

COOLMINE 2024

BUILDING RECOVERY PATHWAYS

Trends, Client Profile and Outcomes of Coolmine Addiction Services

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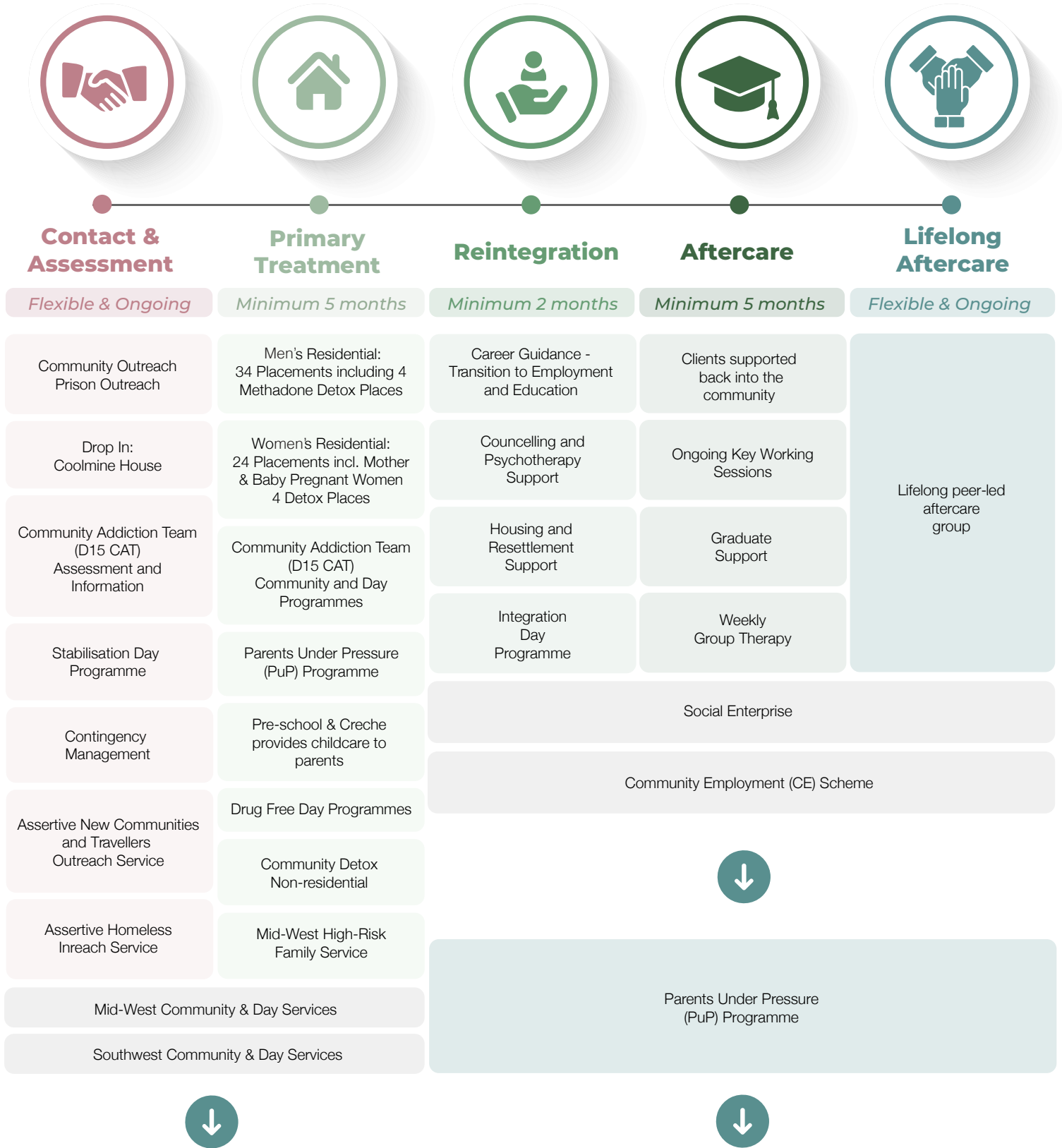
Introduction

Ireland has one of the highest rates of substance misuse in Europe, with alcohol and drug-related harm affecting individuals, families, and communities nationwide. The demand for addiction treatment continues to grow throughout Ireland, as more people seek support to address their addiction and rebuild their lives.

Coolmine believe that recovery isn't just about stopping or reducing substance use—it involves recovering physically, emotionally and mentally from problematic substance use in order to achieve a good quality of life. Since its foundation, Coolmine Therapeutic Community has been committed to ensuring that everybody should have the opportunity to overcome addiction and lead a productive and meaningful life. This commitment is based on the vision of sustained long term recovery.

Coolmine strive to achieve this vision by providing a range of quality community and residential services all along the continuum of care, each designed to meet a person where they are at and help them progress through the stages of recovery from substance use. In the Coolmine model, continuum of care means having quality services in place at first contact for people and families seeking help right through to primary services that can provide both residential and day services, as well as aftercare services for people exiting treatment. In order for this model of treatment to be effective, we need to ensure there are different services/programmes located at each stage of the treatment process and to evaluate at regular intervals if the services are meeting the needs of the people at this stage of treatment. This phased approach is crucial for effective treatment of substance use, particularly those with greater problem severity.

