

PEER ASSISTANCE SERVICES

Celebrating 20 Years

Annual Report 2003-2004

Dedicated to quality, accessible prevention and intervention services in workplaces and communities, focusing on substance abuse and related issues.

History

- **November 1983:** A group of nurses met to discuss the problems faced by nurses with drug or alcohol problems, including limited treatment options, licensure sanction, and lack of peer support.
- **April 1984:** The agency incorporated as N.U.R.S.E.S. of Colorado Corporation: Nurses United for Recovery, Support, and Education, Successfully. NCC received a \$9500 contract from ADAD (the Colorado Alcohol and Drug Abuse Division) to provide peer EAP services to nurses in the Denver/Boulder area.
- **During the 1980's:** NCC received funding from The Colorado Trust for five years to expand peer EAP services statewide; collaborated with the Colorado Nurses Association to draft legislation to provide an alternative to discipline program for nursing; participated with the Colorado Pharmacist Association and the Colorado Pharmacist Recovery Network.
- **May 1991:** The Pharmacy Peer Health Assistance Diversion Program was signed into law and NCC was awarded the contract with the State Board of Pharmacy. NCC submitted the



winning bid for the State Board of Nursing Diversion Program.

- **1991:** Sponsored a national conference for healthcare professionals with a grant from the Center for Substance Abuse Prevention.
- **October 1993:** NCC was awarded the Colorado Board of Dental Examiners Diversion Program contract to provide case management services to licensed dentists.
 - **1994:** The Board of Directors voted to change the agency name to Peer Assistance Services, Inc. to better reflect the multiple disciplines served.
 - **Throughout the 1990s:** PAS continued to provide support to CNA in identifying resources for nurses struggling with issues in the workplace such as grievances, professional practice concerns, disability and unemployment.
- **1998:** The case management and rigorous monitoring practices that PAS became expert at over the years laid the foundation to consider case management in other populations. This led to a bid on a Department of Corrections contract to provide the Western Parole Region TASC program based in

Grand Junction. The Treatment Accountability for Safer Communities program provides case management services to parolees who have substance abuse histories.

- **2000:** PAS received the DOC contract to provide the Northeast TASC program with offices in Westminster and Greeley. PAS received a Drug-Free Communities grant from the Department of Justice, which expanded its focus to safe neighborhoods and community capacity building.
- **2001:** PAS was awarded the contract for the Southeast TASC program with offices in Colorado Springs and Pueblo. ADAD funding continued to support peer EAP services to healthcare workers, promote Drug Free Workplace services and EAP support to small businesses.
- **2003:** PAS developed partnerships with Concerned Colorado Veterinarians and Colorado Lawyers Helping Lawyers. PAS received a fourth contract from the DOC to provide the Mile High TASC program with offices in Denver and Englewood.
- **2004: Peer Assistance Services, Inc. proudly celebrated 20 years of service!**

Message from the President and the Executive Director

Dear Colleagues and Friends,

"September is National Recovery Month, a time to celebrate the success of people in recovery and to re-commit ourselves to helping even more."

What a great message for us as we review the past year and celebrate the 20th Anniversary of Peer Assistance Services, Inc.! It has been another busy and fruitful year for both staff and Board who continually demonstrate their commitment to our mission. PAS can be proud of the quality of programming and confident in the management of our fiscal resources.

Peer Assistance Services, Inc. was awarded the Mile High TASC Program contract from the Colorado Department of Corrections this year. We are very pleased to welcome the Mile High staff to our agency. Peer Assistance now manages all the adult TASC programs in Colorado.

We were notified of a successful grant application to HealthONE Alliance to fund a training of trainers program called Team Awareness. This is a SAMHSA Model Program, one of the very few focused on the workplace. The grant enabled us to bring Dr. Joel Bennett, the program's developer, to Denver in March when he trained 16 professionals. Thanks to HealthONE Alliance, a non-profit community organization, improving health care through research, education and philanthropy, for this support.

We are very pleased to have embarked upon collaborations with Colorado Lawyers Helping Lawyers to provide facilitated peer support groups throughout Colorado, and the Concerned Colorado Veterinarians. Other new work in the community has included supporting Outreach for Recovery, a peer program of the Catholic Archdiocese of Denver and a social norming project at a Denver high school.

Our most valued accomplishments continue to be the services provided to healthcare workers and others with substance use and mental health disorders. This year the TASC staff provided case management to approximately 5000 parolees statewide. Our EAP staff provided statewide program services to nearly 140 health professionals and more than a dozen small businesses with approximately 800 employees. Prevention program staff facilitated 16 multi-session FAS groups serving over 400 parents and youth.

