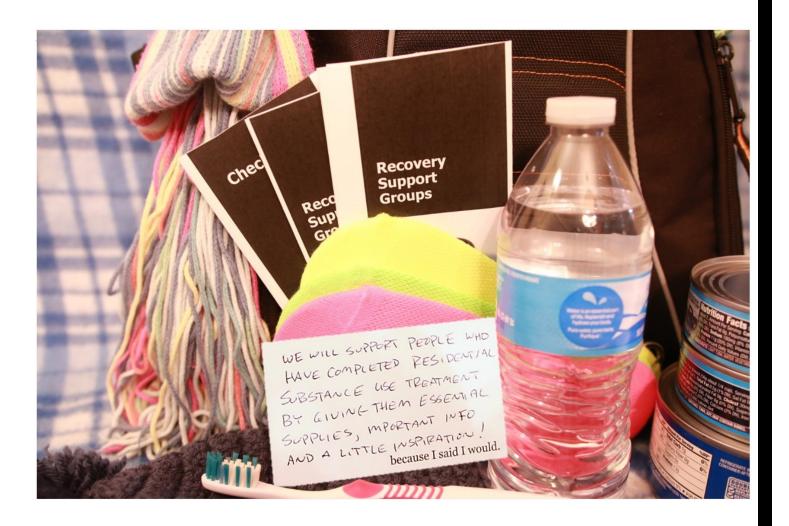
Sobriety Support Packs

A Volunteer Project Plan



A step-by-step guide to help you give back on your own terms!



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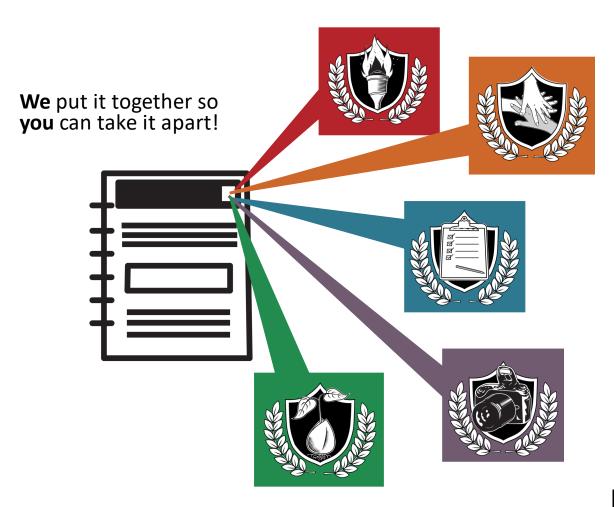
About Volunteer Project Plans

What is a Volunteer Project Plan?

A Volunteer Project Plan is a step-by-step guide to complete a service project in your community.

All around us, there are opportunities to help our neighbors and our communities. However, it can be overwhelming trying to figure out what to do and where to start. A Volunteer Project Plan is the answer to this dilemma. We provide the tools and information you will need, including easy-to-use checklists.

All you have to do is distribute the checklists and other resources amongst members of your team according to their designated roles. The pages needed for each of these roles are indicated using a unique icon in the upper left corner.



Please review the **commitment decision** page to help you decide if this project is right for you.

Basic Project Overview

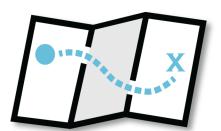
The Issue:

Imagine this: an illness completely sidelines you. With determination and around-the-clock help you slowly get better. Soon, you can get back to life on your own. The thing is, life on your own is not easy.

This is the unfortunate reality that many people face when they get help for addiction, an illness that effects tens of millions of people every year depending on how you define it and who you ask. Live-in recovery centers, often called Residential Treatment Centers, are one way people can choose to get help. The Treatment Episode Data Set (TEDS) published by the Substance Abuse and Mental Health Services Administration (SAMHSA) showed over a half million people were discharged from some kind of Residential Treatment in 2015. Unfortunately, research also shows that when people leave residential treatment, they often face other complex problems at the same time—things like unemployment, strained relationships, legal and financial struggles, mental and physical health issues, and homelessness—all of which make sustaining recovery more difficult.¹ You can see why relapse is common, and why the weeks and months following residential treatment are a critical time period². But it is not all doom and gloom. Recovery from addiction is not easy...but it is totally possible. You do not have to look far to find stories about inspiring people in recovery. It takes effort. It takes resolve. It takes support. Are you in?



