

## **CRC Activities** *Celebrating 30 Years Of Service*

In 1975, The Captain and Tennille were riding high on the tune *Love Will Keep Us Together* and the Eagle's album *The Best of My Love* rose to number one on billboard charts. At the same time, drug and alcohol treatment centers were emerging as federal legislation provided some rights to those suffering from the disease of alcoholism. On March 20, 1975 "The Council on Alcoholism of Clermont County" was incorporated. Then on November 17, 1975 The "Council" established its first program, an eight hour Alcohol Safety Action Program; designed for those convicted of driving while intoxicated. This journey through Clermont Recovery Center, Inc.'s (CRC) history will remind many individuals how far this field and agency have come.

Originally named the Clermont County Council on Alcoholism, the agency was organized and established in 1975 by the Clermont County Health and Welfare Planning Council, which was a branch of the Cincinnati area Community Chest. Within a short time the name was changed to the Clermont County Council on Alcoholism and Drug Abuse. In 1989 the name of the agency became the Clermont Recovery Center, Inc. The agency is a private, not-for-profit corporation.

The original budget of CRC was \$15,000; the fiscal year 2005 (FY05) budget was roughly \$2,800,000. The majority of funding for the agency comes from ODADAS and administered locally by the Clermont County Mental Health & Recovery Board. The original programming was limited to an eight-hour alcohol safety course for individuals convicted of driving under the influence. Today programming includes assessment, traditional and intensive outpatient treatment, adolescent home-based therapy and a day treatment program, prevention, education and training. The agency continues to offer a 72-hour Residential Driver Intervention Program for those convicted of driving under the influence.

In the first twelve months of operation, the agency provided services to eighty-seven persons; in FY04, the agency admitted 1507 clients. In 1975 the agency had one full-time staff person; currently it employs over fifty staff.

CRC was originally certified by the Ohio Department of Health and Mental Health for R-DIP and outpatient services. On September 1, 1990 the agency was certified by the Ohio Department of Alcohol and Drug Addiction Services (ODADAS) and they continue to maintain this certification. Most recently, CRC earned CARF accreditation for the majority of its adult and adolescent programs.

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Clermont Recovery Center, Inc. is a not-for-profit drug and alcohol prevention and treatment agency funded in part by the Clermont County Mental Health and Recovery Board.

## **Prevention** *CRC's Shirley Dupler* *Receives Wasserman Champion Award*

At the Clermont County Mental Health & Recovery Board Annual Dinner on November 8, 2004, Shirley Dupler was recognized as this year's Wasserman Champion Award winner. She is the third recipient of this award

This award is given in memory of James F. "Jim" Wasserman, Board Executive Director from 1977-1997, to a professional in the field of mental health and/or alcohol/drug treatment who has utilized innovative, creative and consumer-focused approaches to implement new services and advocate for consumers in their efforts toward recovery.

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In September of 1989 funds were received from the Ohio Department of Health and Mental Health to develop a women’s outreach program; the goal was to link women to needed services and eliminate barriers to services. CRC continues to receive funding from ODADAS for this very purpose.

There are so many significant events that have shaped the Recovery Center as it currently operates. Working with inmates in the jail and offering services to children at College Hill Apartments have provided some of the most rewarding moments shared by staff. The National Center on Addiction and Substance Abuse at Columbia University (CASA) Grant allowed CRC to work with women receiving welfare benefits and experiencing substance abuse problems move from “welfare to work.” Expanding adolescent services with a grant from ODADAS that provided intensive services to adolescents in a Day Treatment Program allowed an alternative to traditional intensive services. Receiving funding from the Mental Health and Recovery Board with a Grant from the Health Foundation of Greater Cincinnati to provide home based services to troubled adolescents and their families using a model called Multi-Dimensional Family Therapy (MDFT) has given hope to many families of addicted teens.

No matter what the task, the staff at CRC are willing to become involved if it improves the lives of individuals impacted by addiction and related issues. We want to thank Clermont County for the opportunity to serve you for the past 30 years.

*“Ms. Shirley has helped me on the road to recovery. She is an excellent teacher. I am leaving jail now and will only miss her class.”*

Ms. Dupler has been an active professional for over 40 years with 21 years at the Department of Youth Services and at Clermont Recovery Center since 1988. She serves on multiple committees, is a Chaplain to incarcerated individuals and is also Chairperson of the Brown County Alcohol, Drug Addiction and Mental Health Services Board.

She has been described as having a special gift to work with all ages and in all settings. Even with her many paid and volunteer activities, Ms. Dupler, ends each conversation with her signature line, “Do something nice for yourself before midnight.” Comments from client evaluations, her co-workers and colleagues are always positive. However a comment from an individual in the Clermont County Jail sums it up the best when he said, “Ms. Shirley has helped me on the road to recovery. She is an excellent teacher. I am leaving jail now and will only miss her class.”

## Families Provide Feedback

As part of the agency’s ongoing efforts to continually improve the quality of services clients are asked to take home a survey for a family member to complete. This is a voluntary activity; CRC counselors have worked hard to encourage clients to have the surveys completed and returned. Over the past two quarters, the number of completed surveys has increased significantly. For the 2nd quarter (Oct.–Dec.) 41 surveys were returned. Below is a summary of the results; for more information or a full copy of the report contact the CQI Manager.

