

HELPLINE – Entrance door to (un)sustainable recovery paths

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Association Celebrate Recovery
RUN – Recovered Users Network

INOVATE – INTEGRATE – SUSTAIN
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Background



CELEBRATE

RECOVERY

- Sarajevo, Bosnia and Herzeg. 2008
- Provides help to addicts / families
- Brief interventions
- Re-socialization
- Drug policy work
- Regional networking
- Conferences



RECOVERED USERS
NETWORK

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

Why HELPLINE?

Principles of anonymity and confidentiality – core values – helping to create a safer environment in which people can be free to seek help

General goal – creating supportive environment and establishing trust through active listening, motivation, encouragement, reflecting emotions, providing information etc.

Overall goal – outreach to those who are not in any support system (66% of people are not in any system, 25% asking first time for help)

Conversational structure:

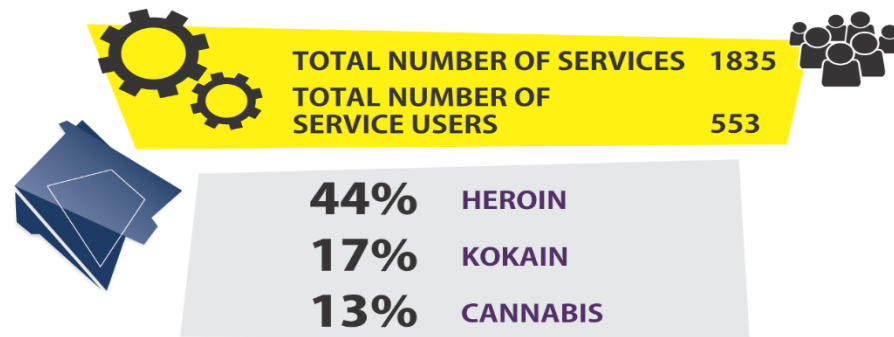
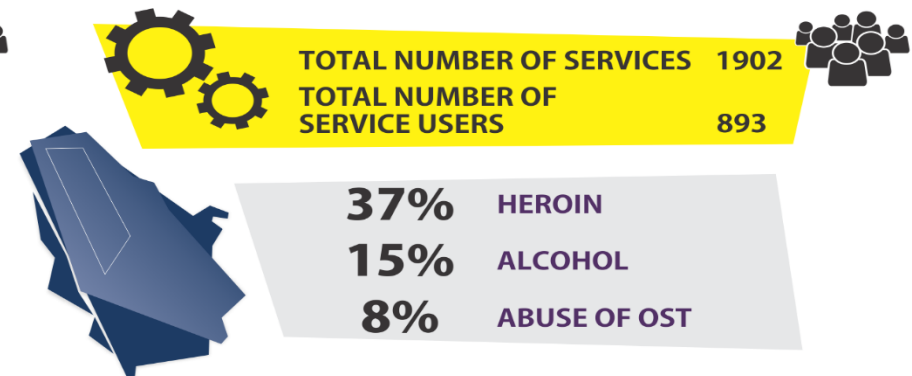
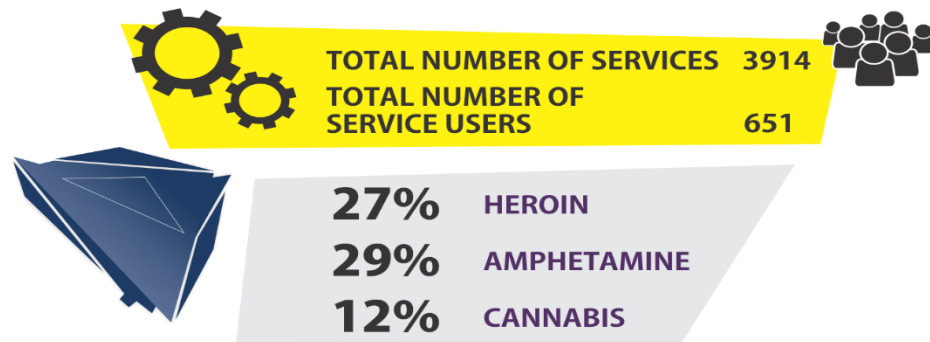
- Starting a conversation
- Defining the problem/topic
- Identifying steps and action plan
- End of conversation (45min. max.)
- Registration in the database

The focus is on:

- Person, his/her biography
- Personal growth
- Strengths and achievements
- Creating ecology of recovery
- Entering recovery oriented system of care



