



FEBRUARY 2024

# State Opioid Response Grant: 2022-2023 Community Reinforcement and Family Training (CRAFT) Annual Report

---

SOR Year 5 and CRAFT Evaluation Report Year 1



The Evaluation Center

UNIVERSITY OF COLORADO  
DENVER | ANSCHUTZ MEDICAL CAMPUS



Prepared by



# The Evaluation Center

UNIVERSITY OF COLORADO  
**DENVER | ANSCHUTZ MEDICAL CAMPUS**

[www.the-evaluation-center.org](http://www.the-evaluation-center.org)

[TheEvaluationCenter@ucdenver.edu](mailto:TheEvaluationCenter@ucdenver.edu)

Prepared for



# COLORADO

## Behavioral Health Administration

The project described in the following pages is supported by the Colorado Behavioral Health Administration. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Colorado Behavioral Health Administration.

### **Suggested Citation:**

The Evaluation Center, University of Colorado Denver. (2023). State Opioid Response Grant: 2022-2023 Community Reinforcement and Family Training (CRAFT) Annual Report. Technical report submitted to the Colorado Behavioral Health Administration.

# Contents

<b>Highlights</b> .....	Error! Bookmark not defined.
<b>Background</b> .....	Error! Bookmark not defined.
<b>Evaluation Focus</b> .....	<b>2</b>
<b>CRAFT Organizations and Facilitator Roles</b> .....	<b>2</b>
<b>Key Findings</b> .....	Error! Bookmark not defined.
<b>Reach</b> .....	<b>3</b>
Participant Numbers.....	3
Language and Geographic Reach .....	5
<b>Effectiveness</b> .....	<b>8</b>
Satisfaction.....	8
Program Impacts.....	9
<b>Adoption</b> .....	<b>14</b>
Facilitator Roles .....	14
Training.....	14
Community Partnerships .....	14
<b>Implementation</b> .....	<b>15</b>
CRAFT Groups.....	15
Virtual Groups.....	15
In-Person Groups .....	15
Open and Closed Groups.....	16
Adapting the Curriculum.....	17
Additional Resources .....	17
<b>Maintenance</b> .....	<b>18</b>
Outreach and Recruitment .....	18
<b>Conclusion</b> .....	Error! Bookmark not defined.
<b>Appendix A: Methods</b> .....	<b>20</b>
CRAFT Data Collection Methods.....	20
Data Collection and Analysis .....	21
<b>Appendix B: Craft Group Details</b> .....	<b>23</b>

# HIGHLIGHTS

---

The Community Reinforcement and Family Training (CRAFT) program brings together family members and friends of loved ones with a substance use disorder (SUD) across Colorado. The CRAFT curriculum is provided by trained facilitators and aims to provide participants with the skills and confidence to re-establish or improve their relationships, including fostering strategies that encourage treatment entry or maintenance. The following are highlights from the evaluation of Colorado’s CRAFT programs.

Successes of CRAFT Program	Opportunities for Program Improvement
<ul style="list-style-type: none"><li>• From May 2023 to September 2023, 157 participants completed the CRAFT curriculum.</li><li>• Participants of CRAFT reported high levels of satisfaction with the curriculum as well as the facilitation and delivery of the curriculum.</li><li>• Participants reported increased physical and emotional well-being after participating in CRAFT. Additionally, 87% report improved relationships with their loved one.</li></ul>	<ul style="list-style-type: none"><li>• Facilitators requested more CRAFT materials, including PowerPoint slides and handouts of lessons, materials in Spanish, and additional materials related to motivational interviewing. Additionally, some facilitators felt it would be helpful if the Colorado Behavioral Health Administration (BHA) staff could work with them to modify materials to be geographically and culturally specific.</li><li>• Facilitators wanted expanded training opportunities such as shorter training sessions over a longer period or routine refresher courses for facilitators.</li></ul>

## BACKGROUND

---

The Substance Abuse and Mental Health Services Administration (SAMHSA) first awarded the State Opioid Response (SOR) grant to the Colorado Department of Human Services, Office of Behavioral Health (OBH) in 2018. This grant was renewed in 2020 and 2022. The department shifted to become the Colorado Behavioral Health Administration (BHA) in 2021. BHA is administering funding for statewide activities that support prevention, treatment, recovery, and harm reduction activities in Colorado. One of the programs funded by BHA through the SOR grant is the Community Reinforcement and Family Training (CRAFT) program.