The Plan:



Backpack, knapsack, haversack. Whatever you call it—it helps people who are on the move. Grab your friends, get some backpacks and collect some specific items for people in recovery. Find and gather information on local addiction recovery support groups and community resources. Then, make inspirational kindness rocks, quotations, or handwritten notes of support. Fill up the backpacks and give them to people who are transitioning out of an addiction treatment center. Help them gear up for the journey ahead!

The Impact:

Many people struggle to get their basic needs met after completing residential treatment. ¹ Providing some personal hygiene products, as well as food and water will allow people to continue to take good care of themselves as they navigate things like employment and housing. Also, participation in after-care services reduces relapse rates, so including information on local supports and services can help people keep up the progress they have made so far. ² Research also shows that keeping in touch with friends and family, or even repairing relationships with loved ones can make all the difference in long-term recovery. ¹ So adding in supplies to help with social connections is an important component of the project. Lastly, it can be very hard to keep up the motivation to stay sober. ¹ Providing a hand-written inspirational message certainly will not hurt!



Commitment Decision Page



Please consider if you are able to do the following before making this commitment.



Prep Time: 5-8 hours

Service Time: 2-3 hours

Total time: 7-11 hours



BUDGET

You will need:



A planning team of 4-10 people who will give 5-8 hours each



Backpacks \$75-300







Self-care items \$50-150



Materials for notes of support/words of inspiration Less than \$25



Info on local resources



Volunteers who will give 2-3 hours each

Steps:

1. Plan

The leadership team will:

- 1. Arrange a planning meeting
 - Do you need to adjust?
 - How will you get supplies?
- 2. Obtain backpacks &self-care supplies
 - You may need to have a fundraiser
- 3. Find a residential substance use treatment center to partner with and get the necessary approvals
 - Be sure to ask them for ideas about what to put in the backpacks!
- 4. Spread the word & gather volunteers
- 5. Set up stations for volunteers to work on their assigned tasks on the day of service

3. Report

Return your completed Impact Report form



2. Serve

Volunteers will:

- Compile information on local resources—including recovery self -help groups
- Write words of encouragement and inspirational messages
- Assemble the backpacks

Also include items from these categories see full list on page 19

- Personal hygiene
- Non-perishable food & water
- **Comfort items** (blankets, hats/gloves, socks)
- Connecting with friends & family (stationary, stamps, pre-paid phone cards)
- Other important items suggested by your partner organization

Give the backpacks to people in recovery

4. Celebrate

You and your team just did something uncommonly AWESOME!



Leadership Team Roles

Project Leader



- Oversees the planning, organizing and execution of the project including reporting impact
- Ensures that planning tasks are completed by coordinating with the other roles below*

Project Co-Leader



- Helps ensure that nothing 'falls through the cracks'
- Serves as a backup for other roles as needed

Logistics Leader



- Works with Volunteer Project Leader to identify needed equipment & supplies
- Orders or procures any supplies, food, or other materials
- Brings above to the location and sets up before the event

Photojournalist Leader



- Promotes the event
- Captures the experience to share success and inspire volunteerism
- Ensures that policies and personal preferences regarding photography and posting to social media are strictly enforced

Fundraising Leader



- Works with the Volunteer Project Leader to determine if additional funds or supplies are needed
- Finds and collects donations if necessary

Project Leader Section



- Oversees the planning, organizing and execution of the project including reporting impact
- Ensures that planning tasks are completed by coordinating with the other roles

