# Dilworth Center

*The Journey / Summer 2020*

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August 28, 2020 | Virtual Professionals Workshop, Presented by Pavillon

September 18, 2020 | Virtual Professionals Workshop, Presented by Willingway

September 23, 2020 | 4th Annual Christina Browning Key to Recovery Scholarship Breakfast

### Have you missed an issue?

Catch up on past newsletters!

## Keys to Success in 2020:

## Creativity, Commitment and Compassion

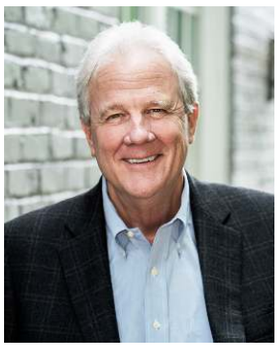
By Charles Odell, CEO and President

One of last spring's most difficult lessons was that with COVID-19, little is certain. We must be prepared to adapt at any moment – and Dilworth Center continues to rise to this challenge. Fortunately, as you will see in the content below, 2020 has taught us that the Dilworth Center community can and will respond quickly to change. From the way counselors and patients quickly adapted to a virtual tele-health treatment model, to the extraordinary gifts alumni and others made to operational funds…people came together again and again to support each other- as well as the public good. None of these examples mean the months ahead will be easy. Even the most promising estimates say a vaccine is months away.

Even so, our experiences since March gives a great cause for hope. They showed our community's ample creativity, commitment and perhaps most of all, compassion. Those qualities served us enormously well these last few months. I have no doubt that, this fall, they will do so again.

In gratitude,

Charles Odell



**Charles Odell**

CEO and President

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## News and Updates From Around Dilworth Center

2020 can be sharply divided between the pre-pandemic world and our new reality. Through it all, Dilworth Center continued to deliver critical treatment services, enhanced family treatment programs, and gained national recognition for its top-caliber staff and programs. A few highlights follow.

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Read Full Article

### Charles Odell Joins NAATP Board of Directors

Charles Odell recently gained national acclaim for his leadership at Dilworth Center. "*Charles' extensive 30 year career of working in the field makes him uniquely prepared to join the national stage*," said Tammy Hanson, Dilworth Center's COO. The NAATP Board of Directors is comprised of 22 – 25 members of which 20 members must be chief staff executives (CEO, President, Executive Director) of an addiction treatment provider. Each organization selected has demonstrated a commitment to the greater good of the addiction treatment community, the patients we serve, and the NAATP Mission to provide leadership, advocacy, training, and member support services to ensure the availability and highest quality of addiction treatment.

“We are honored to have Charles with us for the term 2020-2023. He brings the demonstrated dedication, experience, expertise, and insight NAATP seeks in its board members.”

-Marvin Ventrell, NAATP CEO

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## Community Outreach/ ABC Board Giving

Since 1948, the Mecklenburg County ABC Board has directed part of its profits back to the Charlotte community. The Board recently selected Dilworth Center as a nonprofit committed to innovative and meaningful work in the community around alcoholism and/or substance use disorder education, prevention, treatment or research. Through its Community Health & Wellness Grant Program, Dilworth Center is a grateful recipient of a $75,000 grant for its Enhanced Family Program.

"We are extremely grateful to the ABC Board, as this funding continues to allow Dilworth Center to enhance programming and offer our extensive family programs at no cost to our patients."

-Tammy Hanson, COO

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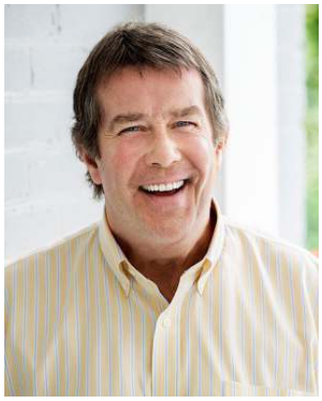
## Staff Spotlight

Dilworth Center's Uniquely Qualified Counselor / Research Coordinator

Peter Hirsch is the right person, in the right place, at the right time to lead a groundbreaking research project at Dilworth Center. “I’ve always tried to leverage my personal reinventions and experiences to help people change their lives. Through this project, I am compelled to help counselors and patients do that, now and going forward.”



**Peter Hirsch**

BS, Certified Alcohol and Drug Counselor (CADC-I), NC Peer Certified Peer Support Specialist (NCCPS)

Dilworth Center has a 30-year heritage of treating substance use disorders in the Charlotte, NC region. It is the first outpatient treatment center in the country to implement the National Association of Addiction Treatment Provider’s (NAATP) Outcomes Measurement Program.

