



Tiglin
life beyond addiction

Annual Report 2020

Tiglin Challenge is a Company limited by guarantee
and registered in Ireland no. 220213

Mission Statement

To provide individuals with an effective and comprehensive solution to life-controlling addiction problems, in order to become productive members of society. Tiglin, operating under a Christian ethos, endeavours to help people become mentally sound, emotionally balanced, socially adjusted, physically well, and spiritually alive.

With continued support from:



An Roinn Coimirce Sóisialaí
Department of Social Protection



Chief Executive Statement

Across Tiglin's range of services, we have witnessed how those who we already vulnerable in our communities i.e. the homeless and those caught in addiction were impacted by the threat of COVID-19. Responding to this unprecedented situation was only possible through the support of our dedicated funders, staff and volunteers. To facilitate a co-ordinated response Tiglin:

- Established an internal management network to discuss concerns regarding COVID-19 as they developed
- Assigned a designated COVID-19 lead who was available to support staff and clients
- Implemented an impact reduction response through securing PPE, training staff and clients in COVID safety guidelines
- Developed roster changes to reduce staff cross over/infection control
- Developed isolation rooms and external areas for client/family visits
- Invested in on-line infrastructure to provide on-line support for clients and families

Empowering people who have been heavily dis empowered due to the incapacitating grip of addiction and the stigma of homelessness is what Tiglin continually aim to do. The daily investment of the loyal and dedicated staff who work with Tiglin points people in the right direction in order to restore what has been eaten away by these powerful, marginalizing forces. As 2020 brought many unforeseen challenges for us all, we remained focused on who we are and what we do in order not to suffer from "mission drift".

Some of the highlights from 2020 took place with the help, input and support of many willing parties. One such event was held at Tiglin men's centre in February this year. Speaking on the night among many others was the newly elected Minister for Health, Stephen Donnelly who called Tiglin "A hidden miracle" and pledged his ongoing support should he be elected. The purpose of this evening was to encourage those in our care to use their democratic right to vote as a privilege that can shape the world around them. Reconnecting people with their voice and giving them the confidence and sense of purpose to use it is what much of resilient recovery is about



Philip Thompson
CEO
Tiglin

Chairman's Statement

It is a pleasure to report another successful year for Tiglin Challenge. We show continued strength and growth into our second decade as an organisation.

State bodies such as the HSE, Department of Social Protection, Wicklow County Council and many individual and corporate donors provide both financial and practical support which ensures that the work of Tiglin continues to reach lives trapped in addiction and homelessness.

We continued to grow our internal resources and deepened relationships with valuable support of external agencies so we can continue to provide wrap-around care services that introduce individuals to addiction free living, self-development, educational opportunities, jobs skills, housing and family support. Through these our residents and students set goals to reach their potential and our dedicated staff team empower them to make the best decisions for their future while providing a continuum of care.

Housing

The refurbishment of Carraig Eden for male graduates who have completed our residential programme started in summer of last year and is now complete. We are excited to see the 34 accommodation units being made available and to provide much needed housing to those who have committed to a new way of living.

This opportunity is a great example of Wicklow County Council's partnership with Tiglin and their willingness to see that the investment into Tiglin is an investment into people, and it is people who build community.

Finance

The organisation is very grateful to the South Inner City & East Coast Drug Task Forces, and Dublin City & County HSE for their continuing support in providing funding for the operation of our student centres. In the rapidly changing world around regulation and compliance we maintain a close relationship with the Drug Task Forces and work together to ensure that the organisation operates best practices both in the delivery of services and compliance with HSE rules and regulations. Our relationship with the Department of Social Protection in the operation of Community Employment Schemes continues to grow.

These State funds are vital to our ongoing success, but we always face an annual shortfall of funds. I wish to acknowledge the much-needed financial support of trusts, corporations, small business and local & national churches throughout 2020. Additionally, a special thank you to all individuals who support Tiglin either by way of monthly contributions or one-off payments.

Careful management of finances is essential particularly so in the charitable sector which relies entirely on the confidence of the public sector. Our Finance Committee which includes qualified Accountants and industry experts' endeavours to ensure best practices are applied across the organisation.

Chairman's Statement

The year past has been a huge financial strain on all in society. Tiglin saw increased demand throughout the pandemic as our services have been operating at full capacity throughout. We appeal to all supporters both new and old to continue to help us reach out to those who unfortunately are being left behind during this unprecedented time.