DRUG REPRESENTATION BY COUNTRY





COUNSELING CENTER



TOTAL NUMBER OF SERVICES 10289
TOTAL NUMBER OF
SERVICE USERS 2609



81%

MALE

19%

FEMALE

35%

18-29 YEARS

45%

30-45 YEARS

78%

CITY AREA

17%

RURAL AREA
(UP TO 50.000 CITIZENS)



47%

HELPLINE



48%

SERVICE PROVIDED
IN COUNSELING CENTER

72%

NEEDS TREATMENT

53%

SERVICE PROVIDED TO FAMILY MEMBER

44%

SERVICE PROVIDED DIRECTLY TO A CLIENT

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) or brief intervention programme
- Scheduling an informative meeting at the counseling center
- Intermediation to another service

HELPLINE

What to do:

- Trust person and see situation from his/her point of view
- Do not judge and do not involve our attitudes or promises that we can not fulfill
- Do not take responsibility for finding a solution
- Observe emotional reactions (our own and persons reactions)
- Inform person about all possibilities of recovery

Recovery counselor:

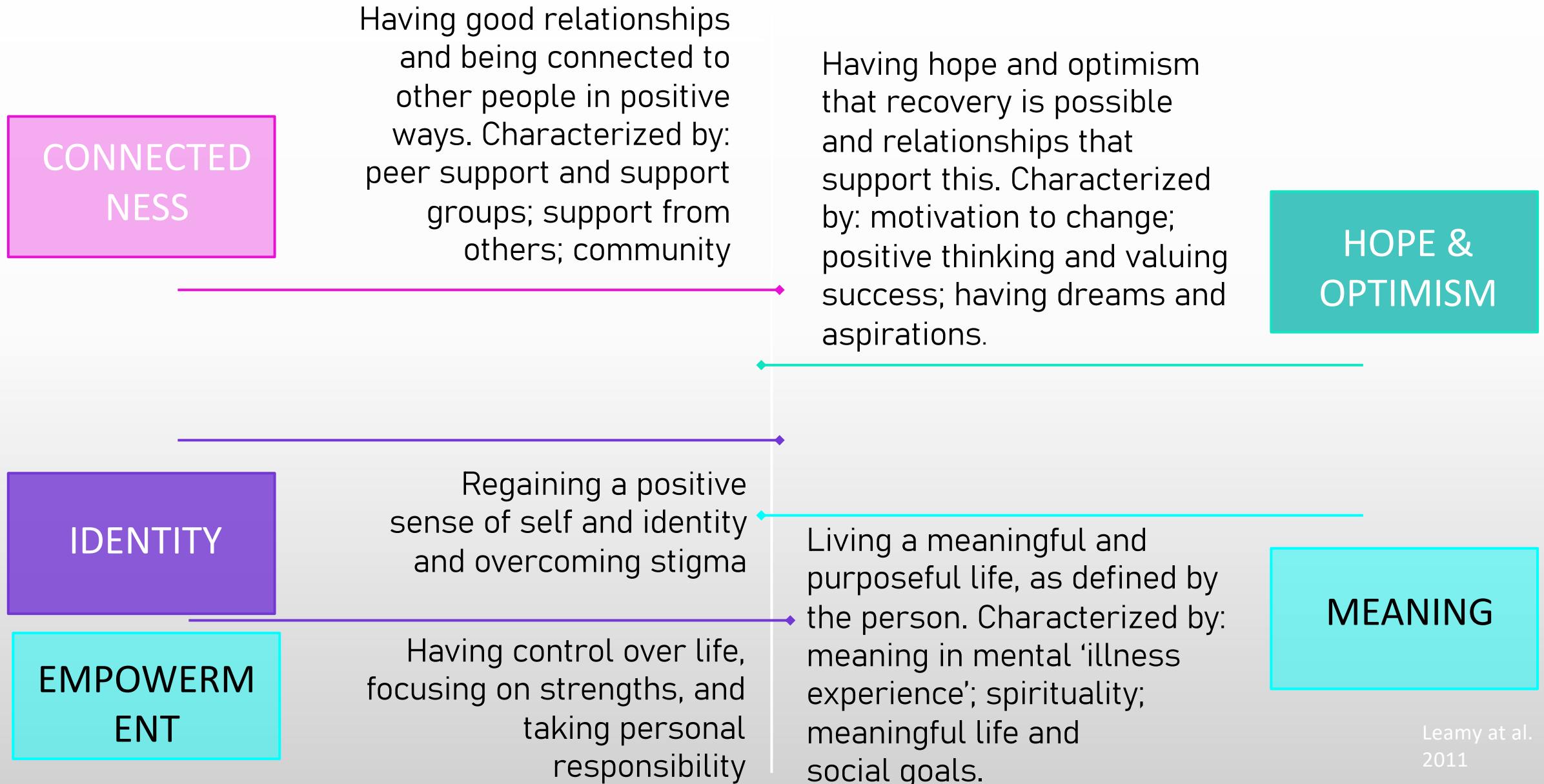
- Is prepared before conversation, take a place and get materials and adress book of relevant instutions or get informator / access to the internet, follow the protocol
- Setting clear structure of the conversation and persons expectations / that provide safety
- Gives self enough space and time to „get out“ of the conversation and take care for himself/herself
- Post-interview debriefing / Intervision / External supervision

