

HELPLINE – Entrance door to (un)sustainable recovery paths

Boro Goic / Association Celebrate Recovery
RUN- Recovered Users Network

EWODOR Dublin, 23.10.2023.

Background



CELEBRATE

RECOVERY



RECOVERED USERS
NETWORK

- Sarajevo, Bosnia and Herzeg. 2008
- Provides help to addicts
- Motivation
- Re-socialization
- Working with families / relatives
- Drug policy work
- Regional networking
- Conferences

- Brussels, Belgium 2013
- 63 member org. experts, researchers
- Provides political voice to recovered users and recovery organizations
- Contributes to policies by raising the voice of recovery movement/ national, EU, UN levels

Purpose of the HELPLINE

General goal - creating a supportive atmosphere and building a relationship of trust, through active listening, encouraging, affirmation, reflecting emotions, providing information, etc.

The principles of anonymity and confidentiality – key values – help create a safe environment where people can more freely seek help

Evaluation after 6 yrs. - outreach to those who are not in any support or treatment system (66% are currently not in any system)



COUNSELING CENTER



TOTAL NUMBER OF SERVICES 7651
TOTAL NUMBER OF SERVICE USERS 2097



44% HELPLINE



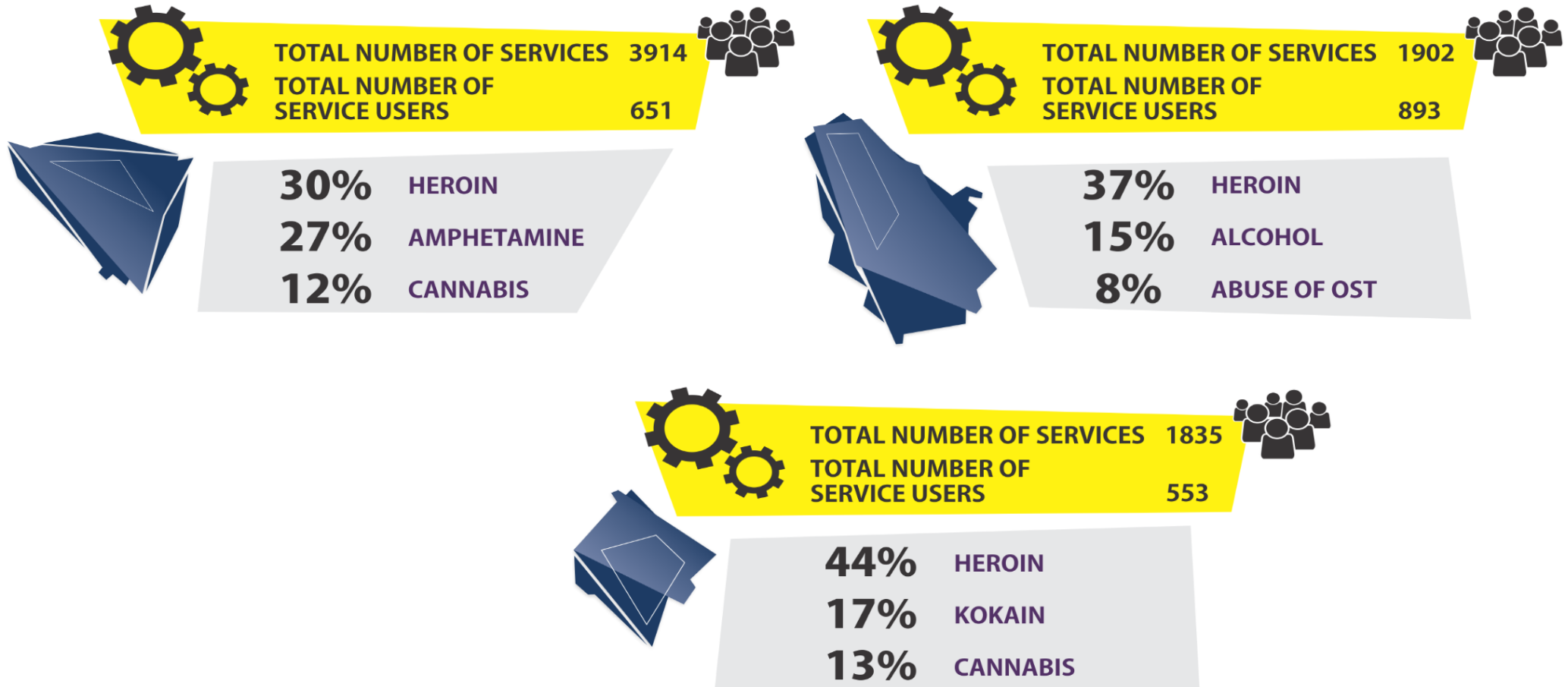
51% SERVICE PROVIDED IN COUNSELING CENTER

56% NEEDS TREATMENT

49% SERVICE PROVIDED TO FAMILY MEMBER
45% SERVICE PROVIDED DIRECTLY TO A CLIENT



DRUG REPRESENTATION BY COUNTRY



Purpose of the HELPLINE

What was a focus (clients review):

- To the person, his/her biography 60%
- Personal meaning and growth 40%
- Strengths and achievements 27%
- Creating an ecology of recovery 81%
- Entry into the recovery-oriented care system 88%

HELPLINE

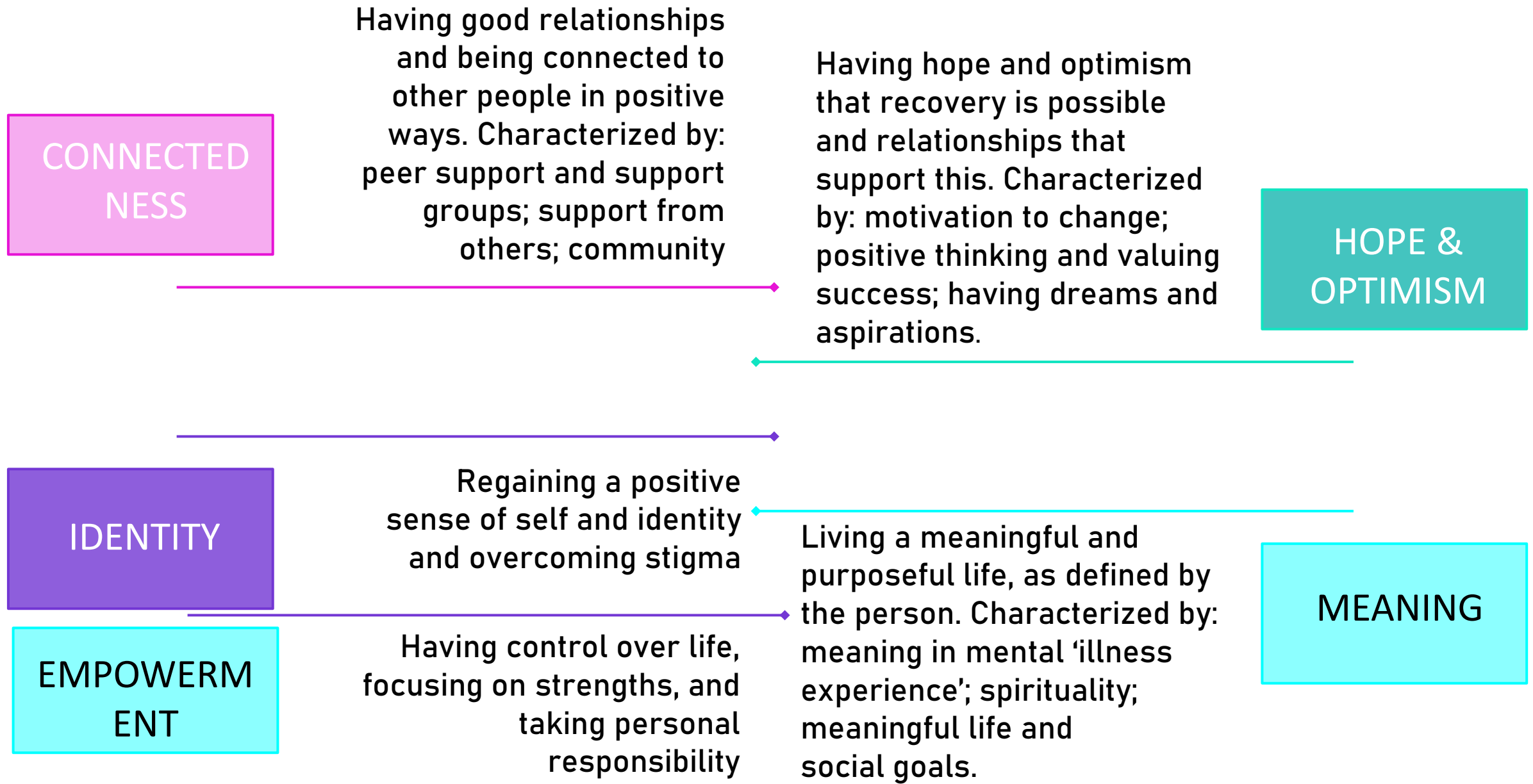
By calling the free phone line, you can:

- directly approach drug abuse counselors
- get information about the addiction recovery process
- receive support and guidance for entering the addiction recovery process
- get support and advices on how to behave towards a loved one who uses drugs
- got informed about the harmful effects of different drugs
- **get information about institutions and non-governmental organizations dealing with the issue of addiction in your city**
- get more information about the services we provide

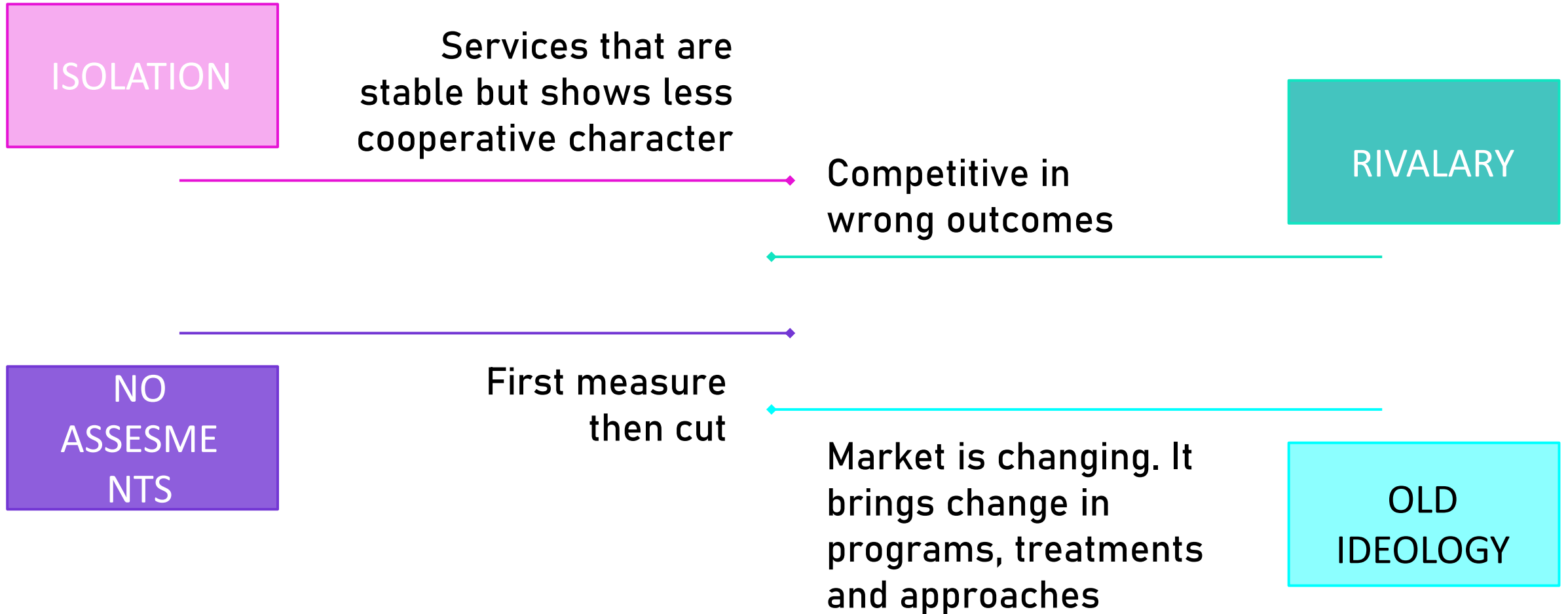
The Helpline can lead further to:

- Scheduling a new call (for information or by agreement)
- Starting online counseling (a COVID-19 innovation)
- **Intermediation to another service**
- Scheduling an informative meeting at the counseling center

Identifying services that provide (CHIME)



Identifying services that provide (IRON)



Stigma among professionals

The research was carried out using a survey method on a convenient sample of professionals in the mentioned countries

(N=1279 - Bosnia and Herzegovina = 599 / Montenegro = 130 / Serbia = 550).