Continuum of Care



More Recovery Services

Nursing and medical services

Education and Literacy support programme

Client Participation Strategy - weekly service user feedback meetings & six weekly organisation wide client forum meetings

Family Support Services

Context of the Report

In line with the National statistics (NDTRS) the demand for Coolmine services continues to increase year on year , and Coolmine remains committed to its belief in ensuring that anyone who seeks help can access it. In order for Coolmine to oversee this, it is important that a baseline report is complete that analyses the profile of people seeking treatment, any changing trends of people seeking treatment and where the demand for service is. In addition to analysis of trends and profile, it is imperative that programmes are evaluated through outcomes that measure both positive progressions through treatment in addition to quality of life measures.

Aim:

This report is a baseline report of men and women seeking and receiving treatment in any of the Coolmine services nationally and comprises of 3 key elements:

- 1. A baseline profile of the men and women who presented for treatment in 2024**
- 2. Changes in patterns and trends of people presenting and their needs from 2022 –2024**
- 3. Outcomes for clients accessing Coolmine services including any changes in Quality of Life and Recovery Capital**

Approach:

- NDTRS returns for 2024 were analysed for Coolmine services. NDTRS is the national database that records episodes of treatment for drug and alcohol use on behalf of the Department of Health.
- Records from the PACT team (outreach team delivering service to people in private emergency accommodation) are included in the report. These figures are not recorded in the NDTRS returns
- Quality of Life and Recovery Capital indicators were analysed with a sample of service users over a 2 week period in November across all Coolmine services
- For the purpose of report, Coolmine refer to service users as clients both in residential and community and day services

Limitations:

This is an internal baseline report that is qualifiable and does not take into account context of the services or any qualitative data.

Snapshot of 2024 - Baseline Profile

Access

Opportunities to receive necessary care are defined by access, and often, it is those most in need that do not have access to services. One of Coolmine’s key considerations in planning is ensuring that everyone has access to our services. Specifically, considering if we are effectively meeting people where they are, year on year, and adapting to meet their needs in a meaningful way.

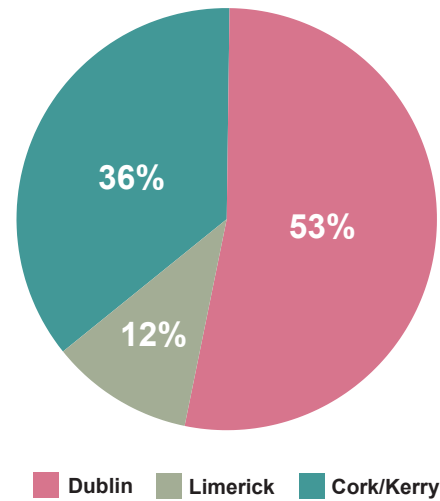
Total Number of Client Presentations (including PACT): 3293

The figures below detail the total episodes of treatment and support provided to men and women in a Coolmine service in 2024. The figures below include clients that may have entered a treatment programme in 2023 and remained in a service or programme in 2024. Between 2022 and 2024 there has been a 32.5% increase in episodes of treatment provided reflecting the significant increase in demand.

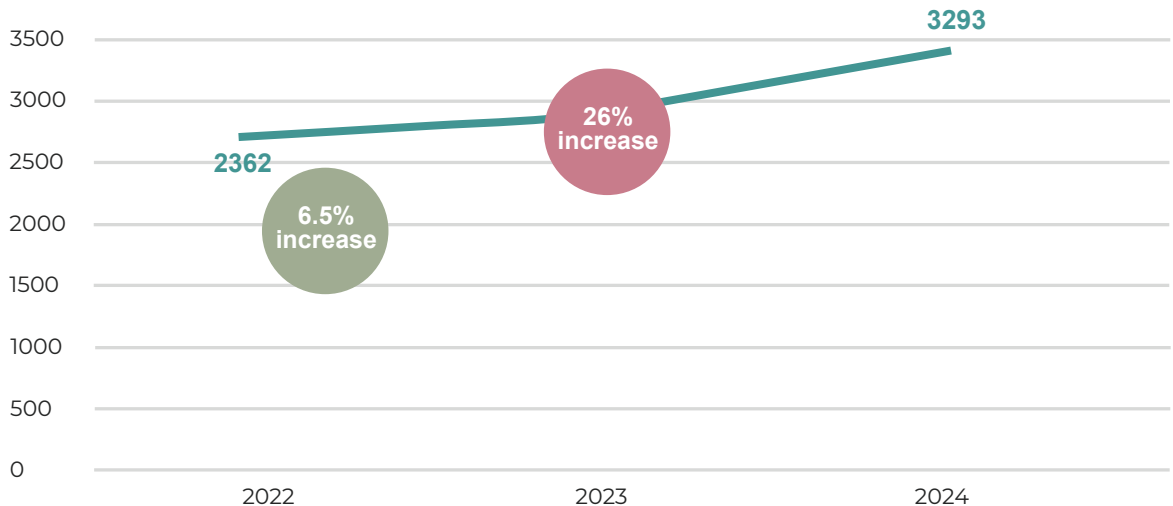
Where are clients presenting

The majority of treatment episodes have been provided in the Dublin Coolmine services (53%) followed closely by services in the South West region (Cork and Kerry) at 36%. The two services in Limerick are gender specific services providing service to women only.