This program is an innovative approach to finding ways of improving long-term recovery success for patients. Dilworth Center’s high operations standard required a working knowledge of best research practices as well as insight into the field of addictions treatment.

Peter Hirsch came to Dilworth Center as an intern, part of his program at Central Piedmont Community College for substance abuse counseling. He now holds a CADC-I certification. His prior experiences involved decades in a variety of relevant fields. With a BS in communications from Syracuse University, Hirsch went on to management, marketing and programming roles in radio, television, print and online formats. This included implementation and analysis functions for various social research projects. He arrived in Charlotte to spend over 6 years in print and digital advertising at the Charlotte Observer.

But in this changing world, Hirsch understood the assets of his professional experiences and personal evolution. He saw the severe ongoing community problem of substance abuse and the value of life-changing recovery. His interest in the human mind and ability to connect with a wide variety of people suggested his new career path. “With my sociological background, research experience and internship at Dilworth Center, managing the Outcomes Measurement Program was simply a good fit”, Hirsch said.

Hirsch worked with the project partners to adapt the NAATP Program toolkit for an outpatient setting. He also identified additional data categories relevant to long range treatment success. And when the Covid-19 pandemic resulted in the Center's change to a 100% telehealth approach, Hirsch helped introduce new methodology to analyze the influence of public health restrictions on the treatment and recovery of Dilworth patients.

"Peter has truly been an asset to this new program and our team as a whole."

-Tammy Hanson, COO

The Outcomes Measurement Program implementation at Dilworth Center was funded in part by a grant from the Mecklenburg County ABC Board.

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## 4th Annual Key to Recovery Breakfast Goes Virtual!

## SEPTEMBER 2020

The Christina Browning ‘*Key to Recovery’* breakfast is Dilworth Center’s primary annual fundraiser. Typically, over 250 attendees fill Quail Hollow Club to hear riveting testimonials from individuals whose lives have been touched by both addiction and recovery and to raise scholarship dollars to help those that are seeking help but cannot afford the cost of treatment.

Click here to watch a message from Charles regarding our virtual breakfast fundraiser!

Video Link

Though we can't meet in person this year, we hope you will join us in September for a month filled with opportunities to come together virtually and provide help, hope and healing to those seeking recovery.

**With a growing demand for Dilworth Center's services – we need you more than ever!**

## Here's How You Can Help:

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### 1. Create Your Own Fundraising Team!

This year, we're using a platform called Givebutter where you can easily create your own fundraising team, increase awareness during national recovery month, and engage your peers in a fun and meaningful way.

Creating your own fundraising team is a great way to spread the word and raise funds for our scholarship breakfast!

Create Your Own Fundraising Team | Help Article For Signing Up

Create Your Own Fundraising Team | Help Article for Signing Up

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## 2. Become a Keystone HERO

**Make a multi-year pledge to support the Christina Browning Key to Recovery Scholarship Breakfast.**

Download Keystone Hero Form Here

*(Formally known as the Lend-a-Hand Society)*

The keystone is a central stone at the summit of an arch, locking the whole together. It is the most important stone - that's why this word is also used figuratively to mean the most important part of anything.

### Become a Keystone Hero Today!

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## 3. Spread the Word!

Follow Dilworth Center on **Facebook, Instagram and Linkedin, and share our Scholarship Breakfast posts with your network of friends.**

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## 4. Join Us For The Breakfast - Digitally!

Click the link below on September 23rd to view the livestream of our 4th Annual Christina Browning Key to Recovery Scholarship Breakfast, featuring two well-known Keystone Heros!

KeyToRecoveryBreakfast.com

**September 23rd**

8-9 a.m

*Featuring!*

**Martin Godwin**

Emcee

**Sally Gambrell**

Keynote Speaker

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# Treatment Transformation

**While the pandemic forced physical distance, is also catalyzed collective efforts to find answers – and prepare for a new future.**

When Dilworth Center announced its move to virtual care this spring, COO, Tammy Hanson knew it would be a challenge. The change meant more than uploading powerpoints to Zoom and sending patients links. It meant training staff on the Telehealth platform, ensuring HIPAA compliance, learning web conference best practices and creating an easily accessible, online ecosystem for patients and family members to access assemblies, lectures and group meetings. Perhaps most important, was the task of ensuring patients still felt connected to one another and to Dilworth Center through the virtual format.

