Koenck, BA, Healthy Relationships Program Manager

Funding: U.S. Department of Health and Human Services, Administration for Children and Families

The program provided relationship education to low-income singles, couples and parents with evidence-based curricula, offering more than 64 classes throughout the year and serving more than 709 participants at 21 community and faith-based agencies. The goal of the program is to strengthen families and communities by improving the quality, stability and longevity of relationships through skills training and relationship education. Agency and participant feedback have consistently expressed the program’s overwhelmingly positive effect on relationship dynamics, communication, conflict management, and healthy relationship beliefs.

Understanding they have a choice One story demonstrates the impact of the program and the ripple effect of education and skills-building on the extended family. After completing a particular exercise, participants expressed the realization that they are empowered to create the family they want. Looking at habits and practices from the family they grew up in and answering questions such as, “how did your family communicate, did your family eat meals together, what type of discipline was practiced in your family,” participants examined what they knew in childhood and understood they had a choice of which practices they will leave behind or bring into their family now, and what they will pass along to their children.



PROGRAMS

Peer Health Assistance Programs

Mark Merrill, RN, ND, CNS, Director, Peer Health Assistance Programs

Dental Peer Health Assistance Program

Funding: Colorado Board of Dental Examiners

The Dental Peer Health Assistance Program provides assessment and referral; case management; short-term solution-focused counseling; and long-term intensive case management services for licensed dentists with physical, emotional or psychological or substance abuse problems, including assistance to family members, employers and profession-related staff. The program served more than 664 individuals through direct and indirect services. Through collaboration with professional organizations and student/faculty groups, there were many opportunities for presentations on substance abuse within the profession and program services available. This allowed for increased visibility and utilization of the program. For professionals identified by family members or colleagues as needing assistance, but who have not yet recognized the need, the program works with a multi-disciplinary intervention team of trained professionals that offered help with a unique and powerful approach. Through this collaboration, dentists had the opportunity to accept assistance and maintain their practice. Working with the Colorado Board of Dental Examiners to provide a comprehensive annual training for Practice Monitors, the program assures the dentists in the program are effectively monitored while practicing.

Nursing Peer Health Assistance/Nurse Alternative to Discipline Program

Funding: Colorado State Board of Nursing

The program provided a continuum of prevention and intervention services to address various problems that affect practice through comprehensive assessment, referral to treatment and rehabilitation contracts with rigorous monitoring. The Nursing Peer Health Assistance/Nurse Alternative to Discipline Program provided services to nurses with physical, emotional or psychological or substance abuse problems, including assistance to family members, employers and profession-related staff. The program served 1,743 individuals, either through direct services or informational presentations about substance use and impaired practice. Because it is statutorily allowed for nurses to resolve issues related to substance use and mental health disorders in a confidential manner, the program worked closely with the State Board of Nursing to follow and monitor nurses for safety to practice issues.

Pharmacy Peer Health Assistance Diversion Program

Funding: Colorado State Board of Pharmacy

The Pharmacy Peer Health Assistance Diversion Program served 383 individuals through direct and indirect services. The program provided assessment and referral; case management; short-term solution-focused counseling; and long-term intensive case management services for pharmacists and interns with physical, emotional or psychological or substance abuse problems, including assistance to family members, employers and profession-related staff. Presentations about substance abuse and program services grew due to continued collaboration with professional organizations and student and faculty groups, increasing visibility and utilization of the program. For professionals identified by family or colleagues as needing assistance but who have not yet recognized the implications of a substance use or mental health disorder, the program worked with a multi-disciplinary intervention team of trained professionals that offered help with a unique and powerful approach.

Prescription Drug Abuse Prevention Program

Jennifer Place, LPC, CAC III, CEAP, Prescription Drug Abuse Prevention Program Coordinator

Funding: Colorado Division of Behavioral Health

The Prescription Drug Abuse Prevention program, RxDrugs.NotYours.NotSafe., continued compiling and reporting data from various Colorado agencies regarding medication misuse and abuse and deaths due to prescription drug abuse. The data was used to increase awareness of the issue by the fact that more Coloradans die each year from prescription drug overdose than from drunk driving. Collaborating with other organizations and coalitions across the state to target students and young adults, the program provided direct educational and informational presentations to 2,198 individuals. Educational materials were distributed to more than 61,500 Coloradans and the program was featured on Colorado television news. Peer Assistance Services and the Prescription Drug Abuse Prevention program promoted the second annual Prescription Drug Abuse Awareness Week during November. During the week, Peer Assistance Services sponsored a community education event targeted to parents and educators, featuring Dr. Ken Winters, director of the Center for Adolescent Substance Abuse Research presenting "This is Your Brain on Adolescence." The Prescription Drug Abuse Prevention program also assisted in promoting two U.S. Drug Enforcement Administration community prescription drug take-back events, resulting in collection of 11.7 tons of unused or expired prescription medication in Colorado.