Snapshot of 2024: Region



Snapshot of 2024: Client Presentations



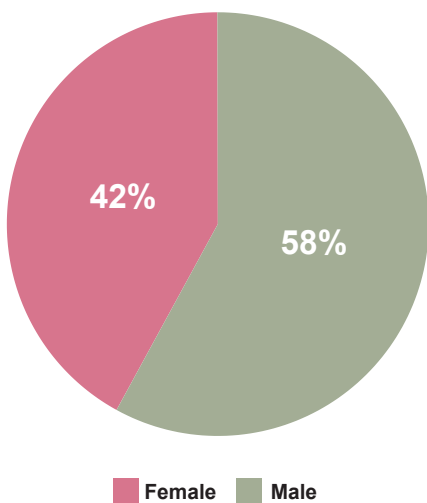
Gender

- 1. More women are accessing treatment than ever before, with increasing rates of female presentations year on year.
- 2. Research continually shows that despite addiction affecting men and women equally, women often face more barriers, including childcare, domestic violence, and stigma.
- 3. Coolmine’s targeted response to women is successfully bridging this gap.

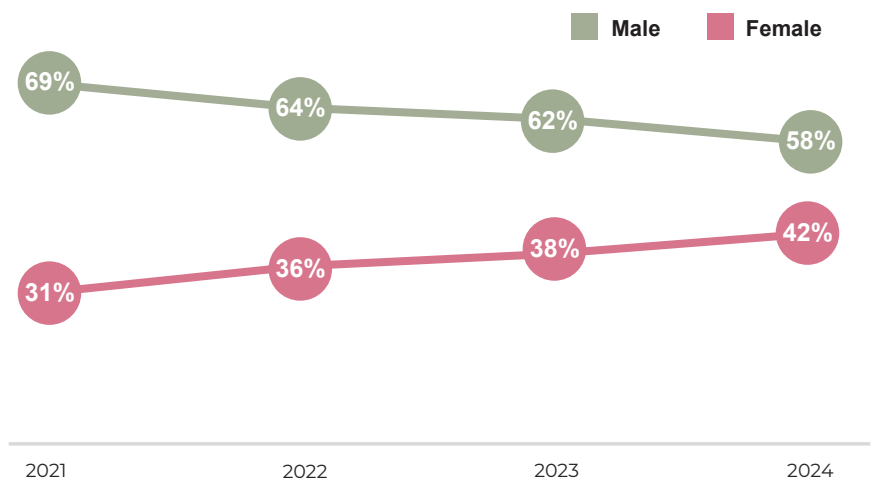
Coolmine are committed to providing gender responsive services and this is reflected in the gender breakdown of men and women accessing and seeking support. Of the 3293 episodes, 58% of all episodes were men and 42% women. There has been a 6% increase of women presenting since 2022.

Year on year, rates of female presentations to Coolmine have increased. The margin of difference between male and female presentations is narrowing over time. This indicates that Coolmine are reaching women increasing their opportunity to access treatment just as much as their male counterparts, and at a growing rate.

Gender



Gender Access: Year on Year

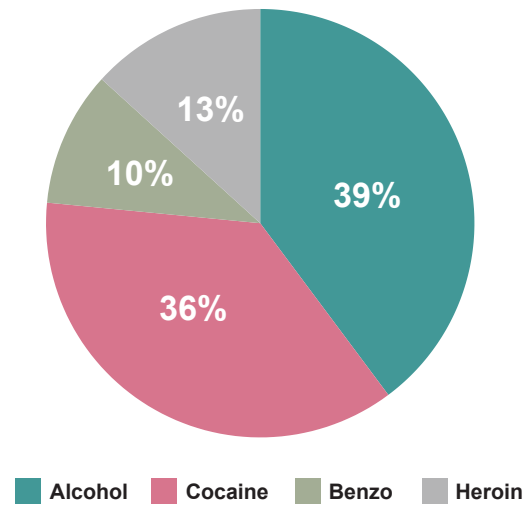


Presenting Drugs

In 2024, the main drug for which both men and women are presenting for treatment is alcohol (39%) followed very closely by cocaine (36%).

There are no significant gender differences, although the number of women presenting with cocaine has increased since 2022 (an increase of 11%).