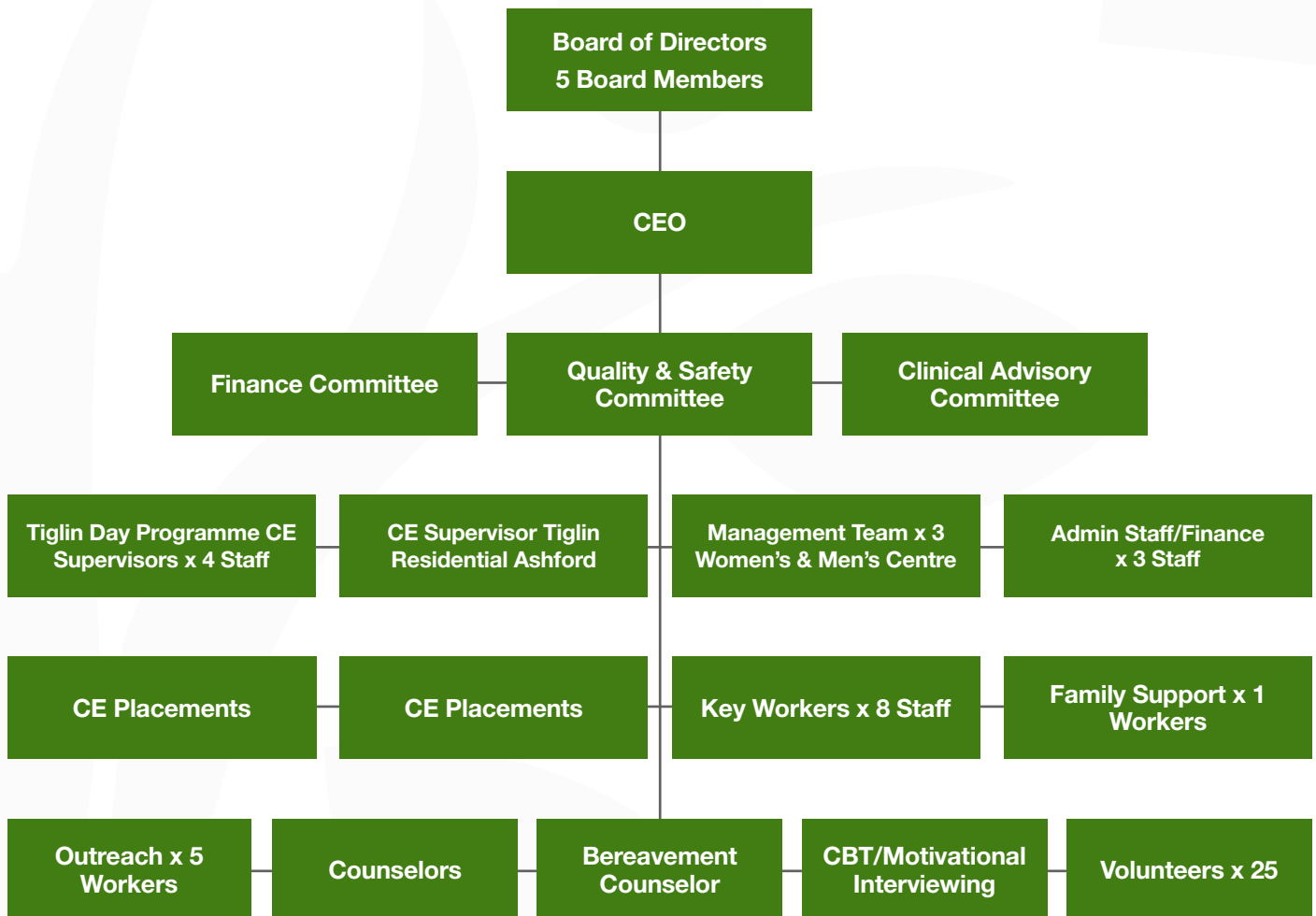
With 2020 being the year it was regarding the onset of the Covid pandemic I simply wish to highlight the staff of Tiglin and their dedication and commitment to soldier on in what was their frontline. Their desire to keep our vulnerable residents and clients safe went above and beyond their call. They are a wonderful crew of people who are admired by us all. This commitment did not go unnoticed with Tiglin featuring heavily in the 2020 Red Cross Humanitarian Awards with our Homeless Outreach Supervisor winning the Young Humanitarian Award, on the back of overseeing a significant increase in those presenting to our homeless service we are very proud of this achievement. Although the Covid pandemic has been a global challenge, here locally in Tiglin this challenge has brought out gifts and talents in our people which has been an honour to witness. I thank all of our staff for their work in seeing us through 2020.

All in all it certainly was a very busy year with a constant flow of challenges. As most of you know Tiglin was founded to provide a safe environment for individuals who had life controlling substance abuse problems. Now, as then, our aim is to continue to provide this care as we continue to navigate the future.



Aubrey McCarthy
Chairman
Tiglin

Organisational Structure



Tiglin Services

Residential Services

As ever, due to societal issues, we see continued demand for both our women's and men's residential services with a total of 135 people residing in both our men's and women's centers in 2020.

Our ladies center has thrived under an excellent management team who exhibit the skills and abilities to guide and mold the Centre to cater for everyone's needs in a truly personal and professional manner.

Tiglin Men's Centre continues to be a hive of activity. Each day is packed with fantastic opportunities for the men to discover some of the 'whys' and 'how's' of what led them to, and held them in, the stronghold of addiction. Residents continue to explore and embrace education, to witness the rebirth of their new selves as they journey a new road of faith that can hold their recovery together.

Tiglin Men's Centre



Tiglin Women's Centre



Tiglin Services

Carraig Eden

Has been used since 2009 as a transitional housing project. The purpose of this is to provide those individuals with comprehensive support services that will enable them to return to independent living and to obtain employment. All resident are actively engaged in Community Employment Schemes, educational development and training or full time work/studies. They are also seeking suitable move on accommodation with the support of the resettlement services in both Wicklow County Council and Tiglin.

Coming to the end of 2020 Carraig Eden has been nearly fully refurbished by WCC to an excellent standard to provide homes for up to 34 individuals. Each room is en-suite and the building is serviced with three communal kitchens, a large communal recreation room, sitting room, reading area and snooker facilities. The breath-taking views of the Cove is therapeutic in itself and this facility provides therapeutic supports even by its geographical location.

A comprehensive staff team, dedicated to the aftercare support needs of the residents, work side by side with the residents for the first 7 months at Carraig Eden to aid each person's recovery, well-being and progression. Also working from the site is a child therapist who provides vital supports to the children of residents within the programs as they adjust to life without one or more in some cases both parents.

Carraig Eden



Tiglin Services

Community Employment Schemes

Tiglin is a Community Employment sponsor and we deliver Community Employment in three separate locations; our day service aftercare programme, our in-house residential at Tiglin and out No Bucks Café in Dublin city. These services are supported by the Department of Social Protection, which is funded by the Irish Government under the National Development Plan 2007-2013.

The aim of the Tiglin Day Service is to provide a supportive and progressive rehabilitation programme through education, training and personal development within a community setting. This program continues to thrive with

19 students completing level 6 QQI certificates with IT Carlow.

Of those who have come through the Tiglin in house residential programme,

10 students are now in full or part time education with 5 in employment.

Our No Bucks Café moved to its new home in The Lighthouse on Pearse St. and has seen an unprecedented need for the service. Service users now continue to exceed 250 per day. I thank all our dedicated volunteers without whom this service would greatly suffer, particularly throughout the pandemic.

This Community Employment Scheme with 12 participants is now fully functional and is a tremendous asset in our effort to tackle homelessness.

Tiglin Aftercare Programme

Due to our building size and COVID Health and Safety protocols the Service delivery changed and was provided mainly over ZOOM and via phone calls and also as restrictions allowed via “walk and talk”.

The day service remained completely full in 2020 during the first and second lock down did not lose one person to relapse. Addiction thrives on isolation and feeds on the lonely, however by been creative and finding new skills to create connection and a sense of belonging participants fought the best fight and are winning this battle.

Some of our participants started part time jobs, some began volunteering in the community and reaching out to others. We took part in Recovery month organized by Recovery Ireland and helped make recovery visible in both Arklow and Greystones. Education continued, QQI qualifications were completed, graduations took place and 10 of our participants and 5 staff completed the Reality Therapy/Choice Theory Basic Intensive week.

It has been one of the most challenging years for everyone and we have witnessed individuals rising to meet those challenges. This year has shown us the depth of our participants resilience, patience, strength, camaraderie, generosity, good will, sheer determination and hope.

