



# RecoveryResource COUNCIL

Providing hope, conquering addiction, healing families.

## 2021 ANNUAL REPORT

### **VETERANS, HOMELESS, YOUTH, FAMILIES**

Promoting wellness and recovery from alcohol and substance use disorders and trauma since 1946.

## A LETTER FROM OUR CEO

Eric Niedermayer



As I view fiscal year 2021 in my rearview mirror, I reflect on the wide variety of challenges we faced, adapted to, and overcame. While COVID never came close to overwhelming Recovery Resource Council's work and efforts, I can say that it caused our staff and those we seek to serve significant stress.

Like many of you at your worksites or in your homes, we continued to adjust our lives by finding new ways to meet needs. Everyone had to make modifications to the way things were done to reduce the risks of COVID to ourselves and those around us. The Council leadership team strove to stay aware of the strain on staff while also setting goals to be intentionally focused on staff health and wellness. We knew our ability to meet the increased demand and growth of our services depended on the overall health (mental and physical) of those who worked for us.

I believe everyone in the world suffered from some level of PTSD from COVID and everyone incorporated diverse ways of practicing self-care. The reality is that some of us are better at this than others. Many at the Council embraced the opportunity to work remotely and/or give up time in the office. Others felt disconnected and a little lost at not having person-to-person face time every day. In truth, during pre-COVID days, many of our staff worked outside of the offices most of every day. Prevention staff were in schools, shelters, and other community sites providing educational groups and activities to youth and children. Our Special Population Housing Program staff were in the community visiting the formerly homeless in their homes while providing them guidance and support. These staff came to the office on occasion only to fill out paperwork, attend meetings, or work on reports.

Fortunately, the Council had updated its IT and phone structure before COVID and additionally had the financial capacity to make remote work possible for all staff in the early days of COVID. This operational change is now part of our culture and

who we are as a Council. Furthermore, I believe this hybrid work model will forever change how the Council looks at and considers the amount of office space needed. The Enduring Families Program continues to work primarily from the West, East and North Campus physical offices as they provide intensive and high-level therapy for veterans and their families who are struggling with trauma and related issues like anxiety and depression.

Adaptability and flexibility have been key factors as we have navigated what is now two years of COVID. There are times when a department needs a face-to-face staff meeting; however, in those cases, we may be looking at off-site locations instead of having large in-house meeting spaces that are used only occasionally. The Council wants its financial resources to be invested in staff and program delivery rather than in lease costs.

As you read this, I am hoping you are visualizing how the Council has been transforming itself to a new way within a new world. We feel this transformation has been instrumental in the agency's recent growth of \$4 million toward new service capacity, increased capacity to serve veterans, and increased capacity to address drug overdoses across the North Texas area. You, our supporters and friends of the Council, have been instrumental in fueling this growth and for that we feel both blessed and thankful.

A handwritten signature in black ink that reads "Eric R. Niedermayer". The signature is written in a cursive, flowing style.

Eric Niedermayer

## A LETTER FROM OUR CHAIRWOMAN

Maureen Maidlow



As I sit down to write my final letter for the FY21 Annual Report, I pause to think of all that Recovery Resource has accomplished in the past 2 years. I never imagined that I would chair the Board of Directors during a Pandemic. It has been a rewarding challenge and one I won't ever forget. If you remember, last year's letter was about how quickly and efficiently the council shifted to remote services. This year's letter is about how big dreams have turned into reality.

We have many, many great staff members – I truly mean that! But I'd like to focus on one person's dream becoming a reality in 2021. Becky Tinney of the East Campus had a dream to help people with overdose experiences to have a trained professional show up after their overdose to offer resources of Narcan, CPR training and begin conversations about recovery services. Becky and others have worked diligently to get this program up and running in 2021. The real launch officially falls into FY22, but it is so worth celebrating this victory with you, our faithful supporters!

Becky, her team and professionals from MedStar call on overdose victims within a few days of their overdose. Showing compassion and support, they revisit these people, from the wealthiest neighborhoods to the nearly homeless to encourage them to seek treatment. This will be a lifesaving and life restoring program within our community.

Another aspect of the council that keeps me coming back, willing to donate, help and serve, is the stories of recovery from clients and equally important, our staff. The caring professionals at RRC have their own personal recovery stories, family members who have addictions and amazing client stories of commitment and recovery. Sadly, not all our stories are successes, but we know that our staff give all they have to help others gain success stories over addiction and mental health disorders.