Main Drugs for People Seeking Treatment

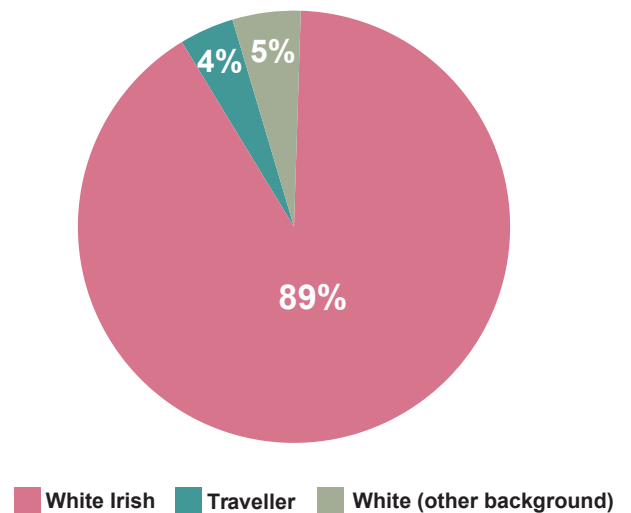


Race and Ethnicity

People accessing Coolmine services are predominately white Irish (89%) reflecting national trends although the number of Travellers presenting for treatment has had a significant increase. There has been a total of 160 episodes of treatment and support recorded for Traveller community members. This includes men and women supported in Private Emergency Accommodation through the PACT team. This is a 32% increase since 2022.

Coolmine in collaboration with the HSE and Social Inclusion have activated targeted initiatives that leads to this significant increase in presentation of Travellers – namely the Travellers Outreach Programme and Genio Programme aimed at homeless Traveller women.

Race and Ethnicity



Children and Families

- 1.** From 2022 to 2024, the number of children admitted to the women's residential services increased by 21%. In 2024, a total of 52 children accompanied their mothers full time in one of the two mother and child programmes - all with their own individual care plan and key person
- 2.** These figures do not reflect the numbers supported at weekends or on a part time basis
- 3.** A total of 365 parents were supported through the evidence based Parents Under Pressure programme
- 4.** Families receiving support grew by 28% from 2022 to 2023, remaining stable through 2024, demonstrating the impact of whole family treatment approach.

Ensuring Equitable access through other key targeted initiatives

Coolmine is committed to ensuring equitable access to care through targeted initiatives for marginalised groups that may face additional barriers. All of the key targeted initiatives described below have all demonstrated effective collaboration between Coolmine and the HSE and Social Inclusion in reaching some of the most marginalised groups.

These programmes and services are new and need to be continuously monitored, evaluated, and refined, ensuring they remain responsive to community needs and opportunities for improvement.

Integrated Care Pathway in Cork (RISE)

The Integrated Care Pathway (RISE) is a hospital in-reach collaboration between Coolmine, Cork City hospitals—including Mercy University Hospital and Cork University Hospital—and the Liaison Psychiatry team. Many individuals presenting with acute alcohol-related symptoms leave the hospital without engaging in treatment, returning to the community without care and remaining at high risk of further harm.

RISE bridges this gap by integrating Coolmine staff into hospital settings, providing immediate support and treatment options to ensure a seamless transition from hospital care to recovery services. Initially launched as a pilot project, the pathway demonstrated highly positive outcomes, significantly improving retention rates. Before the pilot, fewer than 20% of individuals remained engaged in treatment. During the pilot, retention rates averaged 46%, with the lowest recorded rate at 33%—a substantial improvement.

Parents Under Pressure

The Parents Under Pressure (PuP) programme is an evidence-based parenting initiative designed to support families facing multiple adversities, including parental substance misuse, mental health challenges, family conflict, and financial hardship.

At Coolmine, PuP is offered across all Coolmine services. A new initiative, funded under the Hidden Harm strategy allowed Coolmine to provide this service to parents living in the community and not necessarily in a treatment programme.

In 2024, 84 families have engaged with PuP in the community (external to Coolmine services), with a **60% completion rate** highlighting the programme's growing impact in supporting families on their recovery journey.

Travellers Outreach Programmes

The Travellers Outreach Programme offers early intervention and engagement with addiction services for members of the Traveller community in North Dublin city and county. Delivered within a primary care setting, the initiative provides one-on-one interventions, family support, and community outreach to address the specific needs of this community. By integrating support into primary care, the programme aims to foster a sense of security and trust, helping to break down stigmas associated with seeking treatment for substance misuse.

The Genio programme was launched in 2023 to bridge the gap in outreach for Traveller women, who face disproportionate challenges due to intersecting hardships compared to their male counterparts and the settled Irish population. The programme provides one-on-one case management, offering support in areas such as housing, domestic violence, psychosocial well-being, and addiction. In 2024, this programme supported 54 clients.

Resonance Factor/ Cocaine Programme

Resonance Factor is a 12-week programme designed to help clients reshape their relationship with cocaine by shifting their mindset and emotional responses to support healthier behaviours and lifestyle choices. By working from the inside out, the programme fosters changes in belief systems that lead to lasting behavioural transformation, reinforcing long-term recovery.