The target group was primarily professionals from the fields of health, social care, psychological support, police, education, non-governmental sector and media.

A special set of questions processes the phenomena that we address to professionals who work with people addicted to drugs, namely their:

BELIEFS,

EMOTIONAL REACTIONS,

SOCIAL PREJUDICES,

TOLERANCE AND ACCEPTANCE.

Gaining a clear insight into the manifestation of stigma in the social relationships of people addicted to drugs, especially family, friends, partners and employers.

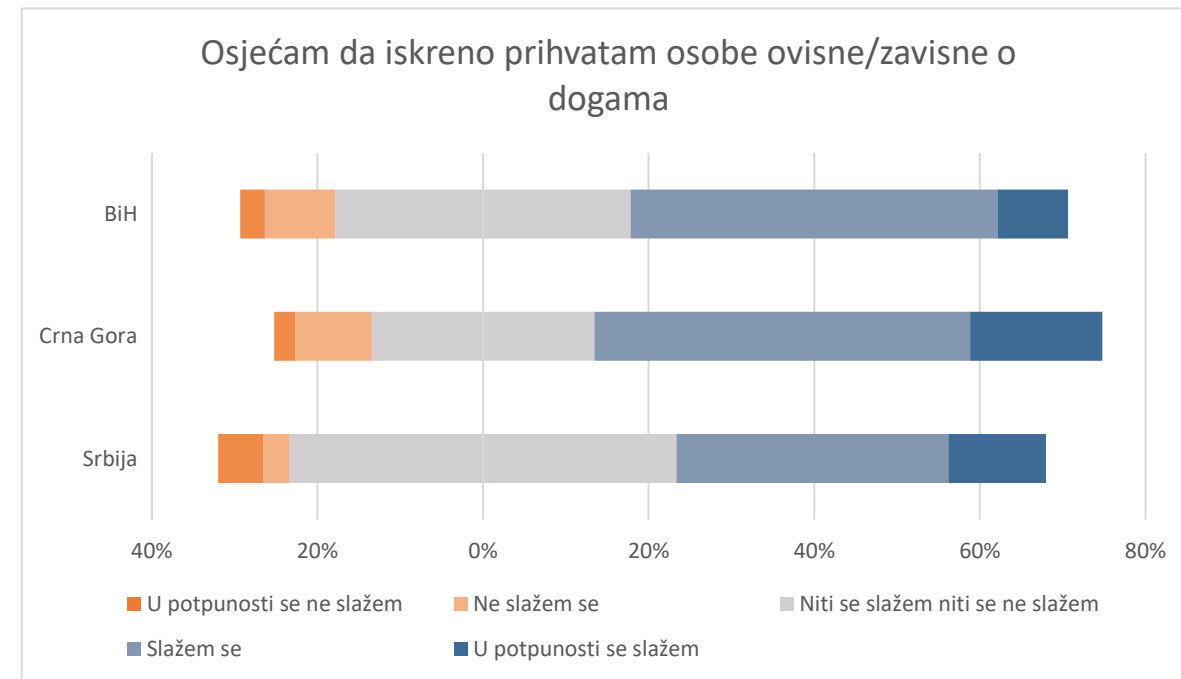
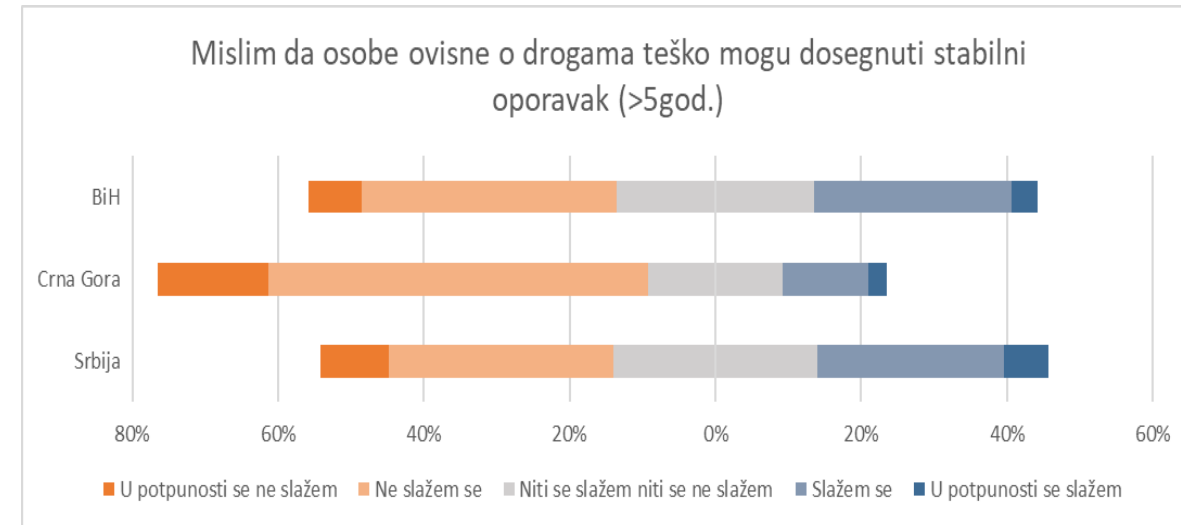
To analyze the ways in which stigmatization by professionals, but also by the wider social community, regress the recovery process and in general the re-socialization of people addicted to drugs.