This year, as in some past years, I served on the committee for the Employee of the Year. We had five employees to read letters of recommendation and then interview. Some of the comments that we heard by these outstanding staff members were "how deserving the other nominees were", "how wonderful the team of staff members" are and "how blessed we are to work at RRC".

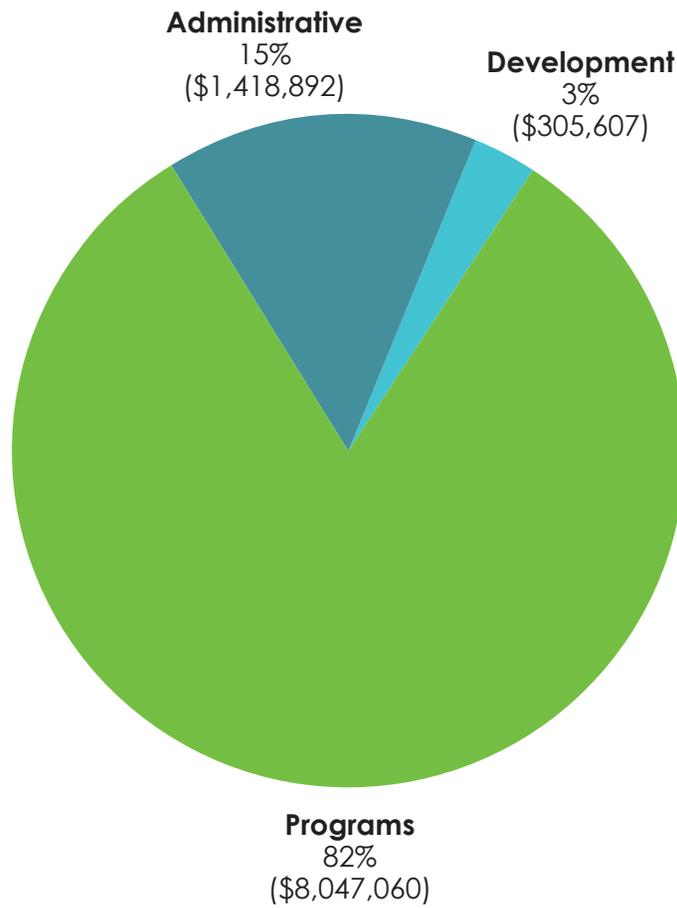
The leadership staff and the Board have dreamed of a bigger, stronger, better RRC and it has happened before my very eyes. This past year, with all its problems has allowed RRC to become what we dreamed about. RRC has the momentum, strong leadership, and the big dreams to continue to make North Texas a place of restoration and recovery! Nothing could make me prouder of my time with RRC and nothing should keep you from proudly supporting RRC where we are changing lives.

I invite you to join me at STARS in Recovery, becoming a member of Friends of the Council or being a one-time donor. Together, we can dream big!

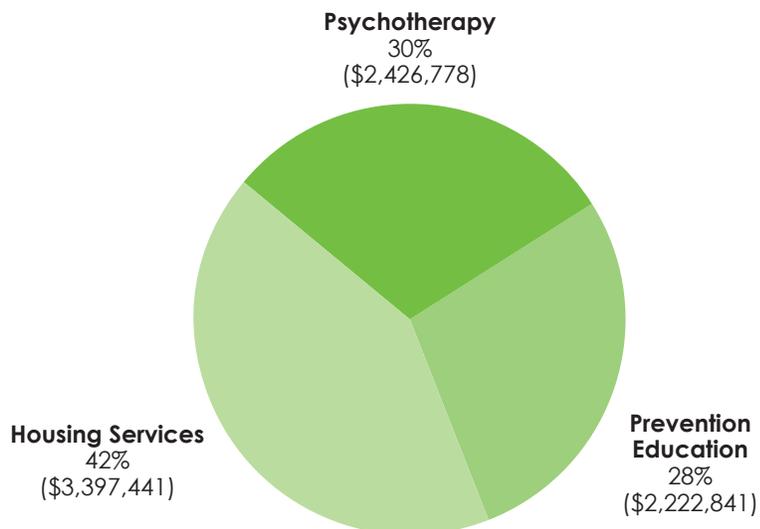
Sincerely and gratefully yours,

Maureen Maidlow

# AGENCY BUDGET: \$9,771,559



## Program Budget



## CLIENT IMPACT: JAMES TAPSCOTT

Today James Tapscott is a Recovery Support Peer Specialist for Recovery Resource Council. James grew up in Fort Worth, Texas and describes his childhood as "happy" with two loving parents. As a sixth grader in the 1970's James got into recreational drug and alcohol use. He began drinking and using marijuana at first, but it quickly escalated to drugs like LSD, barbiturates, and opiates.



use led to the loss of everything – his wife, home, and business.