Tiglin Services

Family Support Program

Family Support interventions for 2020 were also impacted by the restrictions of COVID-19.

Adapting the support in 2020 to respond to these challenges mean that Marilyn, the family support worker;

offering initial phone contact to family members of new students; ongoing phone or in person support in crisis interventions; monthly support group meetings; men's programme pre-Phase 4 meetings with key worker, student, family member(s) and family support as part of the re-integration process.

- Understanding Relapse
- How to Prepare for Visits
- Strengthening Communication Skills
- Healthy Boundaries
- Dealing with Stress
- Coping Strategies

Tiglin's family support programme primarily supports the loved ones of students who are either engaged in the programme or who have exited the programme prematurely. There is also a growing number of interventions with those who use the family support phone number on the Tiglin website and call for support while still living with active addiction.

The family support worker (Marilyn Nyquist) began a required 6 month absence from March – October and in her absence 2 other volunteers continued some aspects of the support to families. This paved the way for the family support team to grow to 4 by early 2021, expanding the services to include therapy for family members and children of students.

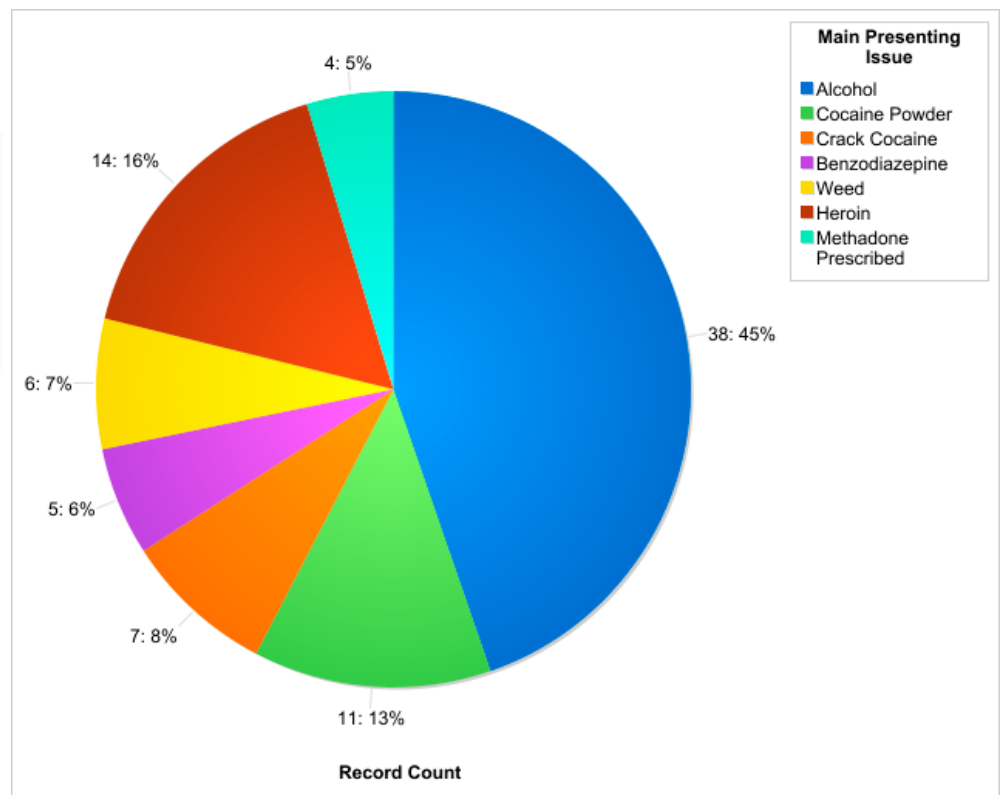
2020 Statistics

Men's & Women's Residential Centre

Tiglin Residential Overview

Figure	Indicator
211	Total people who were assessed for Tiglin residential in 2020
135	Total people who resided at Tiglin in 2020
20	Completed 8-11 months or more of treatment at Tiglin during 2020
32	Completed 4-7 months of treatment at Tiglin during 2020
46	Completed 1-3 months of treatment at Tiglin during 2020
37	Completed less than 1 month at Tiglin during 2020

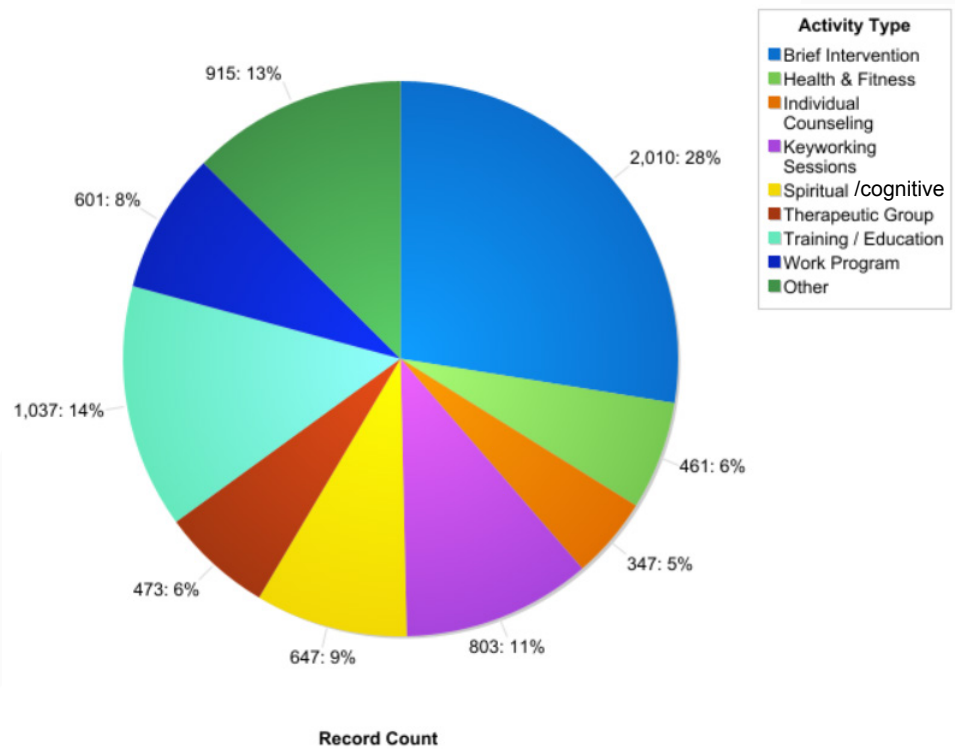
Main Presenting Issues of Clients Accessing Tiglin Residential 2020