Stigma among professionals

Question: I think drug addicts **can achieve stable recovery (>5 years)**

The answers are distributed between mild pessimism in BiH and Serbia, where every third respondent thinks it is possible (33%), and complete pessimism in Montenegro, where only every eighth respondent thinks it is possible (13%).

People addicted to drugs are **honestly accepted** by a significant percentage of respondents in Montenegro (57%), that is, every second respondent in Bosnia and Herzegovina (50%), while in Serbia only slightly more than a third of respondents (38%) do so. Every tenth respondent in BiH and Montenegro (10%) does not accept drug addicts and every fifth (20%) in Serbia.



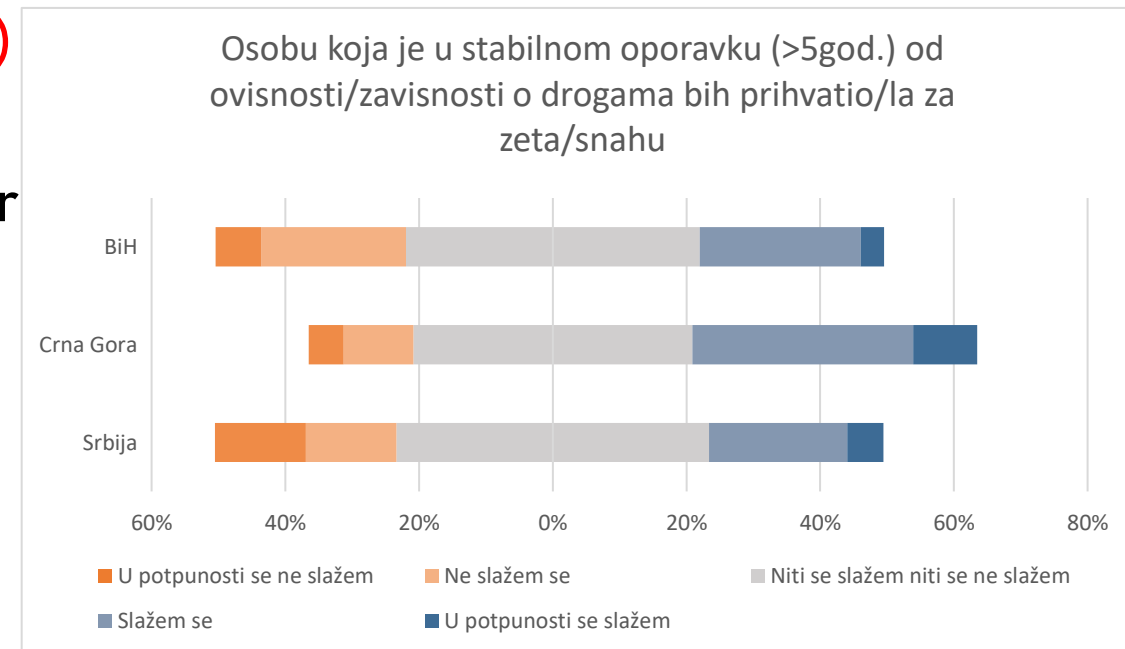
Stigma among professionals

When asked whether they would accept a person recovering from drug addiction **as a son-in-law/daughter-in-law**, a very small percentage of professionals answered yes. Most of the answers are reserved and go to the side of the neutral answer.