Our 20th anniversary is a wonderful time to thank again our exemplary staff and Board for all they do to bring our mission to life. Our annual event celebrating 20 years of service was the greatest ever. The response from the communities we serve was exceptional. Volunteer hours are at an all time high. The demand for services continues. You truly make a difference in the lives of people with substance use and mental illnesses.

Finally, we want to acknowledge our funders with whom it is our pleasure to partner in the important work we do: Alcohol and Drug Abuse Division, Colorado Department of Human Services; Colorado Board of Dental Examiners and State Board of Pharmacy, Department of Regulatory Agencies; Office of Juvenile Justice Delinquency Prevention, Department of Criminal Justice; and the Colorado Department of Corrections.

We look forward to another productive and exciting year.

Jeff
Jeffrey M. Downing
President

Elizabeth
Elizabeth M. Pace,
Executive Director



Jeff Downing & Elizabeth Pace



Peer Assistance Services, Inc. Accomplishments 2003-2004

PREVENTION PROGRAMS

PARENT/YOUTH GROUPS:

Prevention staff facilitated 16 multi-session groups for over 400 parents and youth, and included these populations:

- Families with a parent in prison or in recovery from addiction
- Families with a child affected by FAS
- Teen parents
- Families with a child in juvenile corrections
- Families in homeless shelters or domestic violence shelters or transitional housing
- Families at elementary and middle schools in metro Denver



MENTORING CHILDREN OF PRISONERS:

is a new grant funded by the Administration for Children and Families (of the US Department of Health and Human Services), which provides mentors for children of prisoners. Either one or both parents may be incarcerated. The program will provide careful screening of mentors, training and ongoing follow up and support.

OUTREACH FOR RECOVERY:

is a confidential peer program to assist members of the Catholic community in the Archdiocese of Denver with issues related to alcohol and other substance abuse. The program provides referrals to qualified professionals, groups, and other appropriate community services.

COLLABORATIONS and PARTNERSHIPS

- Office of Drug Strategy, Denver, Colorado
- Advocates for Recovery
- Local high school social norms research project

PARENT CORPS:

PAS will coordinate a 3-year project to establish Parent Corps in Colorado. Parent Leaders have already been trained for Westminster High School and Fairview High School. Parent Leaders will work to educate other parents in their children's school about the dangers of alcohol, tobacco and illegal drug use, and to support those parents in their efforts to keep their children drug-free.



Employee Assistance Programming

Employee Assistance Programs

are worksite-based programs designed to assist (1) work organizations in addressing productivity issues and (2) "employee clients" in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance.

Using the EAP model of service delivery, Peer Assistance Services provides:

- assessment and referral
- short term problem resolution
- case management
- case monitoring
- educational presentations
- consultation with managers about policy and drug-free workplace programming
- assistance with job search and re-entry
- statewide facilitated peer support groups
- 24/7 telephone support

Healthcare Workers EAP

This program is funded by the Colorado Alcohol and Drug Abuse Division (ADAD). Initiated in 1984 for nurses, it began offering services to other healthcare workers in underserved employment settings with limited resources and students in 1989.

- Over 140 healthcare workers received services
- Half of the clients were RNs, LPNs and students of nursing

Prevention education and consultation provided:

- Schools of nursing, pharmacy and dentistry
- Hospitals, clinics, home health agencies
- Nursing organizations and other healthcare forums

Small Business Initiative

ADAD has funded this program since 2001.

- Businesses in program: 12
- Employees covered: 794

Services are provided to Colorado small businesses for a period of two years. New businesses are added as existing businesses complete their cycle. At the end of the service period, they are referred to other community EAPs.

Services provided include assistance with Drug Free Workplace policy and program implementation, information about drug testing, and employee assistance services.

Currently enrolled businesses include light manufacturing, hospitality, healthcare, personal services, and financial services. These businesses are located throughout Colorado.

EAP contracts

PAS has been the external EAP for a medium sized health care business in Denver since 1999 and a very small health care company since January 2004.



Team Awareness for the Workplace

is a workplace training program that addresses behavioral risks associated with substance abuse among employees, their co-workers, and indirectly, their families. This program has been shown to increase help-seeking behaviors, enhance the work climate and reduce problem drinking.

- 16 individuals were trained in a week-long course and certified by the program's developer, Dr. Joel Bennett, PhD, to be able to offer **Team Awareness** to organizations.
- Peer Assistance hosted the first training in Colorado, and one of the first sessions in the country.