In 2002, James who continued to cycle through recovery and relapse on his recovery journey, came to RRC as a client. Paula Shockey, along with other dedicated RRC staff helped James get into Detox and then residential treatment.

James describes his substance use and those early years as "a detour" where he dropped out of high school and at the age of sixteen started working. Despite his substance use and the lack of a high school diploma, James excelled at business and became the manager of a restaurant. Over time he became a successful tattoo artist and shop owner. Even with years of business and financial success his substance

**"You can recover. I am living proof."**

Currently 14 years sober, James says, "the great thing about being a peer, we don't advocate for any one way to reach recovery. And [we] help them develop their own vision and help them to achieve that." When asked how a peer program would have impacted his life he explains, "for so long when I went into treatment, I was told what my treatment plan would be. I was never asked what I wanted to do."

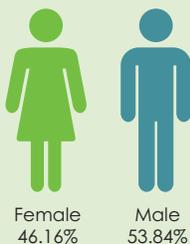
## AGENCY OVERVIEW

In total, the Council made a difference in the lives of **32,210** North Texans.

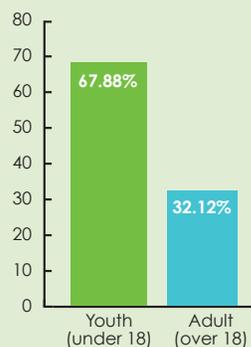
Of the **28,546** clients for whom the Council has demographic information for:

Of the **10** out of **15** programs that recorded ethnicities in FY21

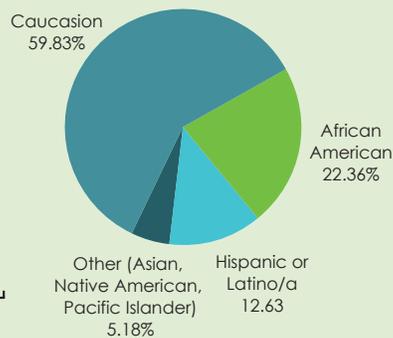
### GENDER



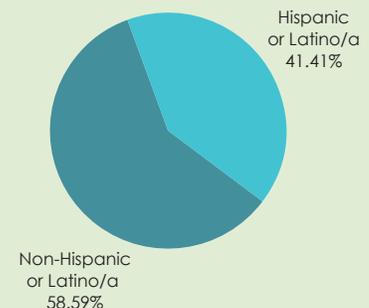
### AGE



### RACE



### ETHNICITY



# ADDICTION TREATMENT

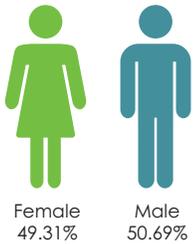
## Outreach, Screening and Referral (OSAR)

TOTAL = 2,744

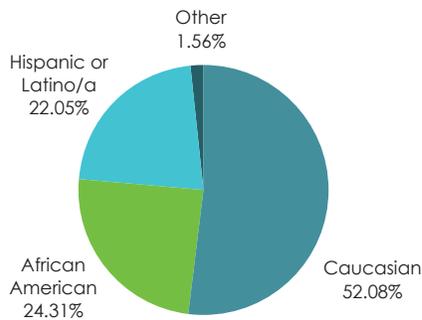
Referrals: CPS = 46.68% | Other = 53.32%

(8.46% increase compared to FY'20)