Even with all the challenges, Ms. Hanson had great confidence in her staff. After 6 months of collecting data, her confidence was confirmed.  Not only did the data indicate that virtual treatment is effective and satisfying, it also showed an unprecedented increase in family participation. “That was pretty incredible under the circumstances,” Hanson said.

"This does not mean patients necessarily preferred remote treatment," she was quick to add, but that they appreciated counselors’ extra efforts to help build the new online community. “Our staff really stepped up,” she noted. “Counselors went out of their way to make sure these abrupt changes were a positive experience.”

Faced with a pandemic that upended every aspect of daily life, Dilworth Center showed its ability to adapt, and embrace the changes. From bringing in alumni speakers to share how they've adapted their recovery, to implementing a patient communication platform, Dilworth Center demonstrated initiative, creativity and dedication. The success of those efforts demonstrates how quickly innovation can happen, when shared purpose and necessity meet.

### The pandemic as a learning opportunity

“Within the first 48 hours of lockdown, Dilworth Center staff was challenged in many ways. Assessing staff hardware needs, creating safety protocols / operation plans, and building a social media campaign to inform stakeholders of the new tele-health system were just a few of the time sensitive needs. “This was a crash course in being flexible…realizing there are a lot of unknowns and then figuring out how to get comfortable with them,” remarked Hanson.

### Addressing the challenges of change

As weeks turned into months, Dilworth Center staff had to acknowledge a huge departure from expectations. Counselors, staff and patients alike had to juggle family responsibilities, technological challenges, and adapting to the fundamental differences between in-person and online treatment. Small-group learning is an essential part of treatment. Patients lean on each other for support. “It was exciting to see our team rise to the challenge of providing our same high quality treatment -just in a different format," Hanson stated.

### Expanding virtual treatment

The virtual shift in modality led to changes in how Dilworth Center offers treatment, including changes that will last beyond the pandemic. One of these lasting changes will be offering out-of-town family members the ability to participate remotely.

“Widening family participation by involving out-of-state family members in our virtual treatment program has resulted in an unprecedented increase in family participation,” explained Hanson. “It was definitely a silver lining of the pandemic as family member participation in treatment greatly enhances a patients’ recovery. I think there is no turning back from having accessing to our family program remotely.”

Despite the many negatives brought on by the pandemic, it has also brought silver linings, many that will positively impact the way Dilworth Center can and will deliver treatment effectively, in the future.

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## Celebrating from Afar

Congratulations to Dilworth Center's First Two Graduates of the Virtual Treatment Program

### Our First Fully Virtual Alumni Graduates Speak Out!

### Steve's Virtual Experience...

#### What was life like before treatment at Dilworth Center?

Life before Dilworth consisted of a few relapses and increased friction between me and my wife. I had two years of sobriety prior to going back out. I, like many alcoholics, thought that after a brief period of sobriety I could drink like a normal person. I immediately picked up right where I left off and the former habits of lying, over-consuming, and driving while impaired rapidly re-entered my life.

#### How did you decide upon treatment at Dilworth Center?

After a two day binder, which included me missing my son’s 2nd birthday, my wife packed my 3 boys up and hit the road to Tennessee to stay with her parents. She told me to get it figured out or she would be forced to raise the boys on her own. After a few more days of drinking, I had breakfast with a fellow AA member and the lightbulb went off… I realized that I wasn’t quite finished drinking during my first round in sobriety. I had completed the 12 steps and even sponsored an individual for a short period of time but I still had one foot in and one foot out. I was still holding out for hope that I would have the ability to drink like a normal person one day. Even though I was not drinking, I wasn’t sober. I was a dry drunk who hadn’t grasped Acceptance and struggled regularly with Willingness. For some reason after eating breakfast with my friend, I realized I was willing to go to any length to stop drinking and wanted to get help.

### What was treatment at Dilworth Center like?

I loved my time at Dilworth.. my counselor Michael Hatley was excellent and I thoroughly enjoyed the lectures and small groups. I learned so much about my disease during the lectures and was able to uncover some habits formed in my childhood that led to my heavy drinking.

### What was (virtual) treatment during a pandemic like?

It was surprisingly great. I got just as much out of virtual treatment as I had from in-person AA meetings. My entire 16 weeks was a true pleasure. Additionally, my wife was able to participate in the family treatment sessions. We have three young boys at home and she would not have been able to participate if the meetings weren't virtual.