CRAFT brings together family members and friends of loved ones with a substance use disorder (SUD). The groups are normally held once per week for 10-12 weeks. During the sessions, a trained CRAFT facilitator guides participants through strategies that may increase positive interactions with the person who is struggling with a SUD. Program participants are encouraged to connect with each other and share their challenges and successes as they navigate their relationships with their loved ones. CRAFT focuses on increasing participants' well-being regardless of their family member or friend's SUD or treatment outcomes. The CRAFT curriculum aims to provide participants with the skills and confidence to re-establish or improve their relationships, including fostering strategies that encourage treatment entry or maintenance.

## EVALUATION FOCUS

The Evaluation Center (TEC) serves as BHA's external program evaluation partner for select SOR programs, including CRAFT. The purpose of the CRAFT evaluation is to assess the strengths and challenges of program implementation, assess participant outcomes and satisfaction, and document programmatic characteristics. Although CRAFT programs have a long history of providing services, TEC partnered with BHA to evaluate the program in early 2023 and began collecting evaluation data in May 2023. Please see Appendix A for additional information about the evaluation focus and data collection methods.

## CRAFT ORGANIZATIONS AND FACILITATOR ROLES

More than 25 organizations across the state participated in CRAFT programming, including SUD treatment and recovery centers, recovery coach agencies, and community-based non-profit organizations. These organizations typically offer a range of services, such as peer recovery coaching, intensive outpatient services, family programming, support groups, counseling, transitional recovery housing, behavioral healthcare, and harm reduction. Some facilitators operated their own private counseling or therapy practice. Four of the 22 CRAFT facilitators interviewed started their organization for the sole purpose of facilitating CRAFT groups. Several facilitators explained that CRAFT aligns with their organizations' recovery or treatment programming because it provides a more holistic continuum of care model. Please see Appendix B for additional details about CRAFT groups.

## KEY FINDINGS

---

The key findings represent data collected between May 2023 and September 2023.

The evaluation is guided by the RE-AIM Framework,<sup>1</sup> which is used in the public health field to provide a comprehensive approach to planning, implementing, and evaluating the effectiveness of public health programs. The framework contains five elements (Reach, Effectiveness, Adoption, Implementation, and Maintenance). The evaluators identified questions and indicators within each element.

**REACH:** participants served monthly; new participants; participants served via telehealth and location; participant demographics

**EFFECTIVENESS:** participant satisfaction; participant outcomes; identified patients' decreased substance use or entry to treatment

**ADOPTION:** adequate training for facilitators; facilitator roles/background; community partnerships

**IMPLEMENTATION:** successes and challenges; adapted implementation for unique populations; additional resources

**MAINTENANCE:** effective outreach strategies

## REACH

### Participant Numbers

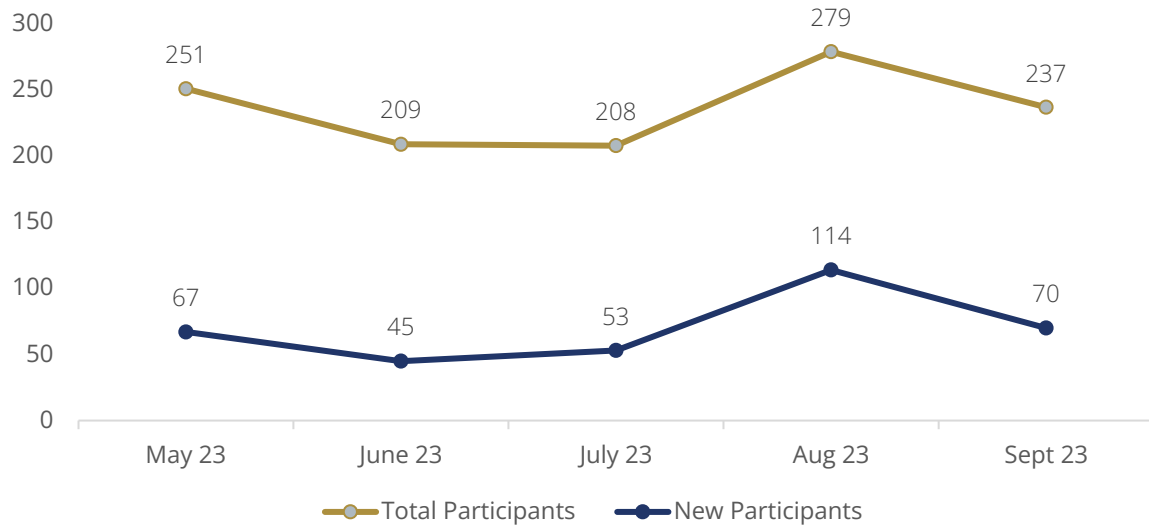
While the grant year started in September 2022, the CRAFT evaluation and data collection started in May 2023. Therefore, the actual number of participants during the 2022-2023 grant year is not represented here.