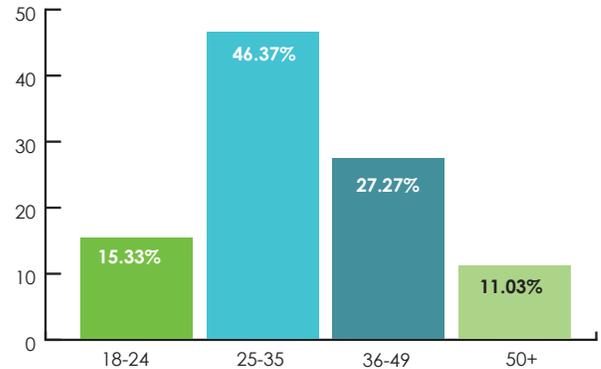
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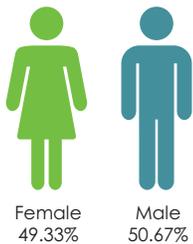
## Outpatient Addiction Treatment

TOTAL = 183

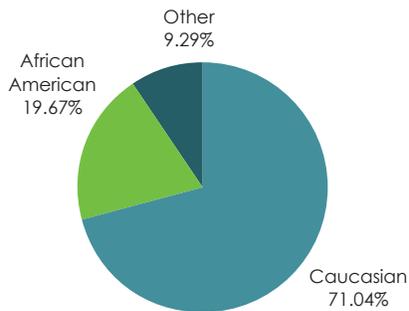
Veteran Status: Yes = 9.29% | No = 90.71%

(144% increase compared to FY'20)

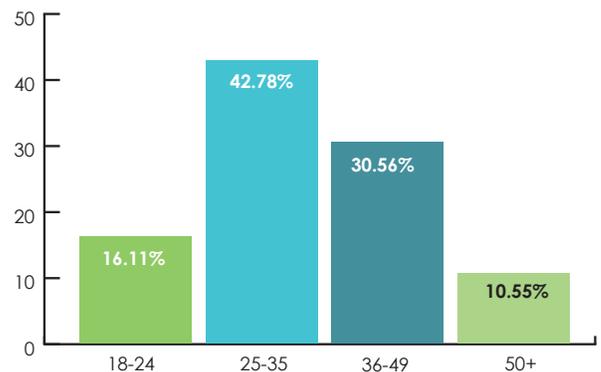
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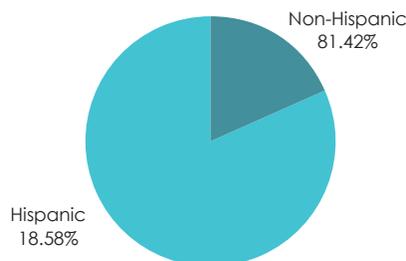
### RACE



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### ETHNICITY

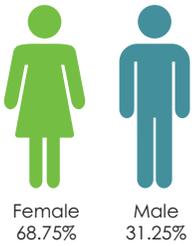


# RECOVERY SUPPORT SERVICES

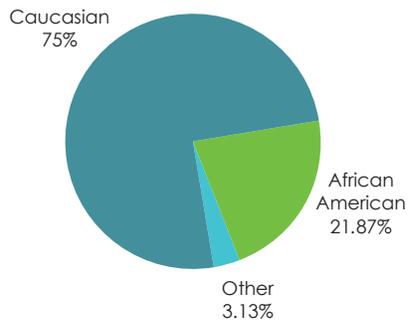
## Peer Recovery Support Services (RSS)

TOTAL = 64

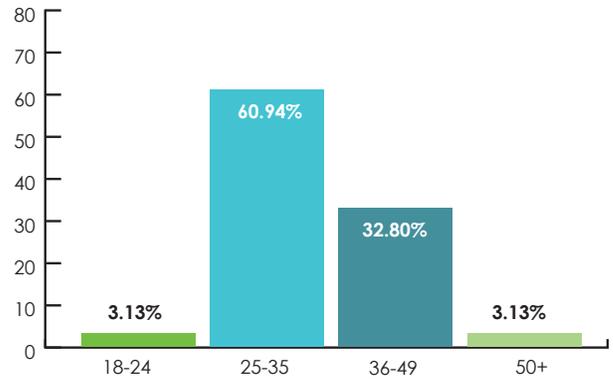
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Peer Support Specialists have been trained to support those who struggle with mental health, psychological trauma, and substance use.