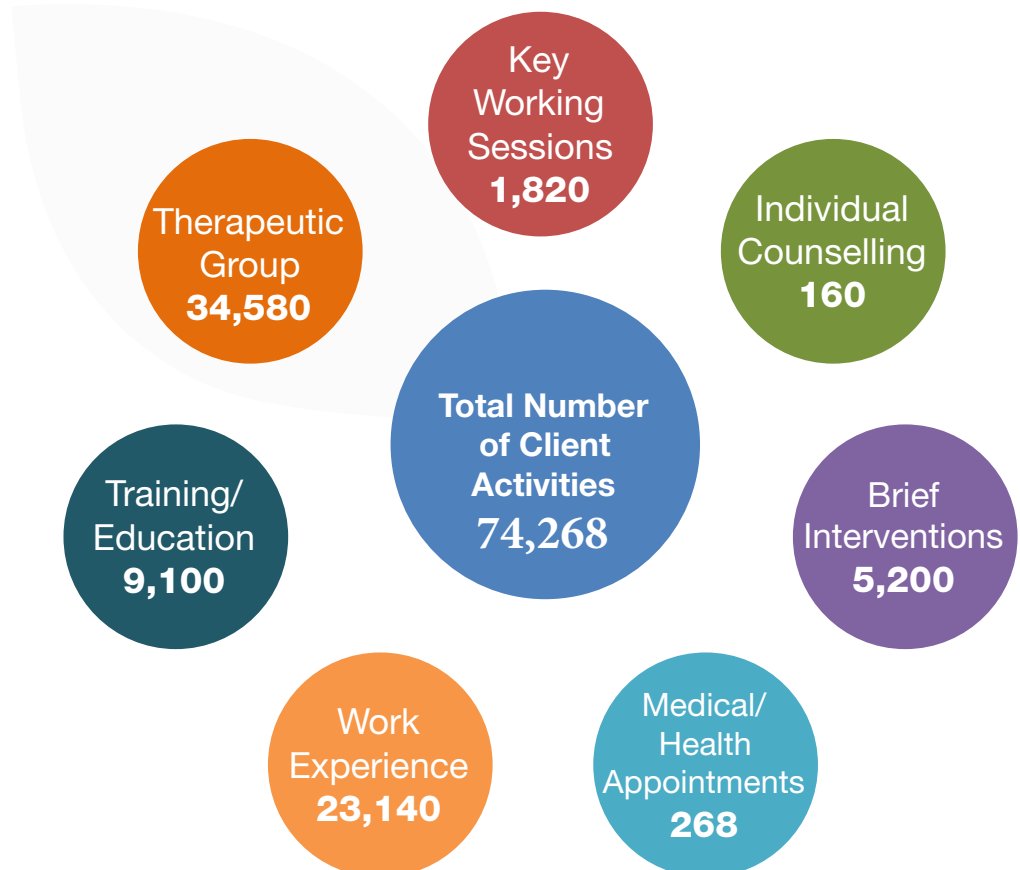
2020 Statistics

Men's & Women's Residential Centre

Residential Centres 1:1 Interventions 2020



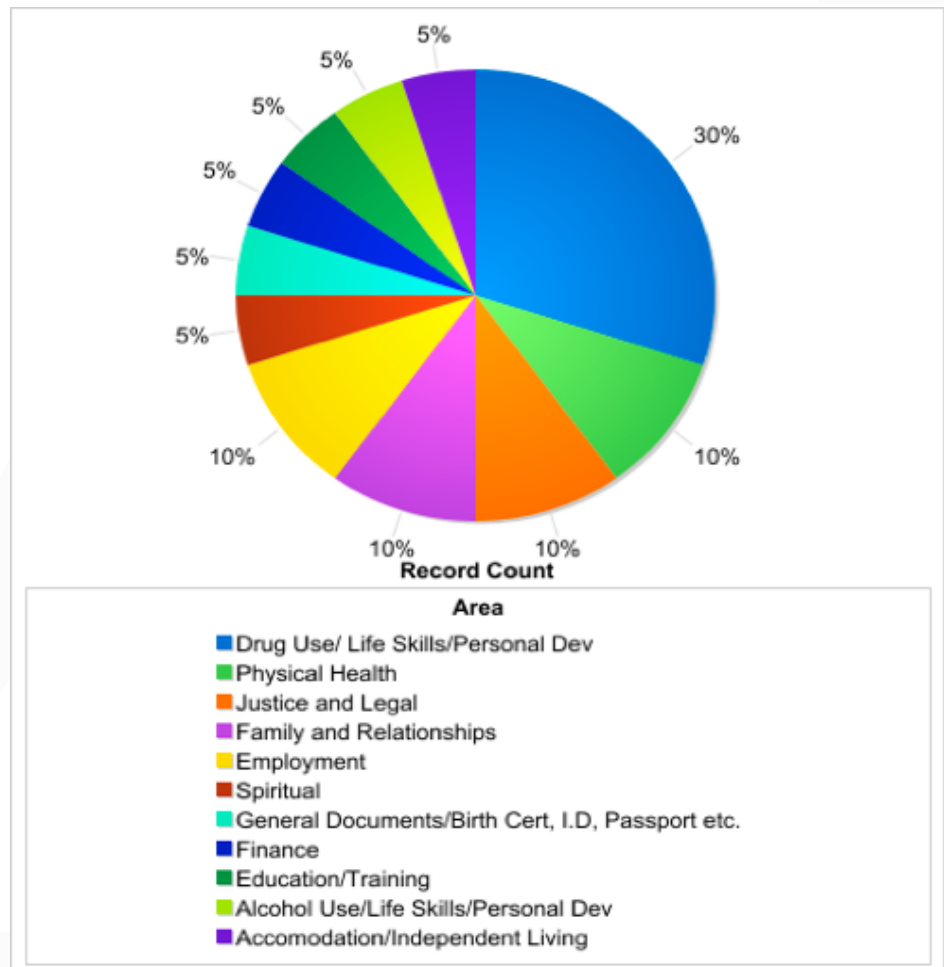
Total Number of Client Activities 2020



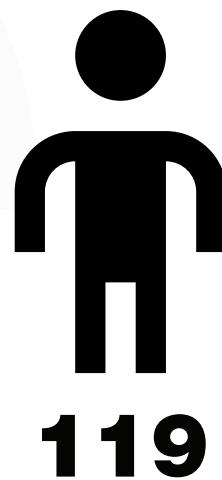
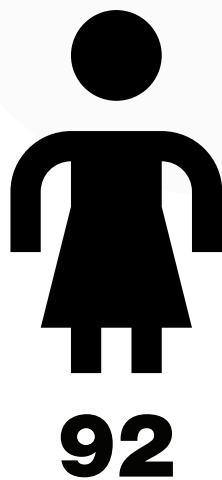
2020 Statistics