Facilitators reported a total of 1,184 participants in CRAFT groups, including 349 new participants. This is not the number of unique participants, since participants may attend multiple sessions; it is a total of participants across all the groups as reported by facilitators. In this period, 157 participants completed the CRAFT curriculum. Exhibits 1 and 2 detail the total and new CRAFT participants by month and the number of individuals who completed the curriculum.

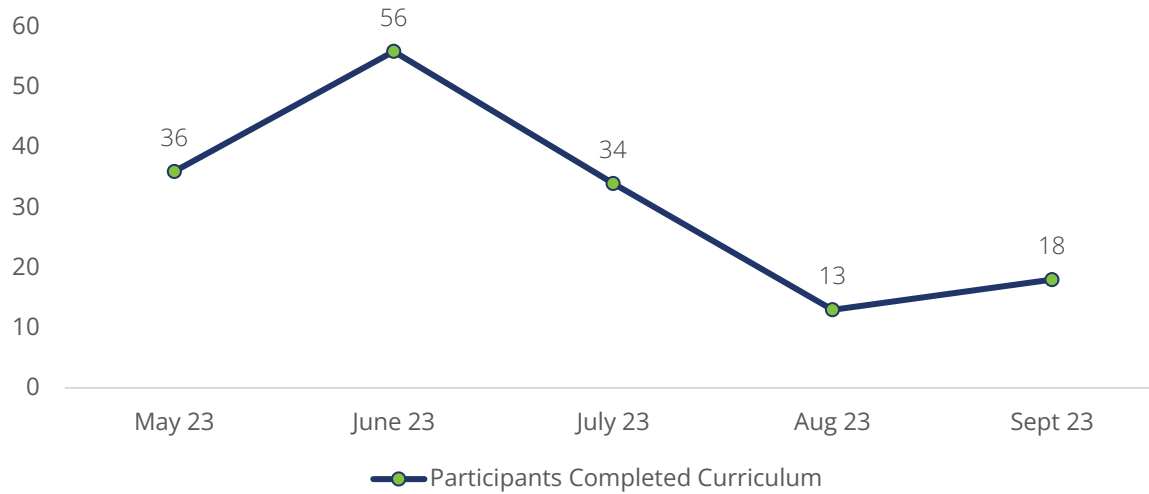
---

<sup>1</sup> Belza, B., Toobert, D., Glasgow, R. (2005). RE-AIM for Program Planning: Overview and Applications. Center for Health Aging and National Council on Aging.