Project Leader Checklist





Before

BEFORE

- Review the <u>adaptations page</u> for ideas to scale this project up or down if desired
- Have a planning meeting to divide roles, identify potential local Residential Treatment centers to partner with, and to discuss a plan for collecting & purchasing supplies
 - You will need to have a second status and update meeting at some point before the Day of Service: What tasks are completed on each person's "Before" checklist. Are we on track? Any unexpected roadblocks?
- Contact Residential Treatment centers to find a partner & get the necessary approvals



- Ask for ideas of specific items to include based on the needs of the people they serve
- Discuss the anticipated quantity needed
- Select a date/s for making and distributing the backpacks
- Increase your impact by exploring options for volunteers to work onsite at the treatment center, take a guided tour of the facility, and/or to give the backpacks directly to those in need. Asking a representative from your partner agency to come speak to volunteers is another option.

Increase Impact!

Continued on the next page

Project Leader Checklist



Before

BEFORE

- If you DO need to hold a fundraiser to get new backpacks and other supplies, start with Box A
- If you DO NOT need to hold a fundraiser, start with Box B

Review the Fundraising Guide Sheet with the Fundraising Leader Work with the Fundraising Leader to plan and complete your fundraiser by doing the following:					
 Determine exactly what you need (\$ + supplies) and decide on a fundraising idea 					
 Figure out where you will store collected items, if applicable 					
 Advertise your fundraiser with the help of the Photojournalist Leader 					
 Take inventory of your items and count money collected after your fundraiser is complete 					
Purchase new backpacks and self-care items using the money you collected					
Continue with the steps in the box below					
Hold a planning meeting and decide on a date, time and location for your event					
Help ensure that all equipment and supplies are obtained by Logistics					
Contact local agencies and secure a partner					
Recruit additional volunteers to assemble the backpacks					

Just prior to the day of the event, check with the Logistics Leader that all equipment and supplies are acquired and photocopies of needed materials are packed up and ready to go

B



During

DURING

- Give the Impact Presentation at the beginning of the event
- Ask each volunteer to complete a Promise Card expressing his or her commitment to *this* project...and then collect them
- Be the main point of contact
- Oversee the other roles to ensure everyone is on track
- ☐ Return Promise Cards to their respective owners at the end of the day



After

AFTER

- Make sure the **Leadership Team** has completed their after service responsibilities
- Ask the Fundraising Leader for the collected information for the Impact Report
- □ Complete and send the Impact Report *
- ☐ Thank any donors and other partners
- □ Thank your team and remind them of the impact of their hard work!

Items can be sent using projects@becauseisaidiwould.com



Impact Presentation

Use this presentation guide to share the importance of this project before you begin. It is important that everyone understands the impact that their efforts will make. A motivated team works harder!

I would like to say a few things before we get to work to remind us of why we are all here today and the impact we are making together. First of all, **thank you** for joining today's event, in an effort to help people become better equipped for their journey in recovery from drugs or alcohol.

The World Health Organization defines addiction as a chronic, persistent pattern of substance use and related problems. Symptoms of dependence on drugs or alcohol include:

- an increased tolerance for the substance
- inability to not use
- replacing time spent on healthy activities with substance use

In 2016, approximately **20.1 million people** in the U.S had a substance use disorder (SUD) related to their use of alcohol or illegal drugs in the past year³. This has unwanted effects on individuals and families, as well as society as a whole due to³:

- increased medical costs
- crime
- productivity loss

It is important to note that substance use disorders are both preventable and treatable.

(https://www.samhsa.gov/data/sites/default/files/report_2790/ShortReport-2790.html)



Residential Treatment is one of the most effective ways for people with serious addiction problems to begin their recovery journey¹. Residential treatment is when someone temporarily lives at the place where he or she is getting help for substance use problems. Residential treatment can last anywhere from a few weeks to a year or longer — and it includes around-the-clock support in a highly-structured environment¹.

Continued on next page ————

Use this presentation guide to share the importance of this project before you begin. It is important that everyone understands the impact that their efforts will make. A motivated team works harder!