HealthOne Alliance provided funding for the training of trainers program. HealthOne Alliance is a non-profit community organization, improving health care through research, education and philanthropy. Plans for the next year include bringing Dr. Bennett back to Colorado to conduct a refresher session, and look at ways the program can be expanded.

"Team Awareness addresses aspects of workplace culture, teamwork, communication, stress, policy substance abuse prevention and more. Team Awareness also increases awareness and utilization of EAP's."

Don Jorgensen, PhD, CEAP, President
Employee Assistance Professionals Association

Collaborations, Partnerships

- Colorado Lawyers Helping Lawyers
- Concerned Colorado Veterinarians

**Dentist
Peer Health Assistance
Diversion Program**

This program provides alternative to discipline program services to licensed dentists pursuant to a service contract with the Colorado Board of Dental Examiners. It is referred to as DPAP, the Dentist Peer Assistance Program.



Why did 49 dentists and interested others receive help from the Dentist Peer Assistance Program?

- Relationship concerns
- Physical health problems
- Alcohol and other drug problems
- Regulatory matters
- License issues
- Legal issues
- Behavioral problems

COLLABORATIONS and PARTNERSHIPS

- University of Colorado School of Dentistry
- Colorado Dental Association
- Concerned Colorado Dentists

Dentist and Pharmacist Diversion Programs

- Statutorily defined alternative to licensure discipline program
- Purposes: protection of the public and rehabilitation of the participant
- Affords a licensee an alternative to public sanction, if ALL conditions of participation are met
- Licensee is in a rigorous monitored rehabilitation and recovery program
- Available to licensees with substance abuse, emotional or physical problems that may impair practice
- Licensees can seek assistance for these issues before practice problems become evident
- Anyone may refer to the program by calling 303-369-0039, ext. 207, or toll-free at 866-369-0039

Why did 61 pharmacists and interested others receive help from the Colorado Pharmacist Recovery Network?

- Mental health concerns
- Physical health problems
- Alcohol and other drug problems
- Profession/career issues
- Regulatory matters
- Legal issues

COLLABORATIONS and PARTNERSHIPS

- University of Colorado School of Pharmacy
- Colorado Pharmacists Society

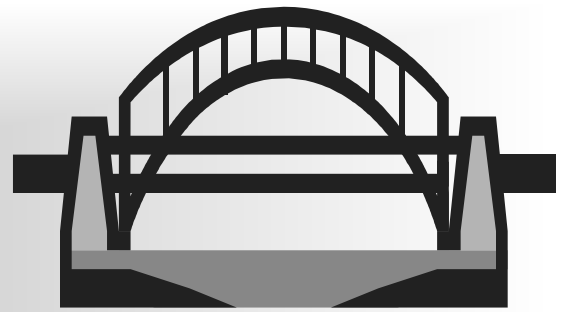


**Pharmacist
Peer Health Assistance
Diversion Program**

This program provides alternative to discipline program services to licensed interns and pharmacists pursuant to a contract with the Colorado State Board of Pharmacy. It is referred to as CPRN, the Colorado Pharmacist Recovery Network.

Treatment Accountability for Safer Communities

Bridging justice and treatment



Western TASC

Grand Junction

The Western TASC program, covering the entire Western Slope of Colorado, met budget constraints with a modification of services and a reduction in staff. Midway through the year Western TASC was awarded a monitoring contract through Federal Probation. These revenues will make it possible to expand case management services. For fiscal year 04-05 Western TASC plans to provide services to all outlying areas, even if in a limited capacity. With a small increase in staff hours, this expansion becomes more likely.

- Total clients served: 852
- CAC certified staff: 50%

Southeast TASC

Colorado Springs, Pueblo

Reentry Court has been a significant highlight for the Southeast TASC program this year. Designed to provide more support, structure and incentives for participation, Reentry Court assists parolees who have co-occurring disorders. In this program, clients come to reentry court once a month, with the involvement of TASC, Parole and other community support resources. In 2004-05, Northeast TASC will also participate in the *Transitional Case Management Study* conducted by Criminal Justice Drug Abuse Treatment Studies, a cooperative research program of the National Institute on Drug Abuse (NIDA).

- Total clients served : 1200
- CAC certified staff: 80%

What is a TASC program?

TASC stands for Treatment Accountability for Safer Communities. The Colorado Department of Corrections (DOC) funds one TASC program in each Parole Region. Services provided at no cost to clients include:

- intake assessment and referral
- case management and monitoring
- reporting
- working with approved treatment providers, Vocational Rehabilitation, Dept. of Human Services, Probation and other community organizations

Clients pay for the cost of urinalysis, breathalyzer and antabuse administration. Clients make co-payments for substance abuse treatment services.