**Exhibit 1. Total and new CRAFT participants by month**

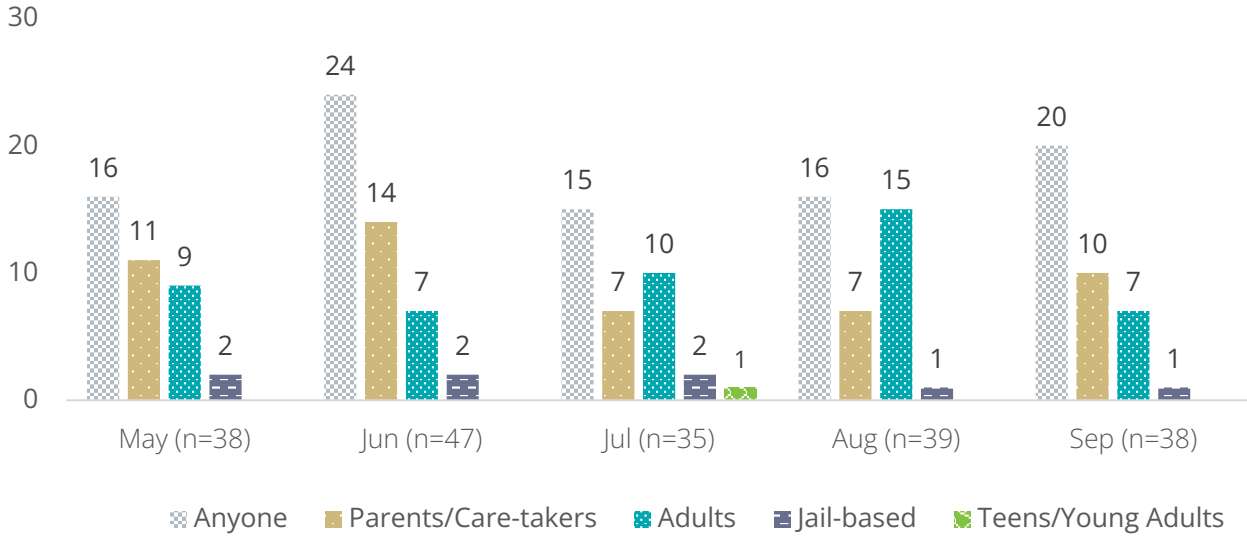


**Exhibit 2. Participants completing the CRAFT curriculum**



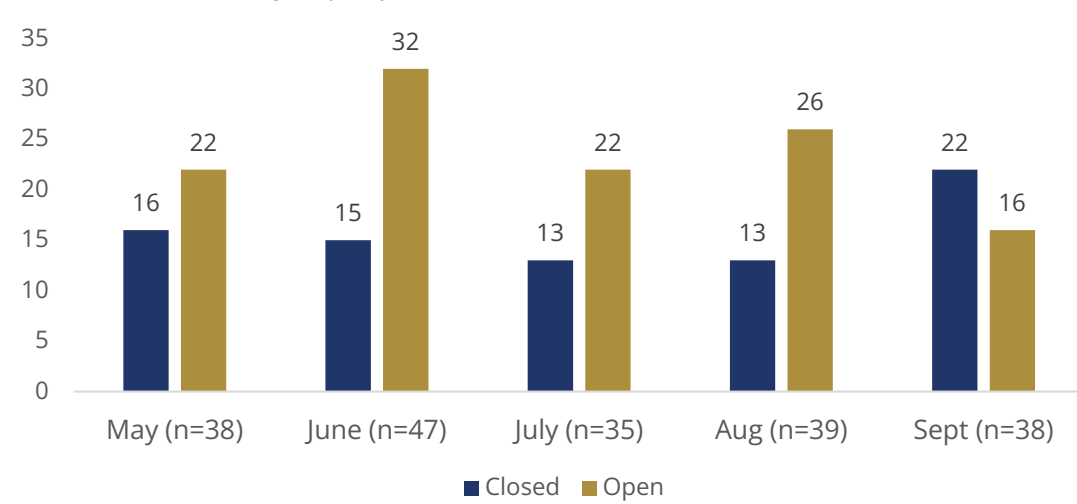
The designations of the CRAFT group population overlap. For example, some facilitators limit participation to adults who may also be parents. Others limit their groups to include only teens or young adults. However, most CRAFT groups were open to anyone who wanted to participate.

**Exhibit 3. Population type served for by month**



CRAFT also holds open and closed groups. Open groups allow participants to join at any point in the curriculum, while closed groups require participants to begin at the start of the curriculum. Exhibit 4 shows that CRAFT facilitators offered more open than closed groups.

**Exhibit 4. Format of groups by month**

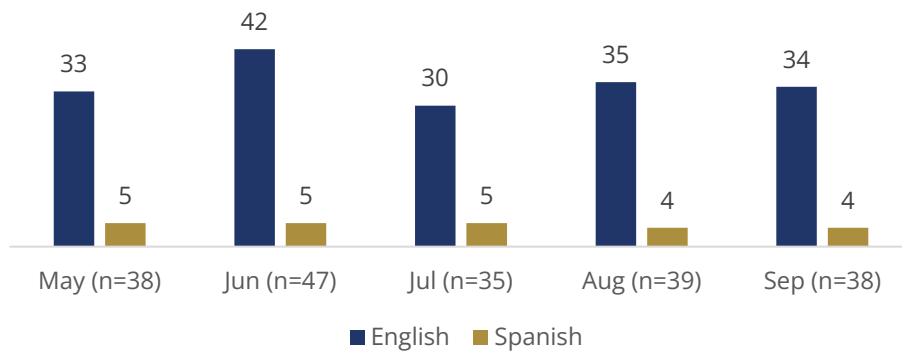


### Language and Geographic Reach

From May through September 2023, there were 203 CRAFT groups across organizations. Most organizations offered CRAFT groups in English only, but four offer groups in Spanish and one organization offers groups in both languages. Please see Exhibit 5 for facilitation language by month.