However, finishing a residential treatment program is not the end of the recovery journey. The transition back into the community is a critical time period and unfortunately, many people find that they are basically on their own, since one of the most devastating effects of substance use is that it destroys relationships.^{1,4} Many face additional challenges from lack of a paying job and a stable home.¹ In fact, many people do not even have a way to carry their belongings with them as they exit residential treatment. That is where we come in.

Today, we will be helping people who are transitioning out of residential treatment by providing them with some much-needed basic supplies as well as a backpack for their things.

Researchers have identified some specific things that help with recovery after residential treatment¹:

- emotional and practical support
- access to community resources
- helping people reconnect with family and friends
- help sustaining motivation

So, we will be filling the backpacks with some of these things. We also asked the facility for some ideas. We will include:



- Water
- Personal hygiene products
- Comfort items
- Supplies to help people reconnect with loved-ones
- Information on local recovery support groups and other helpful resources
- Creative and inspirational notes of encouragement [Write facility suggestions below]

•				

- _____
- •

Again, thank you for helping to make this world a brighter, better place!

Impact Report

- 1. Tally up the impact of your project
- 2. Share the results on social media to inspire others to volunteer
- 3. Send this form to: projects@becauseisaidiwould.com



Promises matter!

Volunteer Hours

Estimated total number of hours of pl	anning time		Hours		
Estimated total number of day-of-serv time, time making the backpacks and	9		Hours		
Cost					
Estimated savings from donated equip	ment and supplies		Dollars		
Total cost of purchased supplies and e	quipment		Dollars		
Impact					
Total number of people who will receive o	r did received a backpack	people			
Total number of community resources inc	luded in the backpacks	resources p	er backpack		
Please check here whether or not you aske	ed for suggestions from				
a residential treatment center about what	to include in the backpacks[] y	es[]no			
Please check here if you assembled the backpacks onsite at a residential treatment center[] yes[] no					
Please check here if your Leadership team	or other volunteers gave the b	ackpacks			
directly to those in recovery	[] yes [] no				
Comments					

Please include any other comments or information that you think is important for understanding the impact (effect) of this project.



Project Adaptation Options



- You can adjust (or scale) the project "up" or "down" if desired.
- Simply adapt the information and checklists provided to tailor this project to the interests of your volunteers and the specific needs of your community.

Scale It Up

Have a community-wide event to stuff the backpacks

This option takes a little more time to plan, but the impact is worth it! Advertise to the community that you are gathering backpacks and other items for people in recovery from substance use. Contact several residential treatment centers or other addiction treatment facilities to try to partner for this project. Then, simply hold the donation drive or other fundraising event (if you plan to raise money to purchase the supplies yourself), gather volunteers to assemble and fill the backpacks, and give them away!

Grab some paper bags or boxes and assemble care packages for people in recovery

This option does not require backpacks, but the contents will still make a difference. As they say, "It is what is on the inside that counts!" Gather items and work with a team of volunteers to put everything in paper bags or small boxes—really any free or inexpensive option will do. Then, donate the packages to a local residential treatment center. Viola!

Scale It Down



Project Co-Leader Section



- Helps ensure that nothing 'falls through the cracks'
- Serves as a backup for other roles as needed

Project Co-Leader Checklist





Before

BEFORE

- □ Work with the **Project Leader** to make sure everyone has completed their 'Before' service tasks
- Ensure that nothing falls through the cracks
- Provide backup for other roles as needed



During

DURING

- Work with the **Project Leader** and other Leadership Team roles to make sure things run smoothly
- Ensure that nothing falls through the cracks
- Provide backup for other roles as needed



After

AFTER

- Work with the Project Leader to make sure everyone has completed their 'After' service tasks
- Ensure that nothing falls through the cracks
- Provide backup for other roles as needed

Logistics Leader Section



- Works with Project Leader to identify needed equipment & supplies
- Orders or procures any supplies, food, or other materials
- Brings above to the location and sets up before the event

Logistics Leader Checklist



Before

BEFORE

Gather equipment and supplies

□ Work with the **Project Leader** to determine <u>equipment & supplies</u> needed & quantities for each, as well as where you will store any items you gather