How long will a client be in the TASC program?

Length of time varies by client, and may extend from a minimum of six months to the entire time a client is on Parole. Completion of requirements is determined on a case-by-case basis in collaboration with Parole.

Northeast TASC

Westminster, Greeley

Northeast TASC has implemented intensive case management services since July 2003. A weekly orientation intake group was established to provide information about TASC and its services. TASC has involved Approved Treatment Providers to present their programs and give parolees a better understanding of community-based treatment. In 2004-05, Northeast TASC will participate in the *Transitional Case Management Study* conducted by Criminal Justice Drug Abuse Treatment Studies, a cooperative research program of the National Institute on Drug Abuse (NIDA).

- Total clients served: 1241
- CAC certified staff: 83%

Mile High TASC

Denver, Englewood

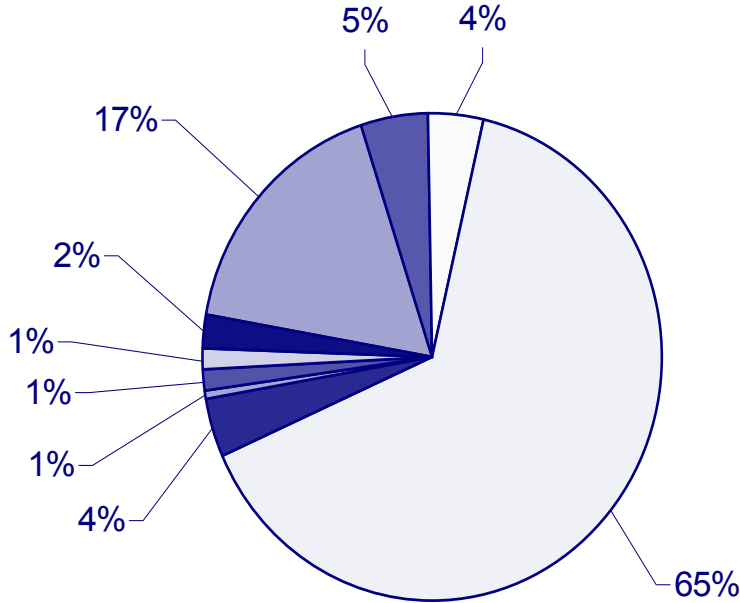
The Mile High TASC program was able to retain existing staff this year. The Denver office was required to share space with the Englewood staff unexpectedly at the end of June. Mile High TASC plans to acquire space that will house the Central Metro Parole office, the John Inman Work and Family Center and the Denver Mile High TASC office. Mile High TASC also supports the Denver Reentry Services Project for offenders with serious mental illness. Director Julie Hoffman accepted a position on the National TASC Board of Directors.

- Total clients served: 1500
- CAC certified staff: 86%



Financials Fiscal Year 2003-2004

Revenues



ADAD	- 17%
CBDE	- 5%
SBOP	- 4%
DOC	- 65%
OJJDP	- 4%
EAP services	- 1%
HealthONE Alliance	- 1%
Other Income	- 1%
Fundraiser & Donations	- 2%

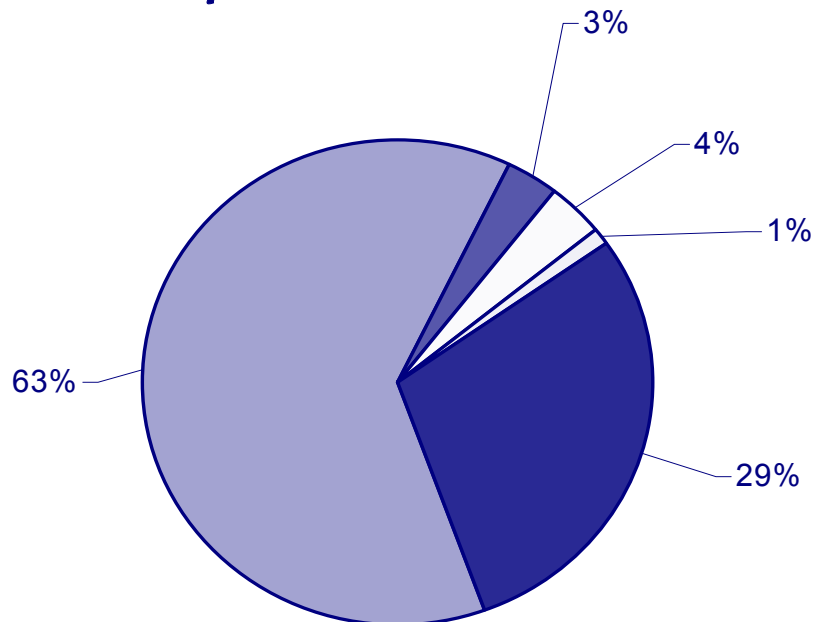
ADAD	10,772.00
CBDE	113,800.08
SBOP	88,400.04
DOC	1,549,520.79
OJJDP	89,121.00
EAP services	14,545.26
HealthONE Alliance	35,400.00
Other Income	26,877.89
Fundraiser & Donations	56,290.28