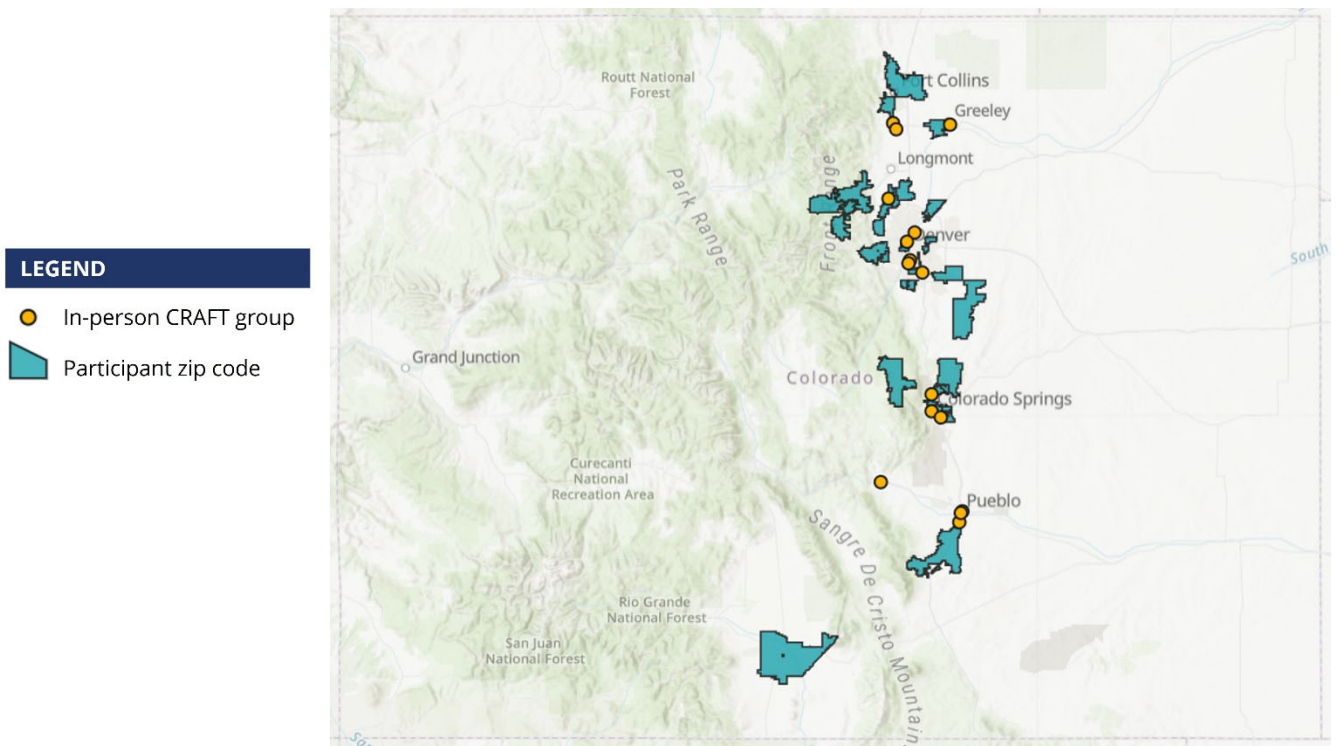


**Exhibit 5.** Facilitation language of CRAFT groups by month



While some CRAFT groups served participants from out of state, most participants were from the Front Range, as shown in Exhibit 6. Some groups were conducted in-person (as also shown in Exhibit 6), and many were facilitated virtually. Five organizations offered both virtual and in-person options. See Appendix B for the organizations that offered CRAFT sessions virtually and the location information of out-of-state participants.