We notice that the number of respondents who would accept a person who is in **stable recovery** (>5 years) from drug addiction for a son-in-law/daughter-in-law **has increased by 10%**. This can be considered a very significant result.

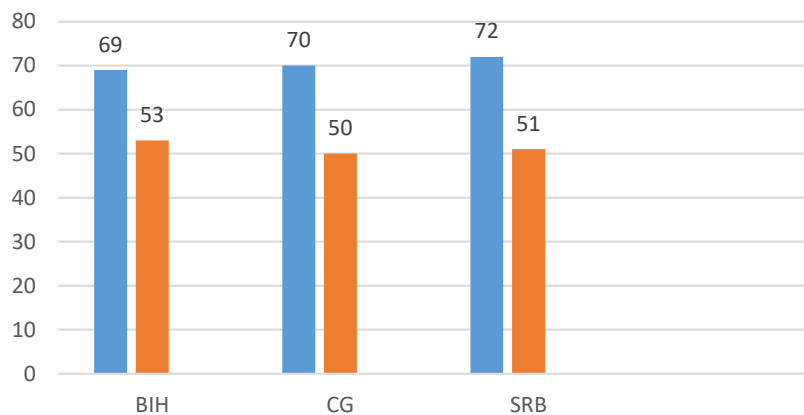
A high percentage of respondents in all countries (**70%**) expressed consentaneity with the view that the **progress of people in the recovery process gives them stimulation for further work**, while only a small number denied it (2% - every fiftieth respondent).

Professionals, as expected, to the statement that in their work they **avoid expressing pessimism as a common attitude towards the recovery of drug addicts**, respond affirmatively, letting it be known that they believe that recovery is possible (about **70%** of them).

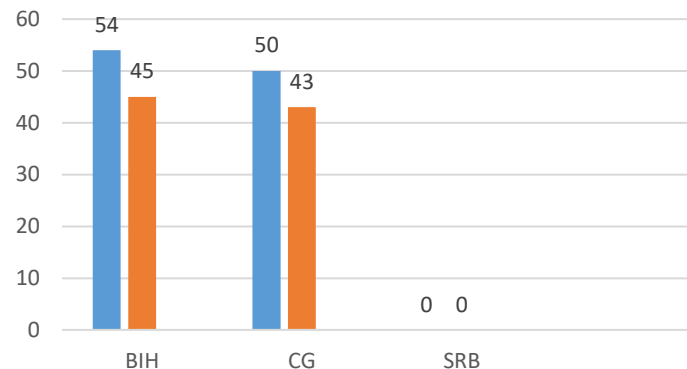


Stigma among professionals

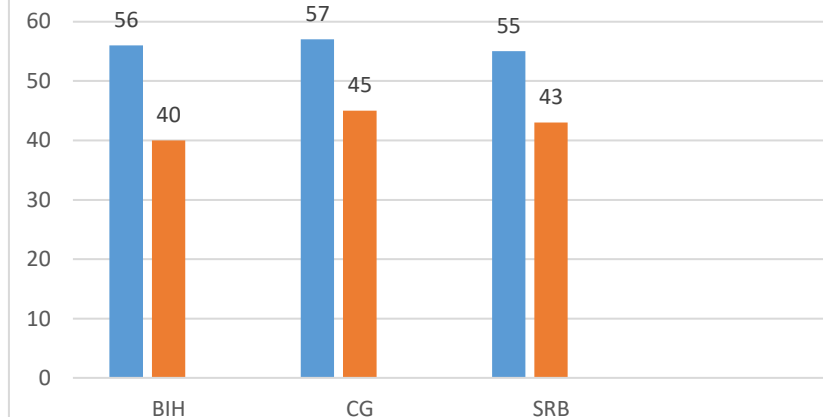
Grafikon 26.5.e.: Denied help in society
(NGO)
(%)