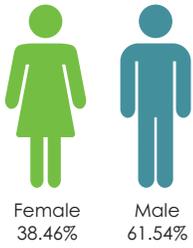


# HOUSING SERVICES FOR CHRONICALLY HOMELESS

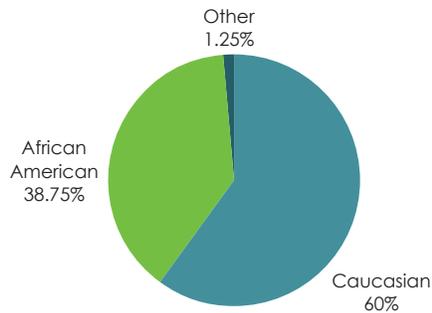
## Permanent Supportive Housing

TOTAL = 80

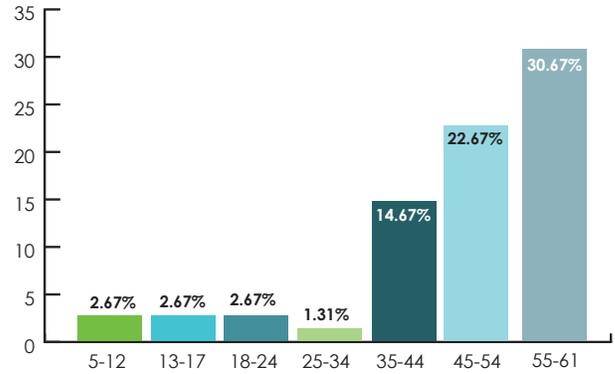
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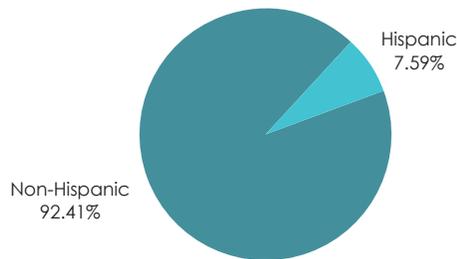
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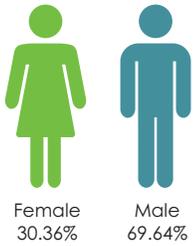
Recovery Resource Council provides supportive housing programs for chronically homeless men, women and children.

# HOUSING SERVICES FOR VETERANS

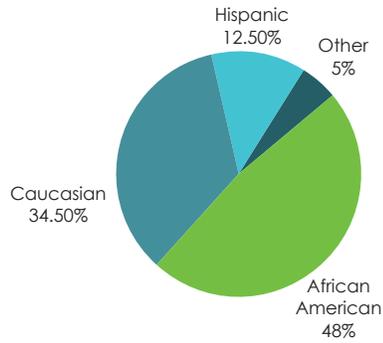
## Rapid Rehousing - Supportive Services for Veteran Families

TOTAL = 392

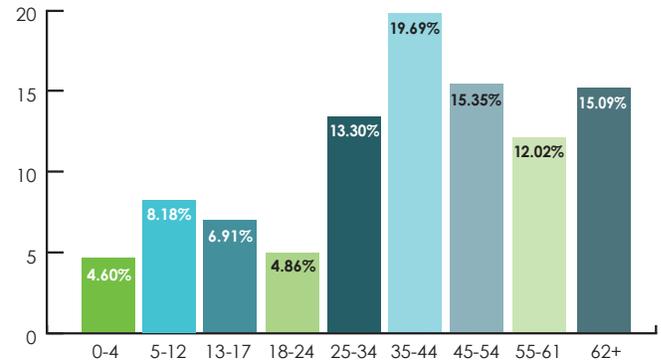
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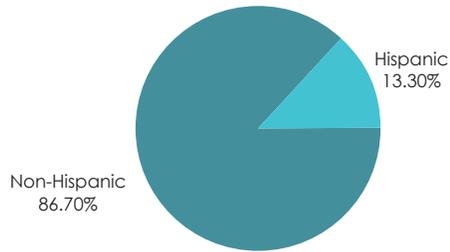
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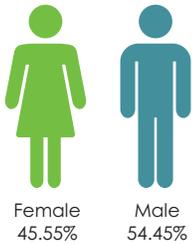
# VETERAN FOCUSED PSYCHOTHERAPY