The responses were very positive:

- **95% of family members rated services as excellent or good**
- **95% reported that they felt their loved one was treated with dignity and respect**
- **90% reported that they felt their loved one was given hope as a result of the treatment they received**

### Family Member Survey Results Ratings of Overall Quality of Service

*Statistics gathered from 41 completed surveys.  
2nd Quarter, Fiscal Year 2005*

**51% Excellent, 44% Good, 5% Average**

Family members often indicate that they would have liked to have been more involved in treatment. Due to confidentiality restrictions, clients have to give consent for family members to be involved in services. CRC encourages clients to involve family members, friends or significant others in their treatment. Some programs at CRC, including Day Treatment (adolescents) and Intensive Outpatient (adults) require family member involvement on a regular basis.

Other options for families: Families are also welcome to attend CRC’s “Family Education Group”. This is a free program offered on Thursday evenings from 6:00 p.m. – 7:15 p.m. at CRC’s main office. The program is designed to provide education and support to families who have been affected by a loved one’s drinking or drug use. For more information about the Family Education Group, contact Rita Vilvens at 735.8100.

## **CARF Accreditation**

*Clermont Recovery Center  
Awarded International CARF Accreditation*

In January 2005, Clermont Recovery Center was awarded an accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). This accreditation represents the highest level that can be awarded to an organization for program conformance to standards established by CARF.

Clermont Recovery Center was awarded for eight programs by CARF, with two programs, Prevention/Diversion and the home based child and adolescent services, being noted as demonstrating “exemplary conformance to the standards.”

Clermont Recovery Center went through a rigorous peer review process and demonstrated to a team of surveyors that its programs and services are of the highest quality. Steve Goldsberry,

President/CEO of Clermont Recovery Center, said, “the accreditation process provides the most significant and positive system changes within our organization in the last ten years and places us at the leading edge of best practices in our field. Additionally, it will allow our organization to diversify services and better serve the holistic need of clients.”

CARF is an independent, not-for-profit accrediting body whose mission is to promote quality, value and optimal outcome of services, concentrating on enhancing lives.

Clermont Recovery Center has provided alcohol, tobacco and other drug prevention and treatment programs to adults and adolescents in Clermont County and the southwest Ohio region, since 1975. For additional information call 735-8100 or visit [www.recoveryctr.org](http://www.recoveryctr.org).

## **Prevention**

*Prevention Program Receives State Honor*

Clermont Recovery Center, Inc. was honored on Friday December 10, 2004 as an ODADAS (Ohio Department of Alcohol and Drug Addiction Services) Exemplary Prevention Program award winner for its Club HERO (Helping Everyone Reach Out) program. The Club HERO after-school Prevention program is an effort to encourage positive activities for youth that live in several low-income communities in Clermont County.

Club HERO’s objective is: *“to provide a positive, nurturing atmosphere for youth during the critical after-school hours.”*

The following components are central to the program:

- 1 Time is provided for youth to complete homework, receive tutoring, and participate in life-skills activities.**
- 2 A drug education course called “You Have the Right to Know About Drugs” is implemented.**
- 3 Parents are encouraged to become involved in the program through “Family Nights.”**

Club HERO runs year-round at five apartment communities in Clermont County, including the College Hill and Bella Vista Apartments in Batavia. Children are able to participate in the program on an ongoing basis.



Left to Right: John Kies, Clermont Cty. Mental Health & Recovery Bd; Rochelle Jones, Specialist and Jenny Weaver, Coordinator of Clermont Recovery Center’s Prevention Program; Melinda Norman – SW Regional Prevention Coordinator, Ohio Dept. of Alcohol and Drug Addiction Services (ODADAS).

Many of these youth do not have the option to participate in other extra-curricular activities through the school, due to the expense and their lack of transportation. Club HERO represents a positive extra-curricular activity that emphasizes the importance of education, life skills, and living a drug-free life.

Clermont Recovery Center was one of seven Ohio programs honored on Friday December 10 at the Ohio Prevention Education Conference (OPEC). For more information on any of CRC’s prevention services, contact Jenny Weaver at 735-8100.

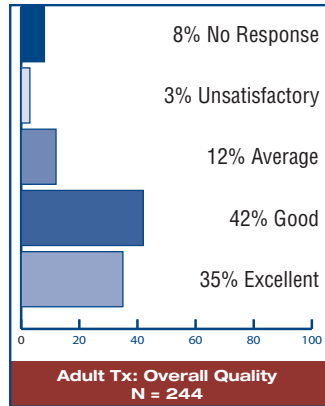
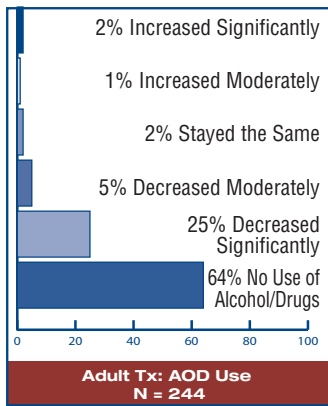
# Client Evaluation Results

Mid-Year, Fiscal Year 2005

Clients complete evaluations on a random rotating schedule throughout the year. Both adult and adolescent clients participate in this process. The data is used to monitor the effectiveness of services and make improvements in programming.

## Adult Evaluations

A total of 244 adult client evaluations were collected in the first half of the fiscal year (July–Dec.); the evaluations continue to yield positive results. Clients are asked about a variety of issues; alcohol and drug use and overall quality of services are two of the topics.



The majority of clients (94%) report either none or reduced use of alcohol/drugs while in services. Most clients (77%) report that the services they receive are either excellent or good. Below are graphs reflecting this data.

## Adolescent Evaluations

Adolescent clients completed 55 evaluations thus far this year. The responses are similar to those of the adult client evaluations. An overwhelming majority of adolescents (89%) report that their use has either decreased or they have not used while in treatment. These clients also report being satisfied with the services they receive. Below are graphs reflecting their responses. For more information or a copy of the full report, please contact the CQI Manager.