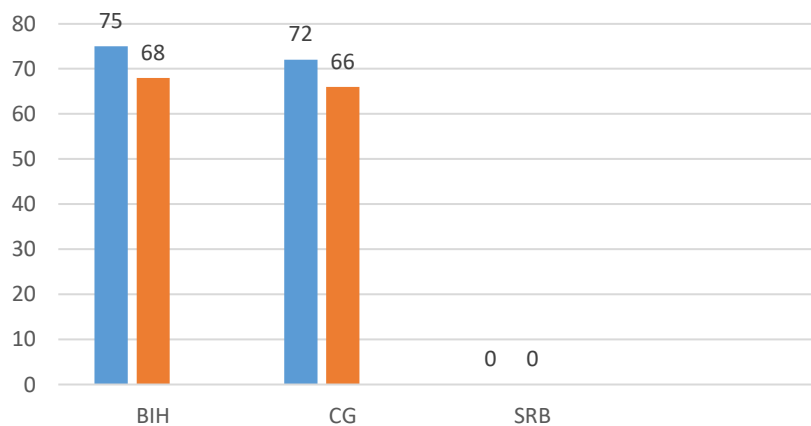
Grafikon 26.5.i.: Denied help in society
(Prosecutor office)
(%)



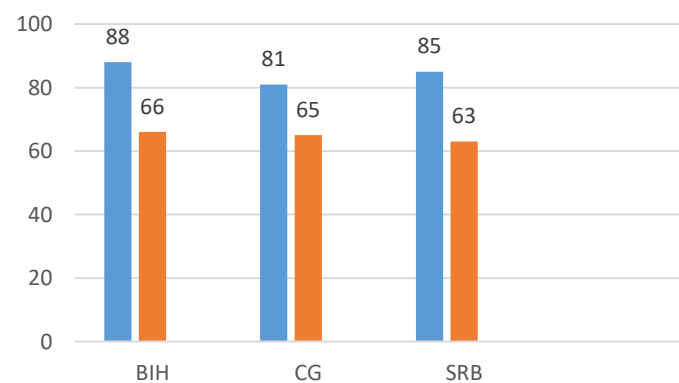
Grafikon 26.5.b.: Denied help in society
(Center for social affairs)
(%)



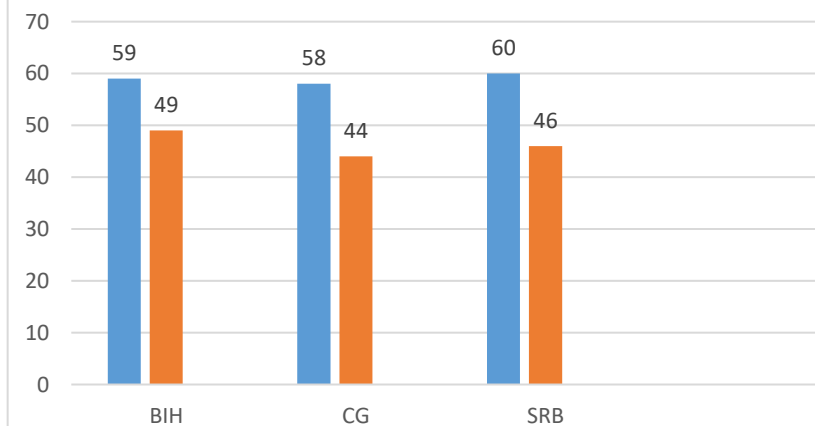
Grafikon 26.5.a.: Denied help in society
(Mental health centers)
(%)



Grafikon 26.5.j.: Denied help in society
(Addiction treatment clinics)
(%)



Grafikon 26.5.f.: Denied help in society
(Educational institutions)
(%)



Conclusions

- Helpline is not an SOS line and should have accessibility and visibility
- Helpline should have developed resources, protocols and databases
- It is great outreach tool (for those not in any service), but it is not enough – it needs to have a developed support system of care behind it
- It can ensure continuity of service and beneficiary care – 34% of all clients
- Through its mediating role, it encourages a challenging multidisciplinary approach
- Various barriers prevent mediation from being successful
- Combating stigma among professionals
- Understanding and practicing of recovery oriented systems of care could increase results of having more people in stable recovery (>5 yrs.)

The likelihood of relapse is estimated to reduce from around 50-70% in the first year to around 15% after five years of stable recovery

W. White

Thank you for your attention



boro.goic@recovered-users-network.net