### What is recovery like?

Recovery is great if you're working a good program (attending regular AA meetings, service work, and talking to other AA members on the phone). I will say recovery after Dilworth is much better than my first few years of recovery. At the end of the day, you have to accept your disease and be willing to go to any lengths to get sober. The 12 step program of Alcoholics Anonymous has all the answers to living a sober life that's happy, joyous, and free. It's a program of action and if you do it with a sponsor and follow the steps, there's a good chance you'll find that life is so much better than you ever imagined in your wildest dreams.

### What would you tell people still struggling with addiction?

Reach out to someone and get help. It can certainly be intimidating to admit powerlessness over your drinking or using (or really over anything in life) but there are people within the AA community that genuinely want to help. You're not burdening us… by helping a fellow alcoholic in need, it gives us sober alcoholics a reminder of what life used to be like and we want you to find happiness in sobriety just as we have. So, go to a meeting.. call Dilworth… call a friend… tell your spouse… just do whatever you have to do to get help. You'll be amazed at the freeing feeling that comes when you do so.

## George's Virtual Experience...

### What was life like before treatment at the Dilworth Center?

My life before treatment was unmanageable. Drinking was affecting my health, and getting in the way of me being the person I wanted to be — for myself, my friends, and my family.

### How did you decide upon treatment at Dilworth Center?

When I first started seeking treatment, Dilworth Center was the first place that came recommended from a local health professional.

### What was treatment at Dilworth Center like?

Dilworth Center was my first treatment experience, so I really didn't know what to expect. From the moment I called, the care and professionalism at Dilworth Center really helped me feel at ease.

The educational component of the lectures became foundational to my understanding of the disease behind addiction. The small-format group therapy led by my counselor Michael was the meat-and-potatoes of my early recovery and where I really started to work the program.

### What was virtual treatment during a pandemic like?

Having started my recovery during the COVID-19 pandemic, virtual treatment is the only treatment I've ever known.

Like all things, I think virtual treatment has its pros and cons. On the one hand, there's a lower barrier to entry for those who are contemplating treatment. The flexibility of attending lectures and group therapy remotely worked with with my busy schedule.

On the other hand, I think it's more difficult to make personal connections with others when all your interaction is done online — and so much of the AA program is about community and personal connections. What helped me was making an extra effort to meet others for (socially-distanced) coffee and to call others in the program.

### What is recovery like?

Recovery has been an amazing journey. I'm healthier, happier, clearer-minded, and more present. I still have moments throughout the day when I feel irritable, restless, or discontent, but I'm learning to be more aware of it, address itself, and move on with my day. Overall, I'm in a much better place.

### What would you tell people still struggling with addiction?

You're not alone. Be kind to yourself and ask for help. When you're in the program, keep an open mind, listen, and follow the advice of others — recovery is a well-worn path by millions before you. Talk with others in the program and share during group therapy — community and personal connections are the bedroom to this program.

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## Monthly Donor Spotlight

Dilworth Center Donor, Mike Holliday shares his reasons for his monthly support of our organization.

"I have known the operators of Dilworth Center for over 35 years. They are professionals who strive to stay up-to-date on the best practices in the treatment of chemical dependency. I have worked in the field for over 20 years, and know of no better treatment facility anywhere. The people working at Dilworth Center are caring, compassionate, professional, and willing to go the extra mile to help their patients and anyone dealing with chemical dependency. Because I trust these people, I have set aside money every month for nearly twenty years to support the Dilworth Center. I will continue to do so."

Mike Holliday, MSW, LCAS

**Become a monthly donor**

Become a monthly donor

## Join Our Monthly Giving Program

Monthly givers are our most loyal donors who give each month to support our programs and services. Giving a small amount each month means so much to those who are struggling with addiction and find themselves at our doors. Your dollars provide hope for those fighting for recovery, providing dependable funding so we can fulfill our mission **to provide effective and affordable treatment services for individuals and families affected by alcoholism and drug addiction.**

### Your monthly donation is a small step with a huge impact on those searching for a happier, healthier way to live.

**Set up a monthly donation now**

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# Upcoming Professionals Workshops

**Clinical Applications in Extended Care of Substance Use Disorders**

**Presented by Pavillon**

**August 28, 2020**

**10:00 AM**

Workshop Link

**A Practical View of Long-term Effects and Recovery Outcomes for Individuals with Methamphetamine Abuse and Dependence**

**Presented by Willingway**

**September 18, 2020**

**9:00 AM**

Workshop Link

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# Alumni Recovery Meetings are now Virtual

Please visit our website at www.dilworthcenter.org.

Donate to our cause at bit.ly/DonateToDilworth

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