**Exhibit 6.** Location of Colorado participants and in-person CRAFT groups

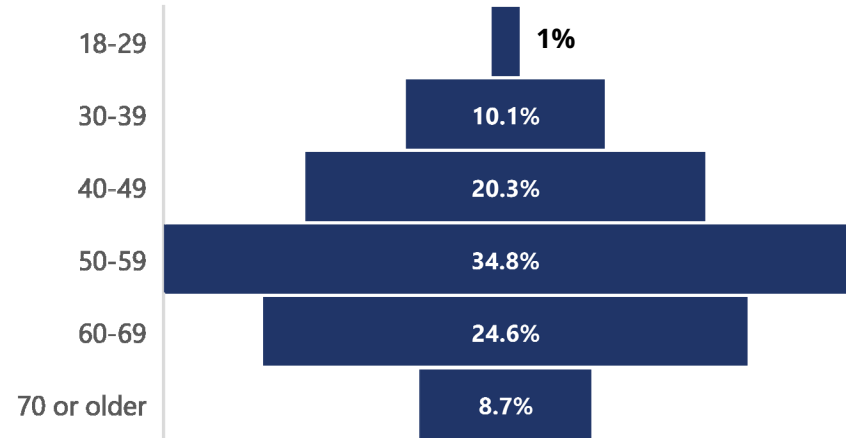


\*Life Recovery Centers stopped offering CRAFT programming in August 2023 and is not included in this map.  
 \*\*North Colorado Health Alliance and Resada Outpatient did not report any CRAFT groups in the reporting period and therefore are not included in the map.

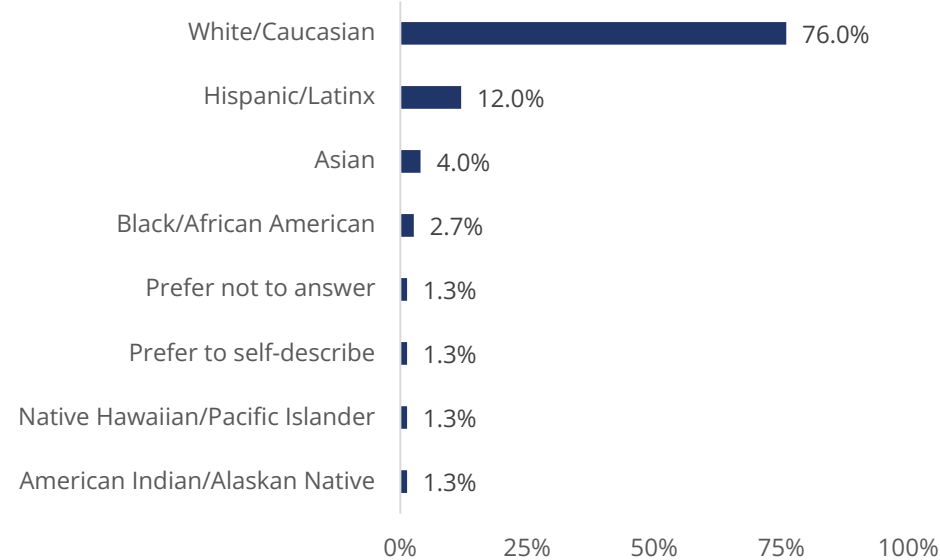
**Survey Respondents**

In this period, 75 participants completed the CRAFT curriculum and responded to the post-program survey, although not all respondents answered every question. The number (n) of participant respondents that answered the survey questions is indicated for each exhibit below. Most respondents were aged 50-69 (n=41, 60%), and 81% (n=56) were female. Over three quarters (n=57, 76%) were White. Exhibit 7 and 8 detail the age and racial breakdown of survey respondents.

**Exhibit 7. CRAFT program participant age (n=69)**



**Exhibit 8. Race and ethnicity of CRAFT survey participants (n=69)**



## EFFECTIVENESS

### Satisfaction

#### Facilitators

Interviews were conducted with 22 facilitators. In general, facilitators reported their participants were satisfied with CRAFT. Many facilitators mentioned their participants completed the curriculum multiple times, found that the curriculum increased their well-being and improved their relationships with their loved ones, and appreciated the group support and connections that CRAFT fostered. One facilitator said, "Once I get people in, I feel like they're very relieved. They finally feel like they're not alone. They create a group within the, that is they immediately create that supportive energy within the group, and I've had quite a few folks go through the program twice."