Purpose of the HELPLINE

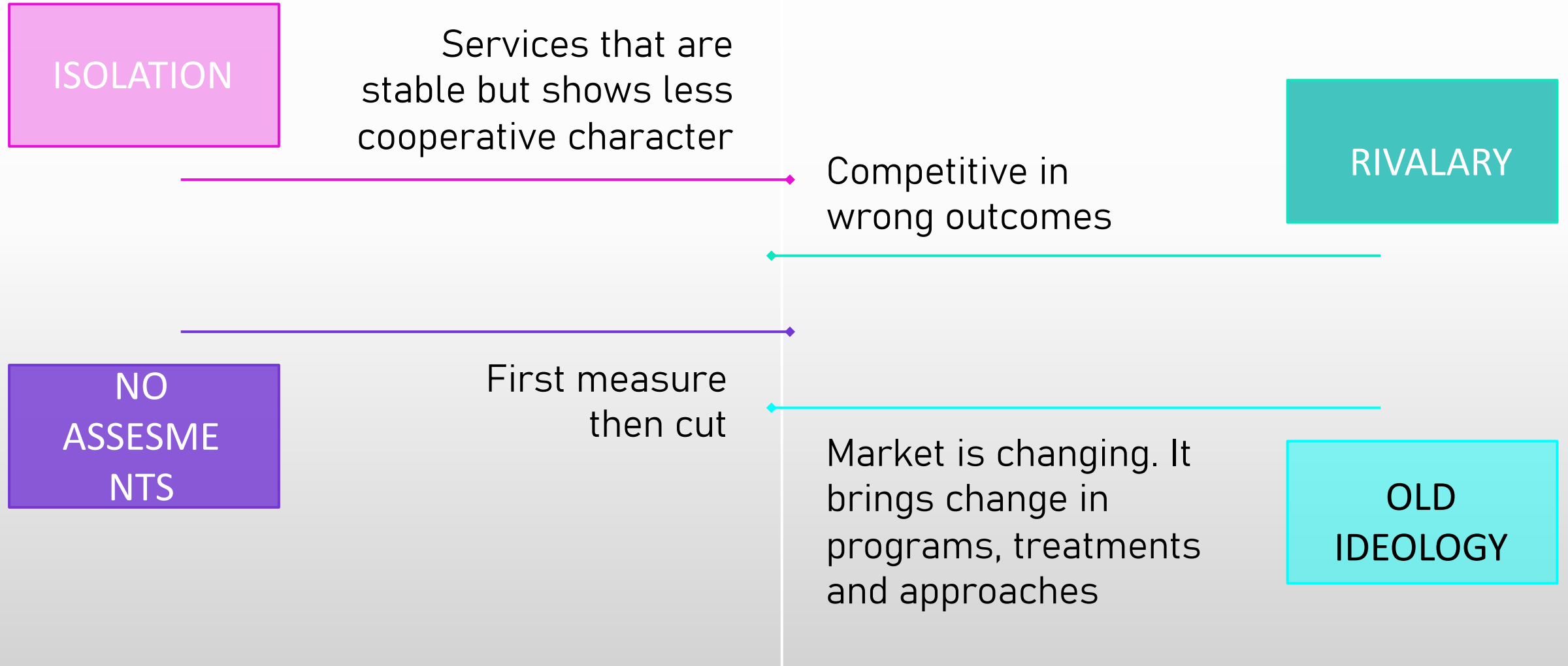
What was a focus (clients review):

- 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%

Identifying services that provide (CHIME)



Identifying services that provide (IRON)



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 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.)
- Can be used (Croatian office for drugs) as an outreach tool for other addiction behaviours too (alcohol, gambling, etc.)

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

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Thank you for your attention



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