Secure a partner

- Contact local residential treatment centers to identify a partner (or partners)
- Obtain information about rules, regulations, policies and other considerations that may influence how the project is done (including photography.) Communicate this to Project Leader and the Photojournalist Leader and help make any necessary adjustments
- ☐ Find out where to park and enter the building, and a description of the room/space where the event will occur (if applicable)

Just prior to the Day of Service

☐ Make sure all equipment and supplies (including copies and <u>Promise Cards</u>) are packed up and ready to go



During

DURING

- Bring equipment and supplies to the location of your event
- □ Set up the registration table (or clipboards) and set out volunteer role sheets. Help volunteers sign-in and select a role to start with
- Oversee the equipment and find a volunteer to help hand out supplies if needed
- Work with the Project Leader to coordinate other needs as they arise
- □ Continually ask volunteers if they need anything—bathroom breaks? Water?
- Make sure volunteers have something to do at all times; rotate people as needed
- $\hfill \square$ Verify that all equipment and supplies are returned at the end of the day



After

AFTER

- Return any borrowed or unused supplies
- Let the Project Leader know of any donations so that a personalized thank you can be made

Equipment & Supplies Checklist



- Try to get as much of the equipment & supplies donated as possible.
- See if you can borrow something if it cannot be donated.
- Let organizations, friends, and others know that you are helping your community through volunteerism.

Backpacks

Personal Hygiene items

Sunscreen

Vitamins

Small (hotel or travel size) personal hygiene products (shampoos/soaps/toothbrushes/toothpaste/dental floss)

Lip balm

Wet wipes

Hand Sanitizer

Feminine Products

Hair Rubber Bands/Combs

Tissues

Deodorant

Travel first-aid kit (or just Bandaids)

Non-perishable food items (single serving size)

Coffee/food cards

Energy Drinks

Slim Jims

Beef Jerky

Dried Fruit

Trail Mix

Oatmeal Packs

Granola Bars, Breakfast Bars

Crackers, Chips

Snacks

Tuna kits

Portable peanut butter cups

Fruit cups

Plastic spoons/forks

Hot Chocolate package

Water

Puppy pads (for sleeping/sitting on the ground when it is wet)

Comfort items

Hats/gloves/scarf/hand & feet warmers (winter)

Small throw blanket

Socks

Practical Support

Information on local resources

Words of encouragement/inspirational quotes = notes, card, kindness rocks or some other way to give people a portable motivational item

Connecting with friends & family

Stationary Set

Forever Stamps and envelopes

Prepaid Calling Cards or cell phones

Pens

Note pads

Other items suggested by the partner:

Discuss specific needs of the people they serve who will receive the backpacks.

Write these here:

Don't forget!

- Registration table or clipboards
- Blank paper
- Snacks & Water for volunteers
- Copies of Volunteer Surveys,
 Volunteer Role sheets, waivers and
 Promise Cards

[=___copies of each]

Volunteer Role Checklists (Day of Service)



Pick a role and then grab your corresponding checklist!

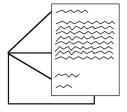
Greeters/ Welcome Party

Will help people sign-in and pick a role to start with



Inspiration Station

Will write notes of encouragement and positive quotations to offer a little inspiration and motivation



"Carry On" Crew:

Will compile information about local resources and support groups to help people 'carry on' with the progress they have made in Residential Treatment



Backpack Builders

Will sort items and place them in the backpacks, ensuring all bags are fully stocked



If you have enough volunteers, make sure to rotate people between stations so that everyone has a chance to participate!