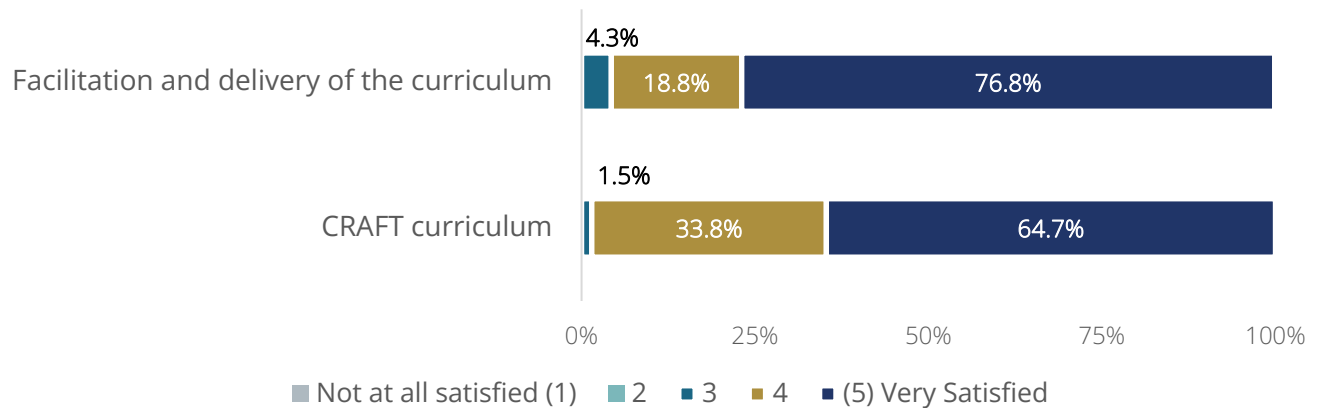
#### Participants

Overall, participants (n = 19) expressed broad satisfaction with CRAFT. One participant reported, "I absolutely think that this really has helped me gain some sanity, balance, and clarity. I recommend this to anybody if it comes up in conversation." Most participants felt that the content of the CRAFT curriculum was appropriate and thoughtfully planned out. Several participants pointed out that the focus on positive communication in the curriculum was particularly helpful. A participant commented, "I thought the content was great. I think the facilitators were both very available for follow-up questions. They were very invested in us as participants." Participants reported they referred to the skills and knowledge they learned through CRAFT after they had completed the program.

Two participants expressed disappointment with the curriculum content during interviews. One participant said that the curriculum and course structure were hard to follow and wished that each class could be longer to have time to talk about personal situations and get through the lesson plan.

Most participants expressed satisfaction with the delivery of the content by CRAFT facilitators. Participants noted that the facilitators were knowledgeable, organized, and clear in their delivery. Participants also emphasized the commitment that facilitators showed toward helping participants. One participant explained, "The lady who facilitated, she's an angel ... been just so wonderful." One participant felt that Zoom hindered the facilitator's ability to engage all participants at the same time. This participant found it very valuable to hear the experiences of fellow participants and wished that conversation among the group could have been more frequent. Exhibit 9 details participant satisfaction with the CRAFT curriculum, its facilitation, and delivery.

**Exhibit 9.** Satisfaction of CRAFT participants with CRAFT program curriculum and facilitation/delivery (n=68)



Facilitators reported the CRAFT curriculum was effective in helping participants set boundaries with their loved ones while still encouraging relationship building. They reported that the functional analysis component (examines relationships that trigger substance use and consequences that follow), the focus on self-care, and in-group community building were effective. One facilitator shared, “I find that going through the functional analysis component is eye-opening. It gets them to identify why their loved ones are using – the understanding of the pressures they are under and getting participants out of blaming them.”

### Program Impacts

Overall, participants reported elements of CRAFT that powerfully impacted their lives, such as:

- Learning how to set boundaries
- Identifying self-care strategies
- Finding satisfaction in celebrating small accomplishments
- Practicing empathy and kindness
- Focusing on positive communication
- Acquiring knowledge about SUD
- Receiving guidance in finding resources

One participant shared, “[CRAFT] has given me a better understanding of addiction and helped me find concrete actions to take to help my [loved one] and my whole family live a more healthy and satisfying life and recover from the trauma of living with someone with substance use issues.”