## Enduring Families

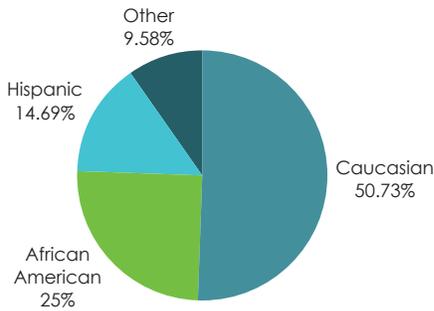
TOTAL = 494

VETERANS = 70.24% | FAMILY MEMBERS = 29.76%

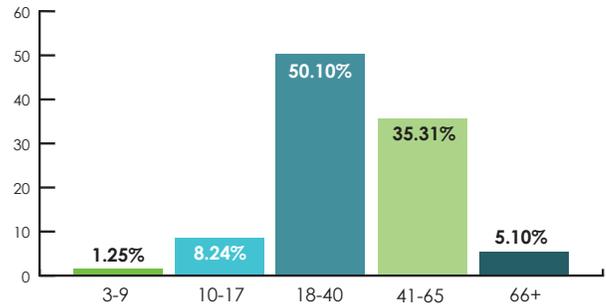
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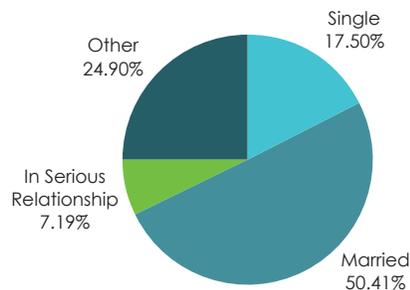
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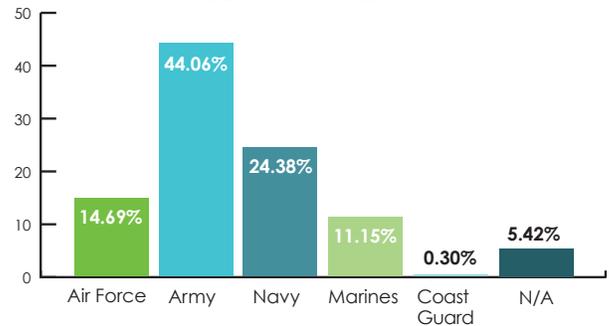
### AGE



### RELATIONSHIP STATUS



### MILITARY AFFILIATION



## INDIVIDUAL ADULT PSYCHOTHERAPY

- **Overall:** Measured by all individual adult clinical assessments  
93.33% of participants showed improvement from pre- to post-program scores on anxiety, depression, or quality of life
- **Depression:** Measured by the Beck Depression Inventory - 2 (BDI-2)  
73.78% of participants showed improvement from pre- to post-program scores on depression
- **Anxiety:** Measured by the Beck Anxiety Inventory (BAI)  
67.56% of participants showed improvement from pre- to post-program scores on anxiety
- **Quality of Life:** Quality of Life Enjoyment and Satisfaction Questionnaire - Short Form (Q-LES-Q-SF)  
76.44% of participants showed improvement from pre- to post-program scores on quality of life

## COUPLES/MARRIAGE THERAPY

- **Couples Satisfaction:** Measured by the Couples Satisfaction Index (CSI)  
82.00% of participants showed improvement from pre- to post-program scores on couple satisfaction

## FAMILY THERAPY

- **Family Functioning:** Measured by the Family Assessment Device (FAD)  
92.31% of participants showed improvement from pre- to post-program scores on family functioning

## YOUTH THERAPY

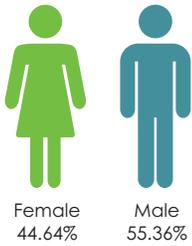
- **Overall:** Measured by all individual youth assessments  
81.44% of participants showed improvement from pre- to post-program scores on quality of life or behavioral and emotional difficulties
- **Pediatric Quality of Life:** Measured by the Pediatric Quality of Life Inventory (PedsQL)  
55.56% of participants showed improvement from pre- to post-program scores on quality of life
- **Youth Quality of Life:** Measured by the Youth Quality of Life - Short Form (YQOL-SF)  
64.71% of participants showed improvement from pre- to post-program scores on quality of life
- **Behavioral and Emotional Difficulties:** Measured by the Strengths and Difficulties Questionnaire (SDQ)  
50.00% of participants showed improvement from pre- to post-program scores on behavioral and emotional difficulties

# PREVENTION EDUCATION SERVICES

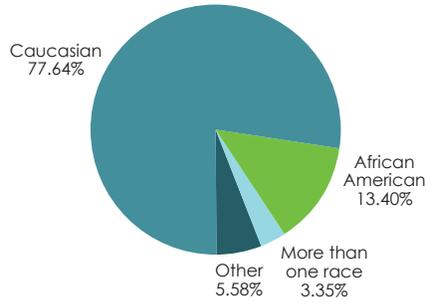
## Youth Prevention Education Services – evidence based services