Residential Centres 1:1 Care Plan Objective 2020

Men's & Women's Residential Centre

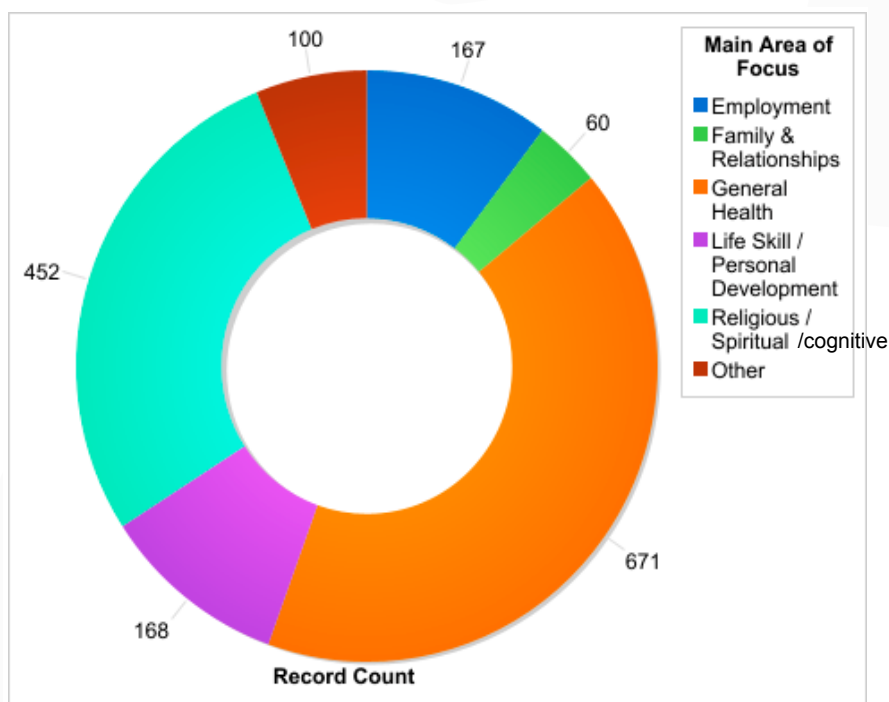


Gender of Clients Accessing Residential Treatment at Tiglin



CE Drugs Rehabilitation Scheme - Men's Residential Centre Ashford

Main Area of Focus



External Courses completed 2020

Participants in Residential completed the following in 2020
Purchasing Strategy, Quality Management
Lean Six Sigma QQI Level 6 Woodwork course QQI Level 3
Manual Handling
Keyworking & Care-planning
Group Facilitation Level 6, Group Work & Theory
Introduction to Community Day Work
CV Preparation & Interview Preparation
Healthy Food Made Easy
Toolbox Safety
Multi-component Rehabilitation Training
CRA Training
Work Experience

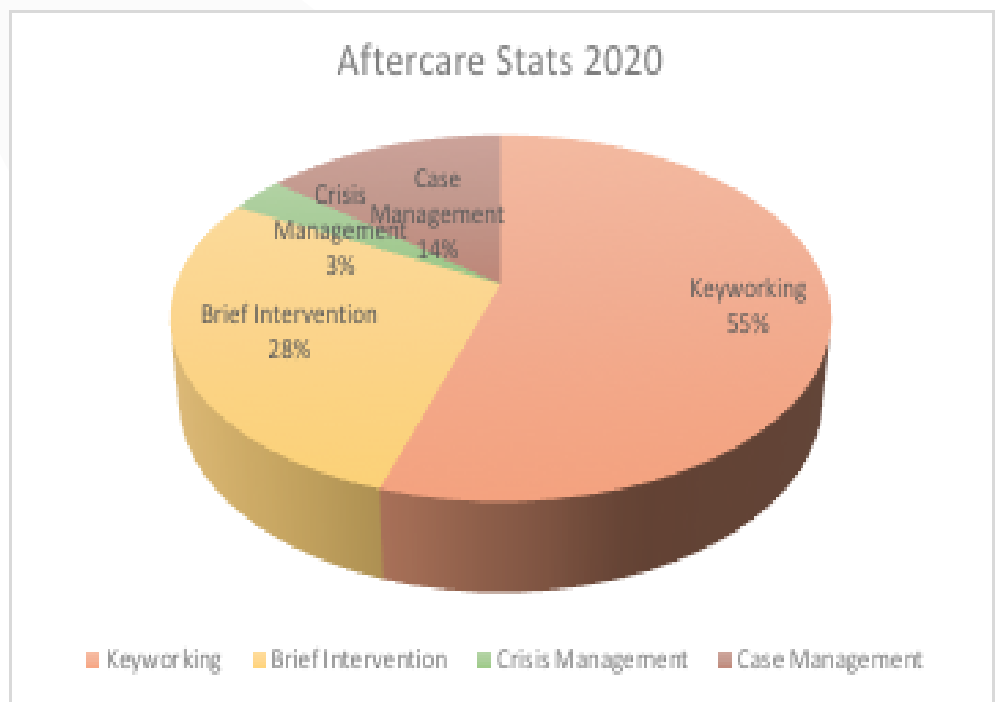
2020 Statistics

Tiglin Aftercare Programme

2020 Yearly Overview Transitional House Arklow

No.	Transitional House Arklow 2020
11	Resided in 2020
4	Progressed to Stable Accommodation
1	Entered Residential Centre
2	Returned home to Family
4	Carried forward to 2021