Support includes drug education, interactive workshops, and one-on-one key-working sessions. In 2024, 48 clients were supported highlighting the programme's role in addressing cocaine use through structured, targeted intervention.

PACT Team

Established during COVID-19, the PACT (PEA Assertive Case Management Team) was developed as part of a coordinated response to support individuals experiencing homelessness in Dublin. Operating within the city, the team provides residents in Private Emergency Accommodation (PEAs) with onsite brief interventions, housing and well-being assessments, and assertive case management where needed.

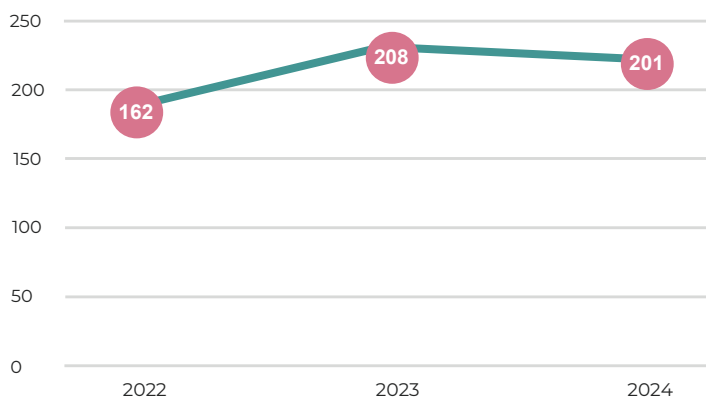
In 2024, the programme supported **670 individuals**, marking a **15% increase from 2023**—a clear indication of the growing demand for targeted intervention and support within this vulnerable population.

Children Admitted with Mother



One of the most important components of access is family-based services. As many of Coolmine's clients have young children, this can be a significant barrier to access. Coolmine aims to reduce these barriers by providing child-inclusive residential supports to mothers at Westbourne (Limerick) and Ashleigh House (Dublin), and offering familial supports to clients within other services, namely family support services and the Parents Under Pressure (PuP) programme.

Families Supported: Year on Year



In addition to children supported, there was a 28% increase in families supported from 2022 to 2023, and a small decrease of 3% from 2023 to 2024.

To note, these figures under-represent the level of support offered to families informally.

The outcomes demonstrated in this section are for clients in the three residential services only.

Outcomes for Clients Exiting Coolmine Residential Services in 2024

Residentials and Aftercare

Aftercare is Coolmine’s lifelong commitment to our clients, offering ongoing support after the first and second phases of the residential programme, including peer-based group meetings and regular social activities. Clients who are in aftercare have successfully completed the residential programme, which makes them representative of the efficacy of Coolmine’s programmes.

Comparing clients in aftercare to clients still in residential programmes offers a comparison of how tangible life skills and recovery capital develop throughout the three phases. This includes measuring completions of residential progressions, positive housing progressions, progression to education and employment and quality of life.

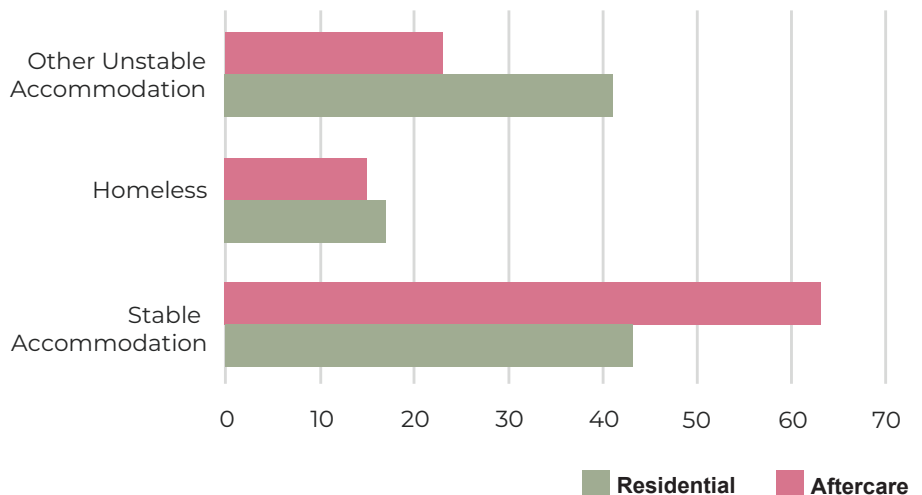
Snapshot of Outcomes for Clients in Residential Programmes

- 1. A total of 200 people received residential treatment in 2024 across the three Coolmine residential services**
- 2. By end of 2024 – 66 men and women were still in the residentials and 82 had positively progressed to aftercare programmes (74% positive retention)**
- 3. 58 % of all clients admitted to one of our three residentials had an acute housing need and were either homeless or residing in unstable accommodation on entry**