TOTAL = 2,294

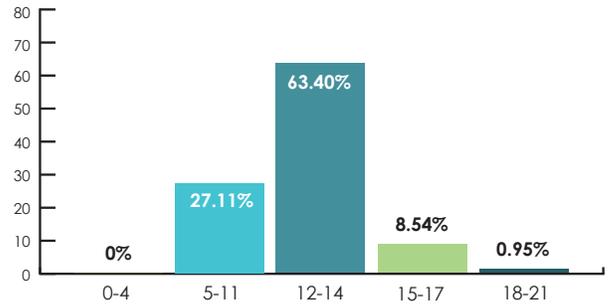
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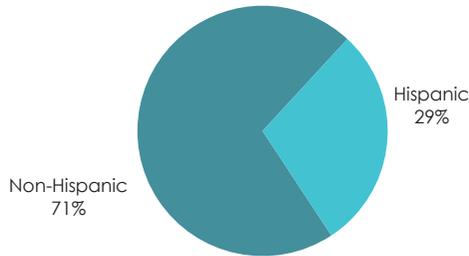
### RACE



### AGE



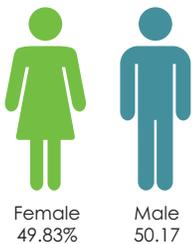
### ETHNICITY



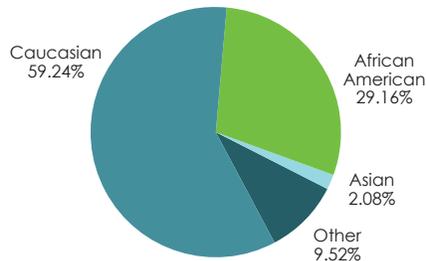
## Youth Prevention Education Services – non-evidence based services

TOTAL = 22,541 (Non-curriculum based services)

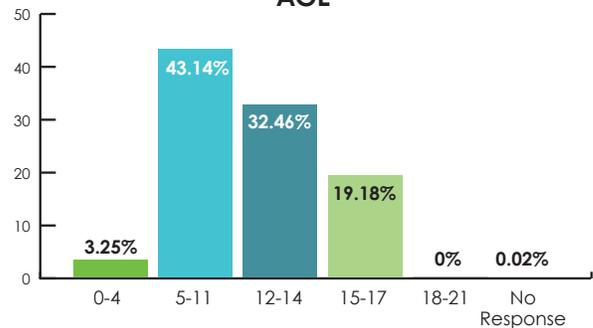
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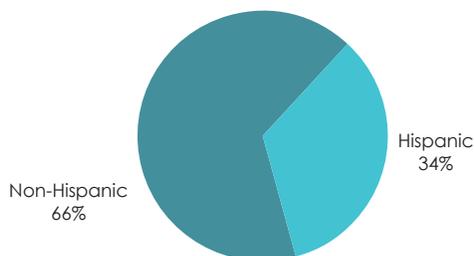
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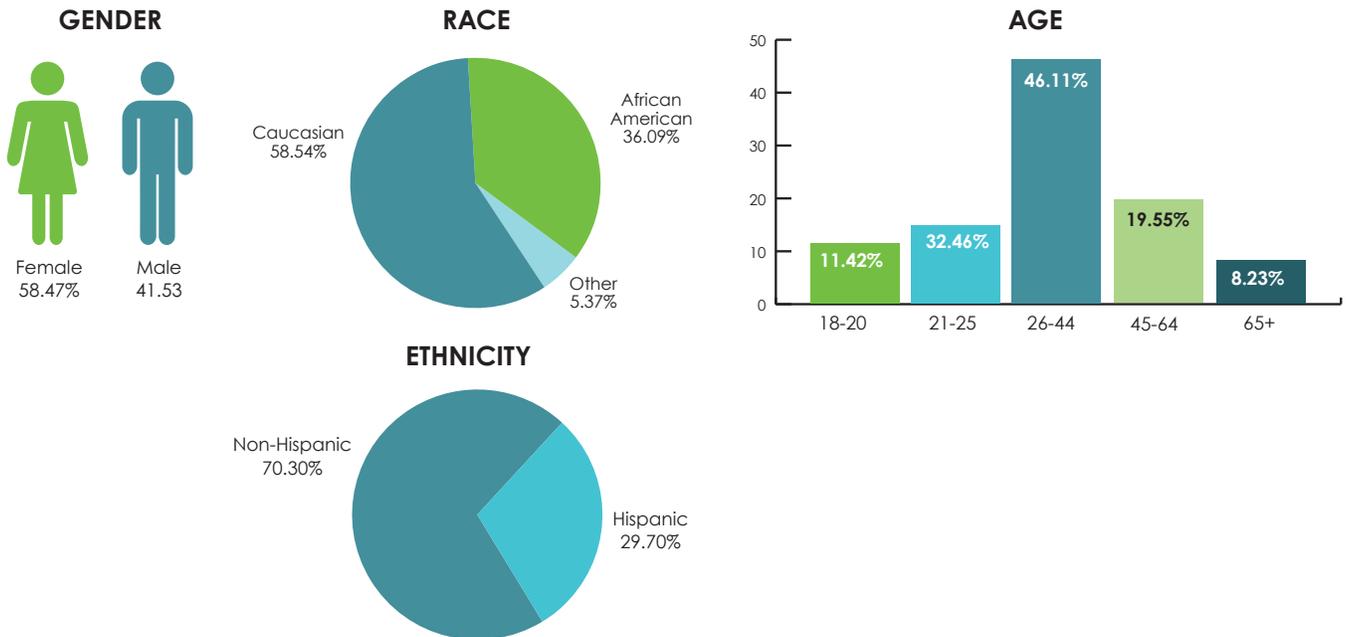
### ETHNICITY