Employment/Traning & Education status who completed Tiglin CE Scheme in 2020



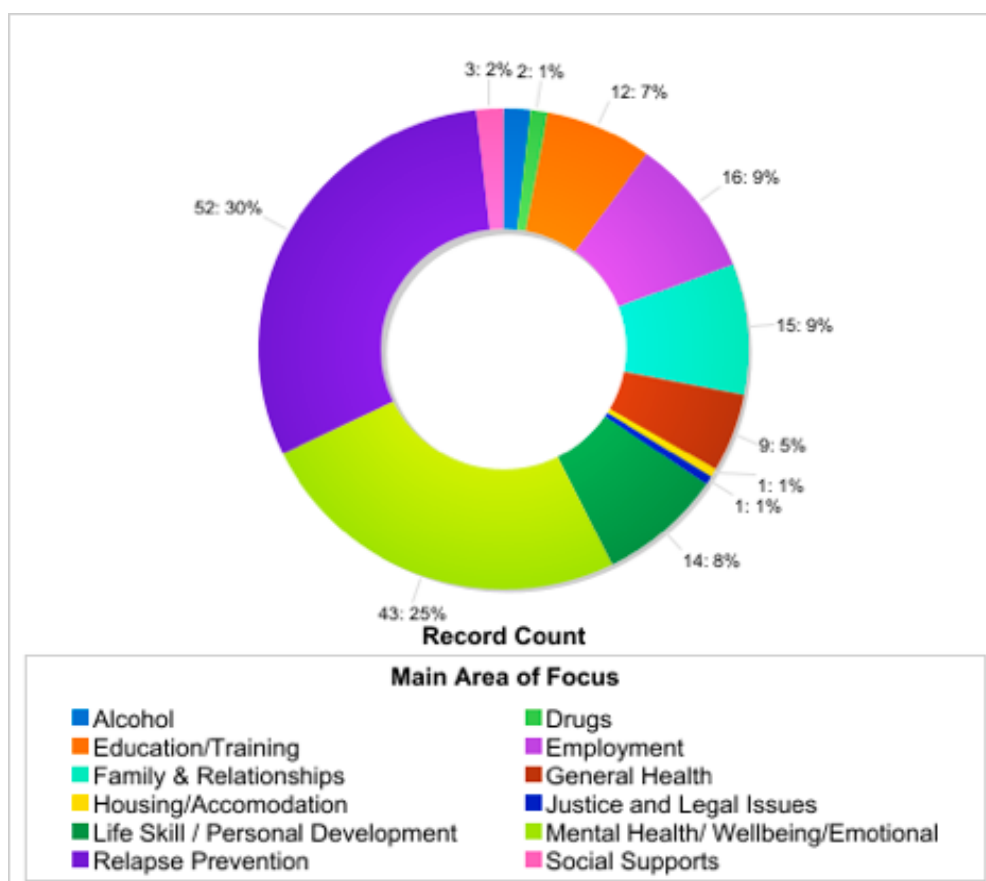
2020 Statistics

Tiglin Day Service

Personal Development
Personal Relation with other
Computers during COVID
Benefits of Exercise & Nutrition in Recovery
Cooking for Living
Youth Studies and Community Development
Team Building
Portugese Language
Communication Skills
Motivational Interviewing
ECDL

Rehabilitation Training
COVID Christmas/New Year Relapse Prevention
Reality Choice Therapy
Christmas Recovery
Recover Me
COVID Nature & Addiction
Self Care Webinar
Learning Conflict resolution
Care Farm
Procrastinating Programme
12 Step Programme
CBT therapy groups

Care Plan Participant Chart



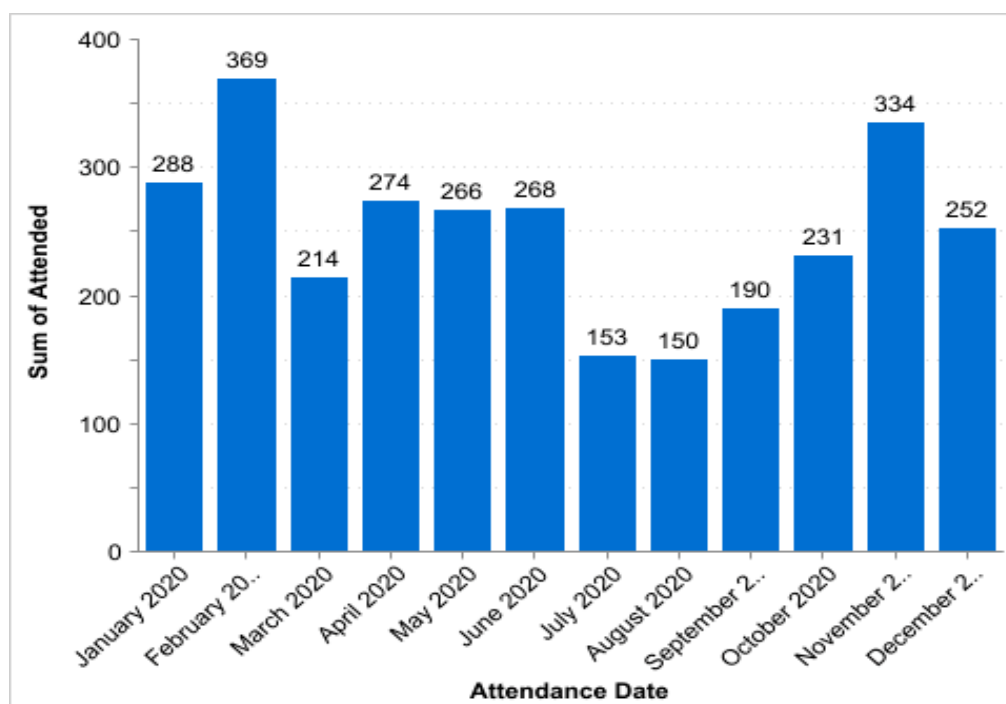
2020 Statistics

Tiglin Day Service

QQI
Communications QQI Level 5
Social Studies QQI Level 5
Community Addiction Studies QQI Level 5
Diploma in Addiction Psychology
VTCT Level 2 Certificate in Barbering
Group Theory & Practise QQI Level 6
Business Law QQI Level 5
Child Psychology QQI Level 6
Applied Social Studies QQI Level 6
Addiction Studies QQI Level 5
Social Care & Community Development QQI Level 7 Major
Computers QQI Level 3
Mental Health QQI Level 6
Diploma in Community Drug & Addiction Work QQI Level 7

Industry Standard
CSCS Teleporter Licence
NEFPC Strenght and Conditioning Trainer
Theory Test
Choice Theory Level 2
Security Licence
HACCP
Manual Handling
Forklift Training Certificate
Self Care for Social Care
First Aid Responder Training
CRA Training
Working at Heights
Voyage of Recovery Sailing
Tool Box Safety
Suicide or Survive SOS Workshop Training
First Aid Basic

Course Attendance 2020 - Tiglin Aftercare Day Service



Tiglin Services

Homeless Outreach – No Bucks Café

No Bucks Café Tiglin No Bucks café is based in a premises called The Lighthouse @28 Pearse Street Dublin 2. The service was setup to meet the needs of individuals who are experiencing homelessness and addiction related issues.