Housing

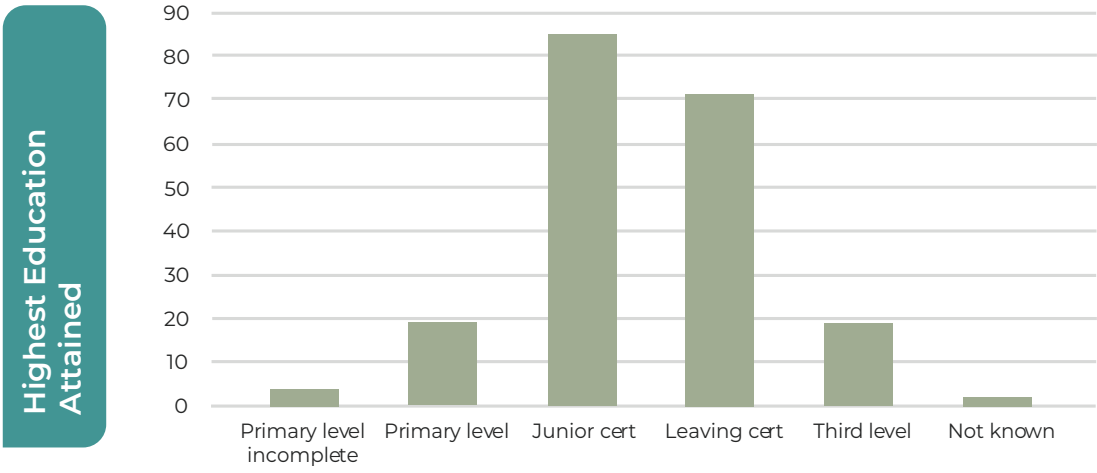
Housing stability improves recovery outcomes post-treatment – The proportion of aftercare clients with stable housing was 63% demonstrating the effectiveness of housing support provided.

Housing Progressions Post Treatment



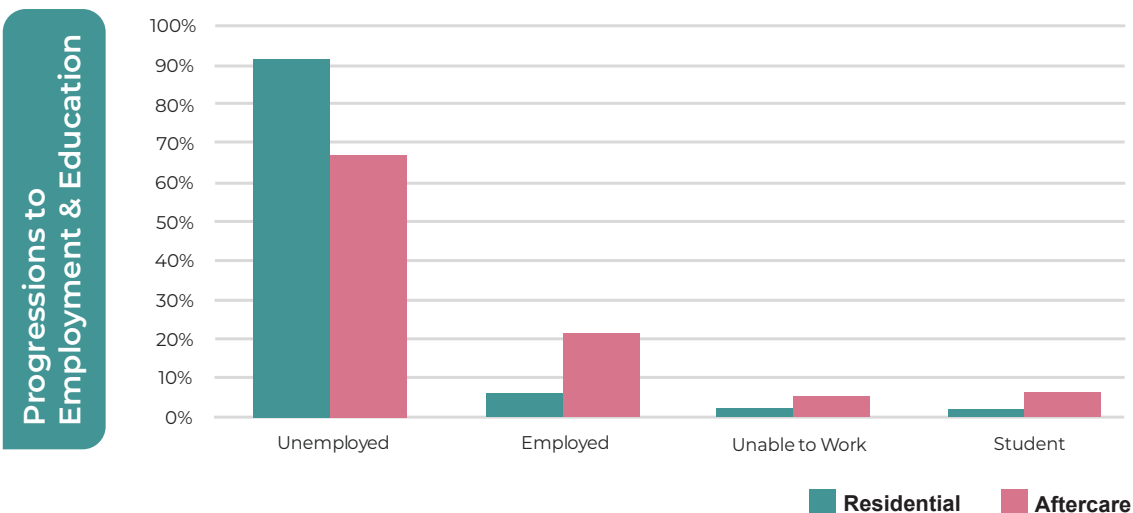
Education

Education plays a crucial role in recovery, shaping access to employment opportunities while equipping individuals with the knowledge and skills needed to navigate the world with confidence and insight. The graph below gives a snapshot of the highest education attained by the men and women accessing the residential services. This is important to help Coolmine adapt their services to the needs of the clients in terms of career and education support. Whilst the majority of clients highest attainment was the Junior Cert (42%) the profile is changing. Those with Leaving Cert or higher was 45%.



Progressions to Education and Employment is one of the key measures for Coolmine in overseeing its mission of giving clients the opportunity to overcome addiction and live a fulfilled and productive life.

- Those employed in the 30 days prior to residential treatment accounted for 6%- this rose to 21% post treatment. There was a 15% positive progression to employment for clients at the aftercare stage.
- A further 6% of clients returned to Education at the aftercare stage.