# PREVENTION EDUCATION SERVICES

## Adult Prevention Education Services – non-evidence based services

TOTAL = **6,005** (Non-curriculum based services)



## CLIENT FLOW

### Mental and Behavioral Healthcare, Wellness, and Addiction Treatment



**ADULT:** OSR (Outreach, Screening, Referral) → Treatment → Peer

Services include: Psychotherapy focused on treating combat veterans and their families, including therapy for children. Addiction focused psychotherapy is provided in individual and group settings. Recovery Support Services are available to all eligible clients.

### Mental and Behavioral Healthcare and Wellness - Youth and Adult Prevention Education



**YOUTH:** ISD (Independent School District) → Youth Prevention Education → Therapeutic Intervention → Referral



**ADULT:** OSR (Outreach, Screening, Referral) → Adult Prevention Education → Therapeutic Intervention → Referral → Peer

Services Include: Youth Prevention Education delivers evidence based curricula to public and alternative school kids grades K-12. Adult Prevention Education takes place throughout the North Texas region and includes court ordered community service, community building and coalition work, and driving under the influence classes.

### Basic Needs - Housing



**ADULT:** Referral Source → Screening/Assessment → Case Management + Housing → Employment + Healthcare Maintenance

Services Include: Permanent Supportive Housing for chronically homeless adults, with ongoing intensive case management. Rapid Rehousing services primarily for veterans and their families in need of immediate and temporary housing assistance.

## FY21 EVENTS

In our second year of the Covid-19 pandemic, 2021 brought new challenges and successes to Recovery Resource Council staff, volunteers, and clients. Thanks to our donors, non-profit partners, and funders we continued to provide mental and behavioral healthcare, wellness, and addiction treatment to vulnerable North Texans.



Youth Prevention Education, youth client, Camp L 4



Board Member, Butch Clemmons and RRC CEO, Eric Niedermayer, 2021 Golf Classic



Artist Ray Wylie Hubbard, 2021 Stars



Survivors Motorcycle Club, 2021 Annual Unity Run benefiting RRC.



Speaker Chris Herren, 2021 Power of Prevention



Kelvin Divinity, RRC staff attending 2021 Carry the Load event.



Mr. and Mrs. Michael Cuda, 2021 Stars



Rachel Stacey, 2021 Stars

## 2021 DONORS

### INDIVIDUAL DONORS

Ann and Joe Ahearne  
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Deborah Alexander Nash  
Chris and Jill Ammann  
Kim Anderson  
Completely Anonymous  
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Lauren Gillette  
Daniel and Lyn Goggin  
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Grant James  
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Gunnar Johnson  
Becky and Bill Jordan  
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Kishore Khandavalli  
Dana Kleiman  
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