Tiglin No Bucks café is one of a few services in Dublin whereby individuals can access out of hours support, advice, guidance and some practical help and support with exiting homelessness.

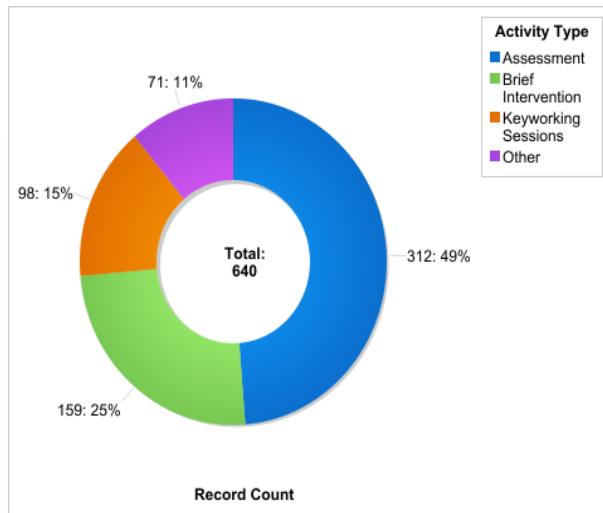
Individuals who present to the café are assessed using NDRIC needs assessment tool. All staff are trained in SAOR along with all of the current skillset/training needed to assess and support individuals who are experiencing homelessness and addiction issues. Once needs have been assessed and a case manager identified an individualized care plan is put into place.

The building blocks of this is a multi-agency approach and involve's other external agencies to help meet the needs of the individual service user. Currently all client data is been collected along with interventions been recorded on ECASS database and HRB (Health Research Board/Link) database. With the pandemic of Covid-19 and restrictions that have become a daily challenge for all services, Tiglin No Bucks café has had to look at ways to allow our staff be safe yet continue its vital work in helping the service users to have their needs met.

Tiglin No Bucks built a fully functional office/booth to allow service users to be assessed in a safe environment and get them the help that is needed. In response to the worsening homeless crisis the Tiglin No buck Café with the light house served over 75.000 meals to date the impact of working together during the Covid health crisis. The majority of men & woman who came to our doors are among Irelands most isolated struggling with homelessness, mental health and addiction issues.

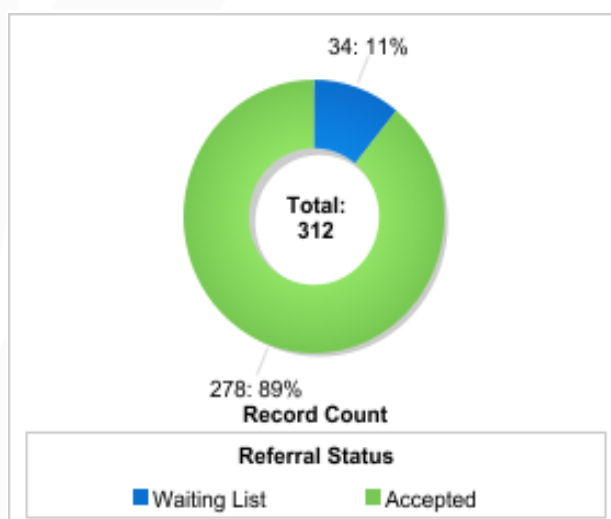


Referrals/Interventions

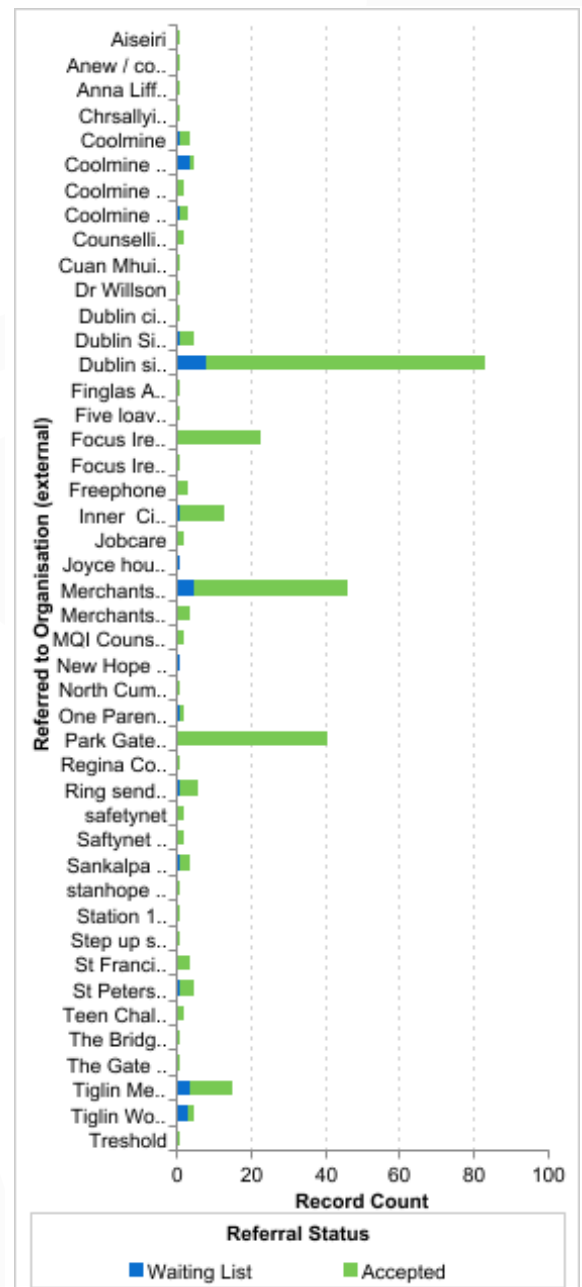


Currently 640 Interventions records to date with Brief interventions, assessments, key working sessions & general contact.