PLEASE DISTRIBUTE

1. Greeters/ welcome party						
Provide a friendly welcome to the volunteers						
Help direct volunteers to their respective stations						
Take a photo of yourself and post it to social media using #becauseisaidiwould						
cut here —						
2. Carry On Crew						
—-Introduce yourself to the people at your station						
—-Compile information on local supports & services to include in each backpack						
—-Sort information so that each backpack will include all of these resources						
Take a photo of yourself and post it to social media using #becauseisaidiwould						
cut here						
\						
3. Inspiration Station						
\						
3. Inspiration Station						
3. Inspiration Station _Introduce yourself to the people at your station						
3. Inspiration Station _Introduce yourself to the people at your station _Write words of encouragement and inspiration; use quotes or just write a heartfelt note						
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3. Inspiration Station _Introduce yourself to the people at your station _Write words of encouragement and inspiration; use quotes or just write a heartfelt note _Add a little flare, decorate or design your motivational items _Take a photo of yourself and post it to social media using #becauseisaidiwould						
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3. Inspiration Station _Introduce yourself to the people at your station _Write words of encouragement and inspiration; use quotes or just write a heartfelt note _Add a little flare, decorate or design your motivational items _Take a photo of yourself and post it to social media using #becauseisaidiwould cut here 4. Backpack Builders _Introduce yourself to the people at your station						

 $_{\sf Take\ a\ photo\ of\ yourself\ and\ post\ it\ to\ social\ media\ using\ \textit{\#because} is aid iwould}$

Instructions for using a Promise Card:		
 Write your promise to complete this project on the card 		
 Give the card to the Volunteer Project Leader 		
· Fulfill your promise		
 Get your card back. Keep it as a reminder that you are a person of your word! 	because I said I would.	
because I said I would.	because I said I would.	
because I said I would.	because I said I would.	
 because I said I would.	because I said I would.	
because I said I would.	because I said I would.	
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Photojournalist Leader Section



- Promotes the event
- Captures the experience to share success and inspire volunteerism
- Ensures that policies and personal preferences regarding photography and posting to social media are strictly enforced

Photojournalist Leader Checklist



A picture is worth a thousand words. Capture the moment and share the impact volunteering can make!

Remember: depending on location and the person you are recognizing, the rules and regulations of photography may vary. Make sure to ask if the person is comfortable having his or her picture taken.



Before

Advertise

- Recruit additional volunteers for the Day of Service; advertise the project using flyers and on social media, including the roles needed on the day of service
- Contact local newspapers, news stations, and magazines (if applicable)

Get ready

- □ Charge batteries for your camera/s & ensure your phone is charged
- Check that you have extra batteries and/or chargers
- Pack up your photography/ recording equipment
- Check with the Logistics Leader to understand the rules of what can and cannot be captured



During

- Bring and set up photography equipment
- Capture the project through photo or video (or both)
- Interview 5 or more people (see Interview Guide)
- ☐ Make sure volunteers know how to use **#becauseisaidiwould**



After

- Use the completed Photojournalist Guide to write a short paragraph about an interesting part of the project
- Announce the outcome on social media platforms
- Send a recap including photos and write-up of interviews to projects@becauseisaidiwould.com

Photojournalist Guide





TIPS FOR TAKING INTERESTING PHOTOS

Before and After—

 Show a striking difference between the start of the project and at the end.

Subject selection—

• Choose people/places/things to photograph that are unexpected, surprising, emotional, or action-oriented.

Frame and focus—

- Eliminate unnecessary background by getting 'up close' to the intended subject/s of the photo.
- Experiment with different angles and perspectives that draw the viewer in.
- Take a before and after shot
- Do a group photo
- Catch an action shot

Sample Interview Questions

- 1. What is the most unexpected thing to occur today?
- 2. Have you ever done something like this before?
- 3. What did you learn today?
- 4. Has this issue affected you directly or indirectly?
- 5. What did you discover while interacting with others? Does anything stand out? Any interesting discussions?



Write a short story that recounts interesting experiences people had during this event. Share your story with *because I said I would* headquarters and post it to social media to increase awareness and promote volunteerism!

Use the back of this sheet if desired
Email to projects@becauseisaidiwould.com

Fundraising Leader Section



- Works with the Project Leader to determine if additional funds or supplies are needed
- Finds and collects donations if necessary

Fundraising Leader Checklist



Below are some general guidelines for fundraising. Use can also use your own ideas! Get creative! Remember, the more time you have to plan, the more likely it is that you will have a successful event.