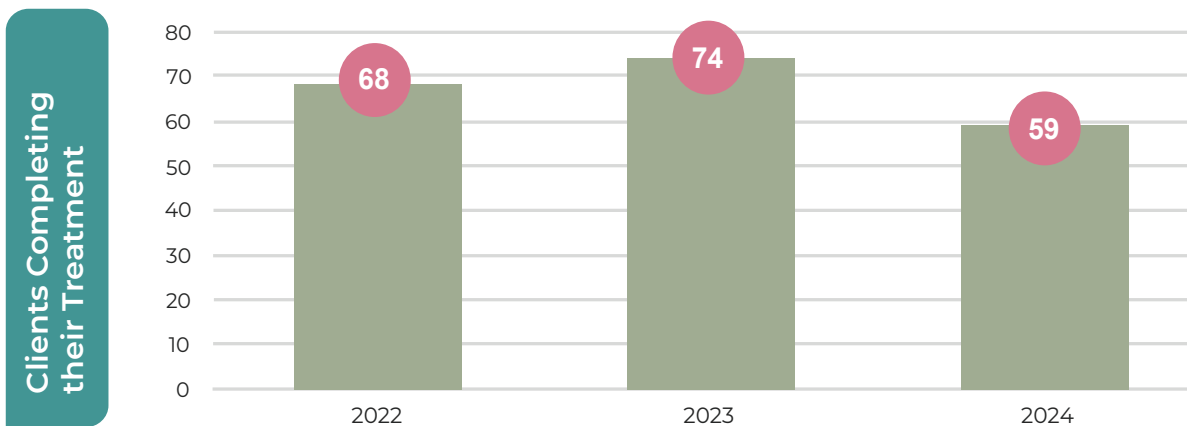


Snapshot of Outcomes for Clients across all Coolmine Services Nationally

Outcome Data: Year on Year

Tracking clients' engagement with programmes in addition to measuring their well-being throughout their time in Coolmine's programmes is essential for assessing our programmes and ensuring we are remaining responsive to clients' needs. Retention rates reflect the proportion of clients who complete their programme compared to those who leave early, serving as a key measure of engagement and programme effectiveness. At Coolmine, retention rates have remained consistently strong, ranging between **59-74%** year on year. This stability is particularly notable given that substance misuse services often struggle with low completion rates due to the complex and turbulent challenges clients face.

Retention Rates



Recovery Capital

Recovery capital refers to the internal and external resources individuals can draw upon to sustain long-term recovery. Measuring recovery capital is essential for tracking progress, identifying trends, and offering an objective perspective on an individual's recovery journey.

Recovery capital naturally evolves throughout the recovery process. In the early stages, individuals typically have minimal recovery capital, as they have not yet built the structure and stability needed to support their recovery. As treatment progresses, recovery capital grows, reflecting the development of healthy habits,

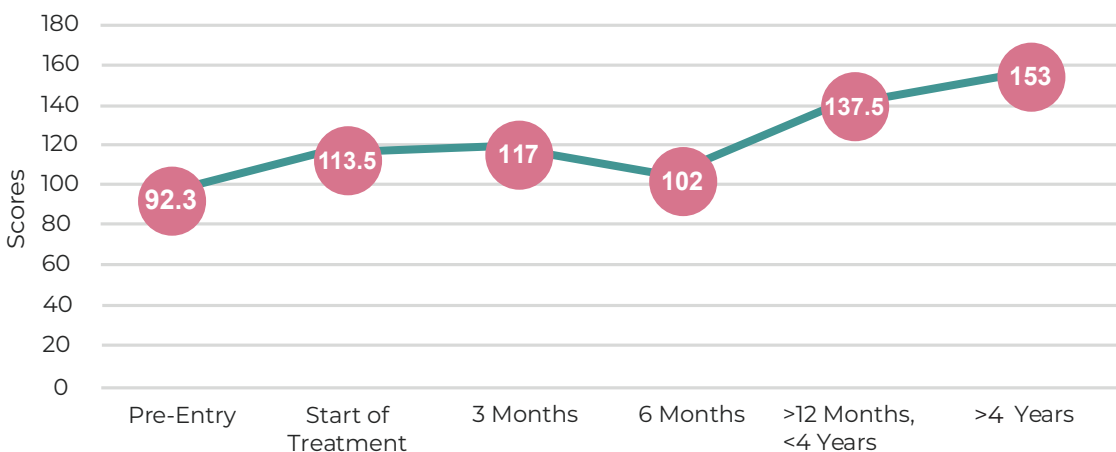
support networks, and personal stability. However, immediately after completing treatment, recovery capital can dip as individuals transition back into daily life and put their newfound skills into practice. With time, ongoing effort, and sustained recovery-focused actions, recovery capital rebuilds, leading to long-term recovery and an improved quality of life.

Questionnaires were administered across all Coolmine services nationally over a 2 week period in November 2024. A total of 86 clients completed the recovery capital questionnaire proportionally representing clients at the pre-entry stage, treatment stage and aftercare stage.

Findings demonstrated that those in pre-entry or the early stages of treatment had low recovery capital, which steadily increased throughout their programme as they built the internal and external resources needed to sustain recovery. While recovery capital dipped upon exiting treatment, it rebounded over time as clients reintegrated into their lives and applied the skills they had developed, demonstrating the effectiveness of sustained recovery planning and support. Recovery Capital items that were measured included clients perception of physical health, emotional well-being, mental health hygiene, outlook on life, and overall psychological resilience throughout their recovery journey. It also measured logistical recovery capital which refers to the practical foundations of recovery, including employment, a safe living environment, stable accommodation, and financial well-being.