Incoming Referrals



Outgoing Referral

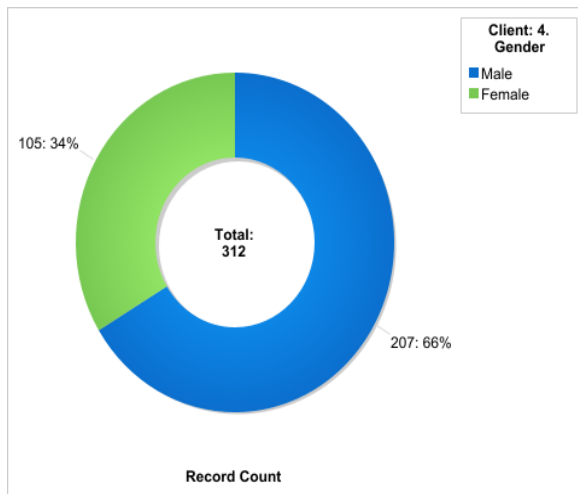


January 2020 - January 2021

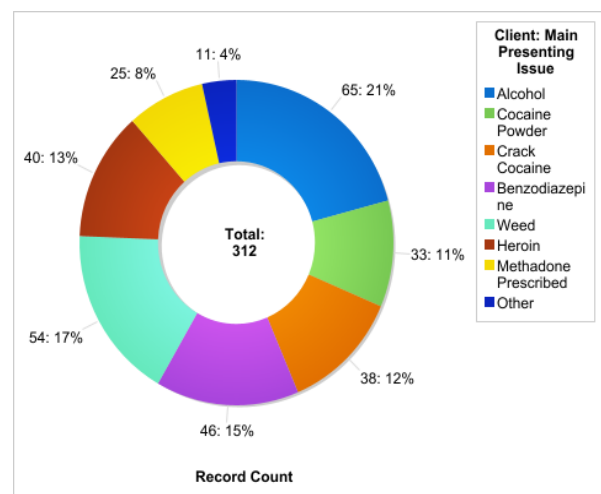
Presentations

Since January 2020 until January 2021 there have been 312 presentations to the Tiglin No Bucks café. From these presentations there is a breakdown of some demographics below:

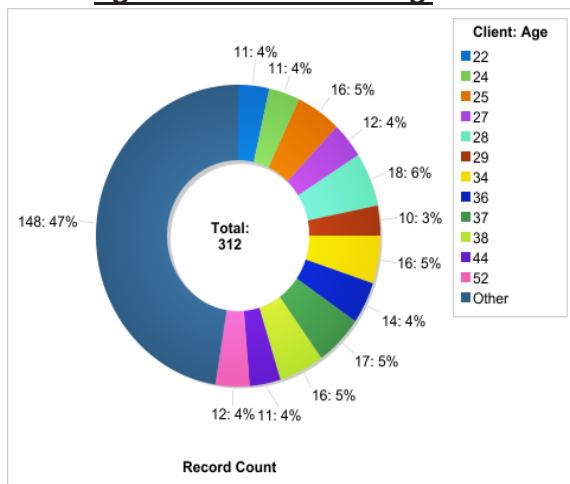
Gender



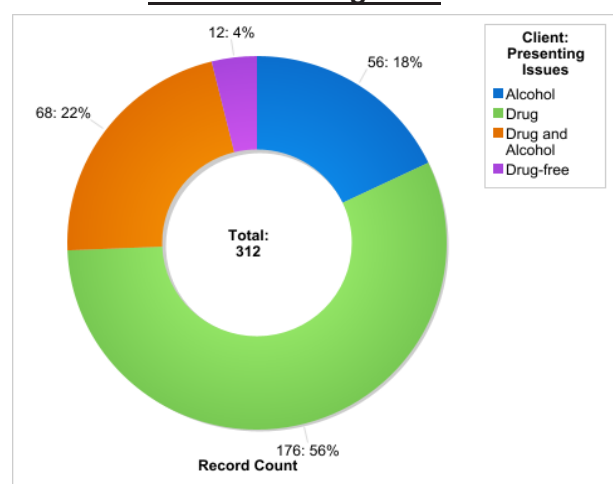
Presenting Issue



Age of Clients Presenting



Main Presenting Issue



Governance

Tiglin Challenge is a registered charity and a company limited by guarantee without a share capital. The purposes and objectives in how it conducts its business is set out in its Memorandum of Association as available from the Companies Registration Office. The activities of the company in its operation are to support each individual in their recovery from substance abuse. Tiglin Challenge provides a range of services both day services and residential services, to support each individual with recovery capital that will empower them to live a life beyond addiction.

Tiglin Challenge is compliant with The Governance Code for the Community, Voluntary and Charitable sector in Ireland as a Type C organization. The financial statements are prepared in accordance with the Charities SORP. Tiglin Challenge is also compliant with the Guidelines for Charitable Organizations on Fundraising from the Public. Governance is a recurring agenda item at Board meetings, due to the regulatory obligations which arise under service level agreements with the HSE and also the Approved Housing Body.

Corporate governance is of integral focus of the Board. To ensure the confidence of all our stakeholders the Board endeavours to ensure that the organisation is up to date with developments in governance particularly around the implementation of the CRA Governance Code. We have set ourselves a comprehensive monitoring plan to ensure yearly compliance with the Governance Code and adoption of the Charities SORP in our financial statements.

The Board audit ensures that the appropriate skillsets are in place which includes medical, finance, educational and pharmaceutical representation. The Board of Tiglin is passionate about continuing to position Tiglin as a professional provider of services within the rehabilitation sector.

Tiglin also operates two sub committees:

Our Financial Sub Committee members are Phil Thompson, Nigel Bell, Lorraine Mannion and Aiden Nevin

Our Health, Safety & Risk Management Committee members are Dr Stephen Bradley, Emmanuel Eguare, Phil Thompson, Gary O Heaire and Alex Newcomb

Partnership, Funders and Supporters

Our funders partners and supports are the lifeblood of Tiglin's diverse range of services they ensure that our services reach those most in need in the communities around us they help us lift the huge financial burden and make sure that Tiglin shines a light and provides a way for those who have lost hope, to all our supports, staff, counsellors and voluntaries we say a big thank you for making 2020 a year where many people were offered hope, housing and life beyond addiction.

Another loyal group of willing parties investing in the recovery capital of those in Tiglin are education and training providers such as IT Carlow, KWETB and An Cosan. 2020 has seen the return of investment for many residents and staff of Tiglin. In typical 2020 style we had a very COVID friendly, socially distant virtual IT Carlow graduation for 19 people who have also graduated from Tiglin and 13 staff members. The expansion of opportunities that stem from the investment of time, energy and money into education adds great value and strengthens recovery capital.

While we have seen many cracks of light in a challenging and often dark year, we have also been very aware of the great threat that COVID 19 has been. As we have interfaced with this pandemic, we at Tiglin have remained open while many others had to close.

For many months as COVID 19 restricted people and insisted we remain indoors, this resulted in many losing out at accessing addiction treatment. The concepts of social distancing and isolation might be phrases embedded into our vocabulary because of 2020, but they are not new concepts for many of Tiglin's clients who have experienced life on the margins, due to homelessness and addiction for the great deal of their lives.