SBIRT Colorado

Brie Reimann, MPA, Program Director, SBIRT Colorado

Funding: Substance Abuse Mental Health Services Administration, Center for Substance Abuse Treatment grant administered by the Colorado Division of Behavioral Health

Screening, Brief Intervention, Referral to Treatment (SBIRT) is an evidence-based approach to identifying substance use in healthcare settings, similar to other chronic disease screenings. In September 2011, SBIRT Colorado reached its goal of screening 120,000 patients over a five-year time period. Services were implemented in a variety of settings including hospitals, emergency departments, trauma settings, primary care, federally qualified health centers, dental clinics, HIV care settings and employee assistance programs located in rural, urban and frontier communities. The diversity in settings makes Colorado unique in its approach to implementation, leading to several lessons learned. Interviews with providers at each setting indicated services will likely continue following the end of grant. The value of SBIRT at the various settings was recognized through outcomes such as reduction in substance use, improved quality of care and a systematic approach to identifying and intervening with substance use issues that can cause or worsen healthcare conditions. In September, Colorado received another grant funded by the Substance Abuse and Mental Health Services Administration to implement SBIRT in primary care and other community-based settings, becoming the only state to receive two consecutive SBIRT grants. The lessons gathered during the previous five years will allow for successful implementation with a proposed goal of reaching an additional 75,000 patients.



PROGRAMS

Workplace programs

Caitlin Kozicki, MA, NCC, LPC, CAC III, CEAP, Employee Assistance/Workplace Programs Director

Workplace Prevention Services

Funding: Colorado Division of Behavioral Health

Employee Assistance Program services were provided to 10 small businesses to reduce alcohol, tobacco and other drug risk factors and prevent substance abuse issues for employees and their families. More than 1,600 individuals were eligible to receive assessment, short-term problem resolution and referral services. The organizations also received specialized drug-free workplace policy consultation, supervisor trainings and a variety of wellness programming ranging from stress and time management to establishing personal and professional boundaries. Direct services, such as educational and protective factor trainings, were provided to 1,194 individuals, with indirect services provided to more than 1,900 individuals. Businesses served were in the hospitality, manufacturing, retail, professional, scientific and technical services and social assistance industries.

Paul D. Coverdell Drug-Free Workplace Program

Funding: U.S. Small Business Administration

During the past year 16 small businesses in the construction, manufacturing and hospitality industries in the Denver metro area received no-cost drug-free workplace program consultation that included the full spectrum of EAP services. Policy consultations were tailored for each business and supervisors were trained in recognizing and addressing substance abuse issues. More than 700 employees were eligible to receive assessment, short-term problem resolution and referral services, which equates to over 1,500 covered lives. Direct services were provided to 504 individuals and indirect services were provided to 957 individuals. These organizations served reported positive changes in employee attendance and morale.

Impact beyond the direct client An employee at a client company called to ask about services that might be available for a roommate he was concerned about, knowing he was struggling with a drug problem. We explained that anyone in his household could seek services and he should encourage his roommate to contact the EAP. A highly intelligent, successful professional who knew his addiction would surface at work if he did not do something about it, the roommate called minutes later. His story unfolded: what began as recreational alcohol and prescription medication misuse as a teenager had developed by the time he was 30 into an addiction to cocaine, Oxycontin and alcohol. Over the course of four visits, the EAP staff worked with him to create a long-term plan for sobriety including referral to individualized treatment and 12-step support. When the EAP staff followed up, he was pleased with the progress he was making with his therapist and proud to report he was maintaining his sobriety.

Short-term problem resolution Services were provided to a worker with a history of gang involvement and violent behavior, who had become involved in a verbal altercation with another employee at work. When he disclosed his feelings about wanting to hurt the other employee to his manager, he was encouraged to call the EAP. He was given some initial coping strategies over the phone, and scheduled his first appointment. The client was seen three times by an EA professional, and discussed his issues with stress and anxiety and his patterns of aggressive behavior. Open to learning new ways of thinking and behaving, he quickly adopted healthier and more adaptive ways of interpreting others' behaviors, reducing his anxiety and potential for escalation. The client became re-engaged in social and spiritual supports that had once contributed positively to his wellbeing and peace of mind, and gratefully disclosed to the EAP staff that for the first time he could see that perhaps he wasn't destined to end up in jail.