Before

BEFORE

- Find out what equipment/supplies are needed (if any) by checking with the Logistics Leader
- Identify possible donors for needed supplies or equipment
- Plan and complete a fundraising event prior to the day of service if additional funds or supplies are needed (see fundraising guide sheet)
- Use acquired funds to purchase needed equipment or supplies by working with the Volunteer Project Leader and Teacher Advisor
- Give any other donated equipment or supplies to the **Logistics Leader**



During

- Collect and compile information for the Impact Report by doing the following:
 - Recognize and record how many volunteers are there
 - Find out from the Logistics Leader the cost of purchased supplies and how many of each were needed
 - Distinguish between what was donated, borrowed, and purchased



After

- Inform the Volunteer Project Leader of information collected for the Impact Report
- Thank any donors who had a part in making this project possible by working with the Volunteer Project Leader

Fundraising Guide Sheet



Below are some general considerations for planning and completing a fundraising event. The more time you have in advance to plan, the more likely it is that you will have a successful event.

IDEAS

- Ice cream bar/potato bar
- Spaghetti dinner
- Pancake breakfast
- Flea Market
- Bake Sale
- Bingo
- Silent Auction

START

Decide on a fundraising idea.

Make a thorough supplies list. Do not forget about the place or specific services you may need like landfill fees or food delivery.

Calculate your 'break even' point: Subtract the cost of doing your fundraiser from the minimum amount of money that you could possibly raise. Make sure it is possible that you can raise enough funds to make your efforts worthwhile.

Research nearby similar fundraisers and schedule accordingly to reduce duplication of similar projects in the same area at the same time.

Promote/ advertise your event as far in advance as possible.*

- Be clear what payment types will be accepted (cash, Paypal, credit, checks)
- Ensure your
 electronic payment
 methods are working
- Get sufficient bills and coins to make change

Donate the surplus: Any amount in excess of what is needed should be gifted to because I said I would or invested in another project.

END

After your fundraiser, make personal thank you notes/calls using the donor's name.

*Inform donors that gifts are NOT tax deductible because you are not a non-profit organization.

Sources and for more information

- 1. Manuel, J. I., Yuan, Y., Herman, D. B., Svikis, D. S., Nichols, O., Palmer, E., & Deren, S. (2017). Barriers and facilitators to successful transition from long-term residential substance abuse treatment. *Journal of substance abuse treatment*, *74*, 16-22.
- 2. Dennis ML, Scott CK. Managing addiction as a chronic condition. Addiction Science & Clinical Practice. 2007;4(1):45–55.
- 3. Substance Abuse and Mental Health Services Administration. (2017). Key substance use and mental health indicators in the United States: Results from the 2016 National Survey on Drug Use and Health (HHS Publication No. SMA 17-5044, NSDUH Series H-52). Rockville, MD: Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. Retrieved from https://www.samhsa.gov/data/
- 4. White W, Kurtz E. Linking addiction treatment and communities of recovery: A primer for addiction counselors and recovery coaches. 2006 Retrieved from Northeast Addiction Technology Transfer Center Network.

For more information:

- National Association for Children of Alcoholics (NACoA). This non-profit organization provides educational materials and advocacy services to help the children of alcohol-dependent parents. The goal of NACoA is to ensure that the children of alcoholics get the help and support they need to grow up in a safe, healthy environment.
- **National Institute on Drug Abuse (NIDA)**. This government agency conducts nationwide research on substance abuse and presents the results to the public in an accessible, easy-to-understand format. NIDA offers a wide range of online resources about drug abuse, substance abuse treatment, and long-term recovery.
- Substance Abuse and Mental Health Services Administration (SAMHSA). This organization gathers statistics on substance abuse and mental illness in the United States through annual national surveys. Its goals are to educate the public, track trends in substance abuse, and connect members of the pubic with affordable, effective treatment resources. Numerous substance abuse resources are available through the SAMHSA website.

For help: SAMHSA' s National Helpline 1-800-662-HELP (4357)

This is a confidential, FREE, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing mental and/or substance use disorders. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information.