Total Revenues \$2,384,727.34

Personnel	1,474,777.92
Consultants	78,744.30
Travel	86,779.81
Fundraising	25,007.56
Operating	684,841.67

Total Expenses \$2,350,151.26

Expenses



Personnel	- 63%
Consultants	- 3%
Travel	- 4%
Fundraising	- 1%
Operating	- 29%

Board of Directors and Staff

Directors

Jeff Downing, MS, RN

President

Mary Newell, BS, RPh

Vice President

Jill Bednarek, MSW

Secretary

Clare Sandekian, MS, RN, CNS,
CAC III

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Lena Ewing, JD, RN

Kevin Fraker, RPh

Sarah Hopfenbeck, MD

Sara Jarrett, EdD, MS, CNS,
RN

Robert H. Lyford, DDS

Lawrence Males, BA, RN

Cecilia E. Mascarenas, BA

Roger Portfolio, RPh

Per Reiakvam, DDS

David C. Stuhr, RPh

Louise Suit, EdD, RN, CAS

Staff

Dental and Pharmacy Diversion

Donna Lindsey, RN, C, CAC III,
CARN, CEAP

Diversion Program Manager

Susie Huls, BS

Compliance Coordinator

Prevention Programs

Bert Singleton, BA

Prevention Program Coordinator

EAP and Workplace Programs

Jacqueline M. Westhoven, RN,
CEAP, CARN

EAP Manager

Jill Bachman, MSN, RN, CEAP

Education/Outreach Coordinator

Andy Siegle, LPC, CRC, CAC II

Workplace Programs Specialist

Western TASC Program

Melissa Ippolito, BA, CAC III

Director

Donald Engberg, MA

Case Manager

Brandi Lake, BA

Case Manager

Michael Stucker, CAC III

Case Manager



Board of Directors: Clare Sandekian, Sara Jarrett, Theresa Anselmo, Cecelia Mascarenas, Roger Portfolio, Mary Newell, Kevin Fraker and Jeff Downing. Not pictured: Jill Bednarek, Lena Ewing, Lawrence Males, Per Reiakvam, Louise Suit, Robert Lyford & Les Crispelle.

Northeast TASC Program

Larry Taylor, CAC III

Director

Karen Wagner, AAS, CAC II

Case Manager

Jerry Stayton, BS, CAC III

Case Manager

Barbara Heuerman, BS, CAC III

Case Manager

Thomas Gonzalez, CAC III

Case Manager

Colleen Todd, MA

Case Manager

Southeast TASC Program

Lois Lifto, LPC, CAC III

Director

David Robinson, BA, CAC II

Case Manager

Darrin Roberts, MS, CAC I

Case Manager

Michael Botello, BA

Case Manager

Bonnie Saenz, BSW, CAC III

Case Manager

Donald Hollesen

Monitoring Technician

Mile High TASC Program

Julie Hoffman, BS, CAC III

Director

Layne Jacobson, MA, CAC III

Case Manager

Donna Storey, MA, CAC III

Case Manager

Anita Hoffman, BCJ, CAC II

Case Manager

Dale Brotski, BA, CAC I

Case Manager

Chris Corson, BS

Monitoring Technician

Chad Edson, BS, CAC III

OSMI Case Manager

William Kulikowski, PhD

OSMI Case Manager

Peer Support Group Facilitators

Mary Corcoran, BSN, RN

Marta Martinez-Evans, BS, CAC III

Ann Muñiz, MA

Janice Schultz, MA, LPC

Colleen Todd, MA

Peggy Yarwood, BSN, MA

Joni Zepp, RN, MA, CAC III

Administration

Elizabeth M. Pace, MSM, RN, CEAP

Executive Director

Lee Ann Aden, BA

Director of Finance & Operations

Katie Banks

Executive Assistant

For additional information about the programs and services of Peer Assistance Services, Inc. please contact us at:

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