FINANCIALS

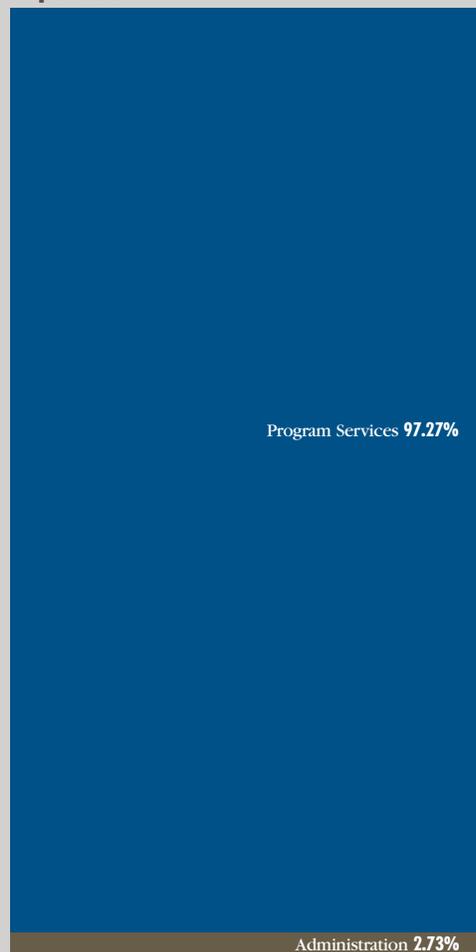
Expenses

Program Services	\$ 8,610,357
Management and General	\$ 242,091
Total expenses	\$ 8,852,448

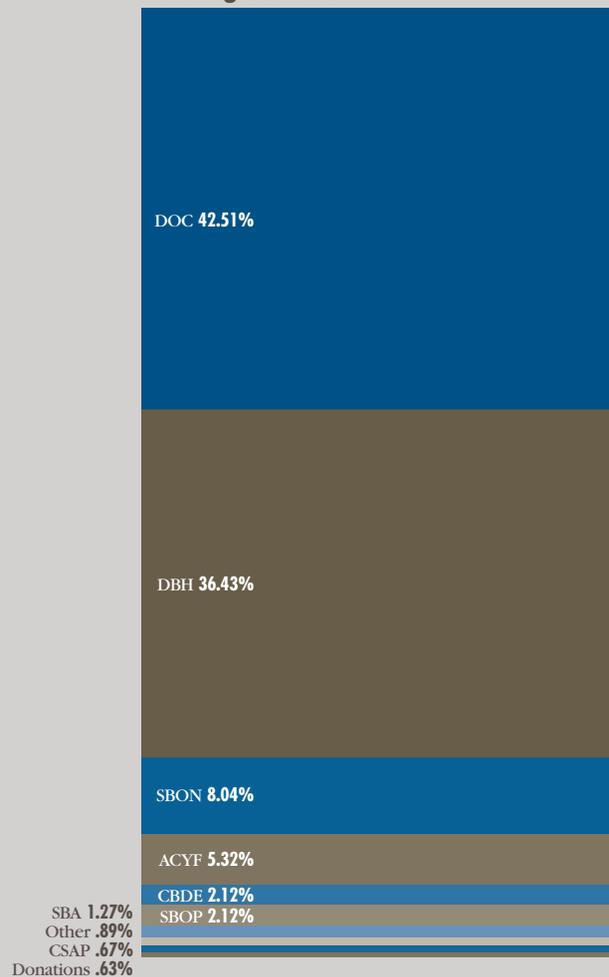
Funding sources

Division of Behavioral Health, Colorado Department of Human Services	\$ 3,315,411
Colorado Department of Corrections	\$ 3,869,598
Colorado State Board of Nursing	\$ 731,968
Administration on Children, Youth and Families, U.S. Department of Health and Human Services	\$ 484,172
Center for Substance Abuse Prevention, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services	\$ 61,352
Colorado State Board of Pharmacy	\$ 193,404
Colorado Board of Dental Examiners	\$ 192,540
U.S. Small Business Administration	\$ 115,929
Other	\$ 80,582
Donations and Fundraising	\$ 57,030
Total funding	\$ 9,101,986
Net income	\$ 249,538

Expenses



Funding sources



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COMMUNITY

Throughout the year, our organization and staff support the community through professional organization membership and leadership, volunteer time and sponsorships. These efforts align with our mission, unite our staff and contribute to the community.

The organizations include

- Advocates for Recovery
- Behavioral Health Transformation Council
- The BIG (Brief Intervention Group) Initiative
- Center for Dependency, Addiction and Rehabilitation
- Colorado Criminal Justice Reform Coalition
- Colorado Nurses Association
- Colorado Pharmacists Recovery Network
- Colorado Providers Association
- Concerned Colorado Dentists
- Employee Assistance Professionals Association
- Faces and Voices of Recovery
- Flippin' the Script
- Host Committee for the World EAP Conference
- International Nurses Society on Addictions
- Prescription Drug Abuse Task Force
- National Association of Addiction Professionals
- National TASC
- Society of Addiction Counselors of Colorado



Peer Assistance Services, Inc.

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WE BELIEVE

**Dedicated to providing quality, accessible substance abuse prevention and intervention services
in the workplace and community**

**Giving hope, strength and direction
to change lives affected by substance use**

Start believing.



Peer Assistance Services