Survey found that:

- 1. Coolmine clients gain more recovery capital as they progress through treatment**
- 2. Quality of life also improves over time as treatment progresses**
- 3. Recovery capital and quality of life improves during treatment, dips slightly after leaving their programme (as expected during transition), but stabilises over time.**
- 4. For both recovery capital and quality of life, in physical and environmental wellbeing, responses were largely positive, demonstrating positive growth.**
- 5. Mental wellbeing had more mixed responses than the other two categories, suggesting a need for ongoing support.**



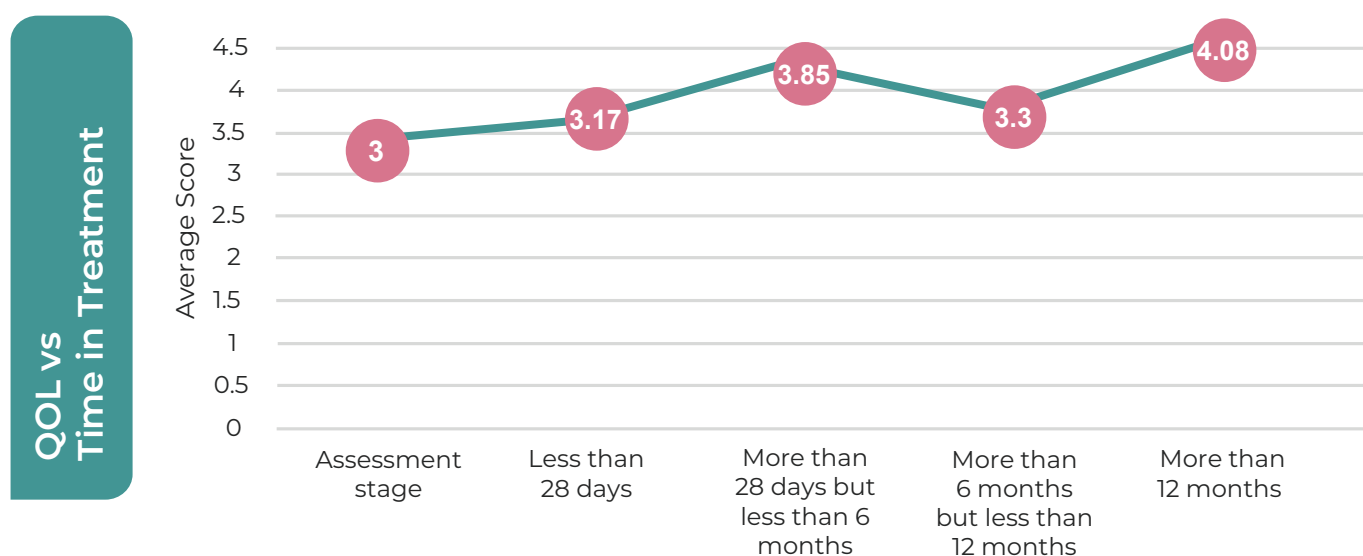
Quality of Life

Quality of life, or QoL, refers to a person's overall well-being, encompassing mental, physical, and social health. Unlike measures that focus solely on the absence of illness or hardship, QoL provides a more holistic view of how well someone is doing.

In Coolmine, it is important for measuring the impact of Coolmine programmes through quality of life measures as it reflects not only a client's progress in overcoming substance use but also their ability to build a fulfilling and stable life. Similar to measuring recovery capital, measuring QoL throughout Coolmine helps identify areas where clients are excelling and where additional support may be needed. By analysing trends over time, these insights can help direct resources more effectively, ensuring clients receive the support necessary to improve their overall well-being and long-term recovery outcomes.

Clients' quality of life followed a similar pattern to their recovery capital, with noticeable peaks and dips at the same points. Overall, **quality of life improves significantly throughout Coolmine.**

As clients transition out of their programme, there is a slight dip as they adjust to life outside of structured support, putting their new skills into practice. However, the fact that QoL remains strong even after this transition suggests that Coolmine helps clients build a solid foundation for long-term well-being, ensuring they have the tools to maintain a high quality of life beyond treatment.



Conclusion

Coolmine's mission and belief is that everyone should have the opportunity to overcome addiction and lead a productive and meaningful life. Within the context of increasing treatment demands throughout Ireland and changing patterns of drug use, this report highlighted the commitment by Coolmine to meet the demand through existing services delivery in addition to targeted initiatives and services aimed at some of the most marginalised groups in society. This report was a baseline report primarily a quantitative report to give a picture of the people presenting, the demand for service and where it is located and the outcomes for clients engaged on a continuum of care model that Coolmine believe is essential to people with substance use particularly of high severity.

In the context of changing drug use where early access is critical, the targeted initiatives highlighted in this report could not have been delivered by Coolmine without the collaboration of the HSE, National Social Inclusion and the local and regional Task Forces.



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