

**Reach Out and Touch Someone:
 Sustaining Recovery One Call at a Time**

“When asked if I find the Telephone Recovery Support calls helpful, I can’t say yes enough. There’s something so supportive about knowing that, no matter what happens in my life, there’s someone who genuinely cares about how my recovery is going. My volunteer has shared in every victory I have had in my recovery since the calls began. I hope to continue receiving these calls for a long time to come.”

~Constance C., enrolled in the Connecticut Community for Addiction Recovery’s (CCAR) TRS program for 70 weeks.

“Out of all of the commitments I’ve had – TRS is my favorite way of giving back. Honestly – it’s a toss up as to who gets more out of it...me or them.”

~Caroline M.
 CCAR TRS Volunteer



What is Telephone Recovery Support?

Sometimes the simplest measures can have **amazing results**. That is the case with the **DMHAS funded Telephone Recovery Support (TRS)** initiative. A person new in their recovery from a substance use disorder receives a call once a week for a minimum of twelve weeks from one of **more than 50 CCAR trained volunteers**, to check in on their recovery. This has proven over time to be a **low cost (thanks to volunteers), win/win program**. It helps both the new “recoveryee” and the volunteer making the call.

Connecticut has been a national leader and innovator in telephone peer support dating back to 2004 when DMHAS began working with Community Prevention and Addiction Services (CPAS) and CCAR in a DMHAS Center of Excellence project to provide telephone recovery support. A 90-day pilot was launched in the spring of 2005 when CCAR volunteers from the Windham Recovery Community Center called recoveryees referred by CPAS treatment programs. The results showed that this type of recovery support service effective.

TRS volunteers called more recoveryees in the first quarter of 2007 than they did in all of 2006.



IT WORKS!

93% of the 4,036 people contacted reported they were **still in recovery**—many of whom have been in recovery over a year! Of the 70 people who relapsed, volunteers were able to help **32%** back into recovery.

Steady and Dramatic Growth

Year	Unduplicated Recoveryees	Contacts Attempted	Contacts Made	In Recovery	In Relapse	Assisted w/Relapse
2005	27	227	55	21	1	0
2006	339	4,688	1,828	1,697	38	13
2007 (Jan-June)	513	7,607	2,153	2,049	31	10
Total	879	12,522	4,036	3,767	70	23

Call Now: To receive a call from a TRS volunteer call 860-244-2227. Bi-lingual volunteers are available.