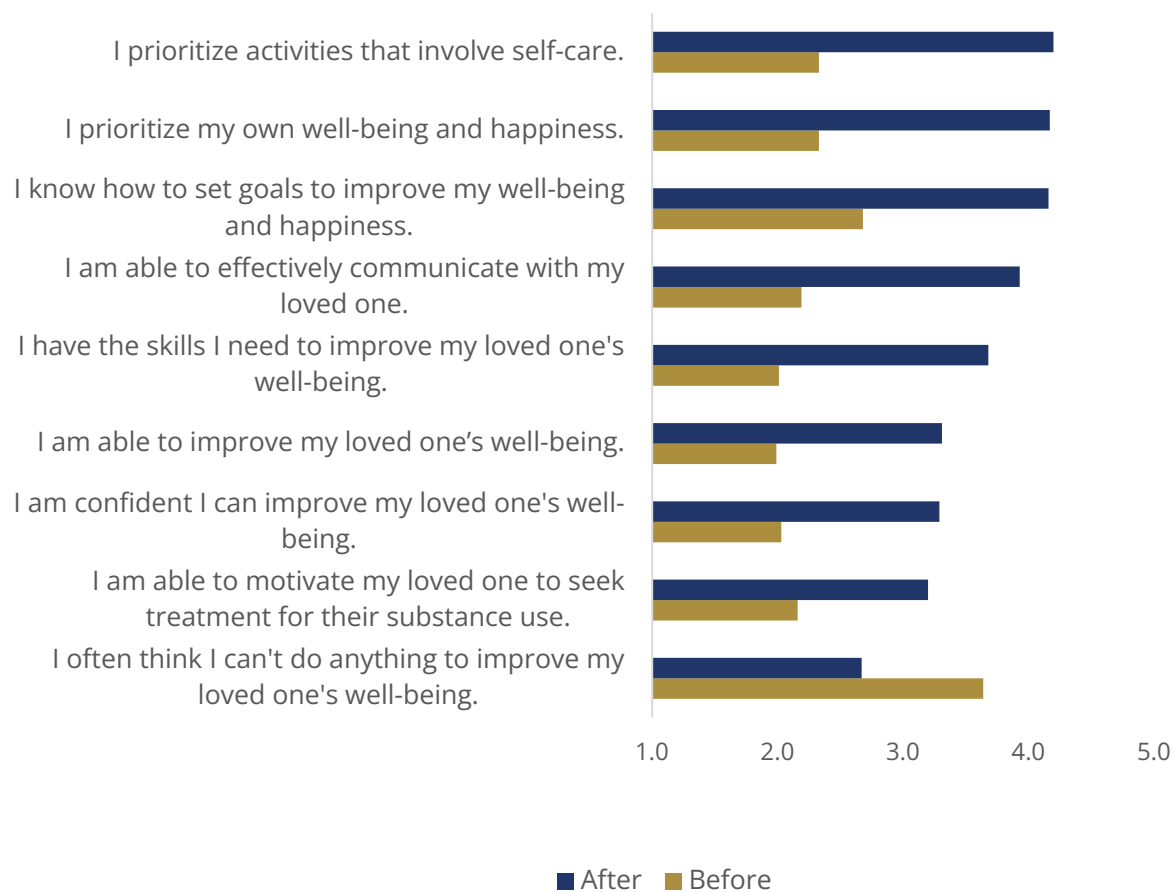
### Participant Well-Being

Most participants reported that their well-being had improved since participating in CRAFT. In particular, participants reported an improvement in emotional well-being. One participant shared, “Especially the emotional part of it, I'm not consumed with what's happening anymore. ... The fear and the worry can be very debilitating.” Learning self-care strategies through CRAFT played an important part in improving participants' well-being. Survey respondents reported the most growth occurred in prioritizing activities that involve self-care, prioritizing their own well-being and happiness, and effectively communicating

with their loved one. When asked what the most important thing they learned in CRAFT, respondents similarly reported they learned how to communicate positively and effectively with their loved one. They also reported learning to focus more on taking care of themselves. One respondent stated, “[I learned] how to communicate in a more compassionate way with my [loved one] and to take good care of myself.” Additionally, respondents reported learning that they can only control their own behavior and not that of their loved ones.

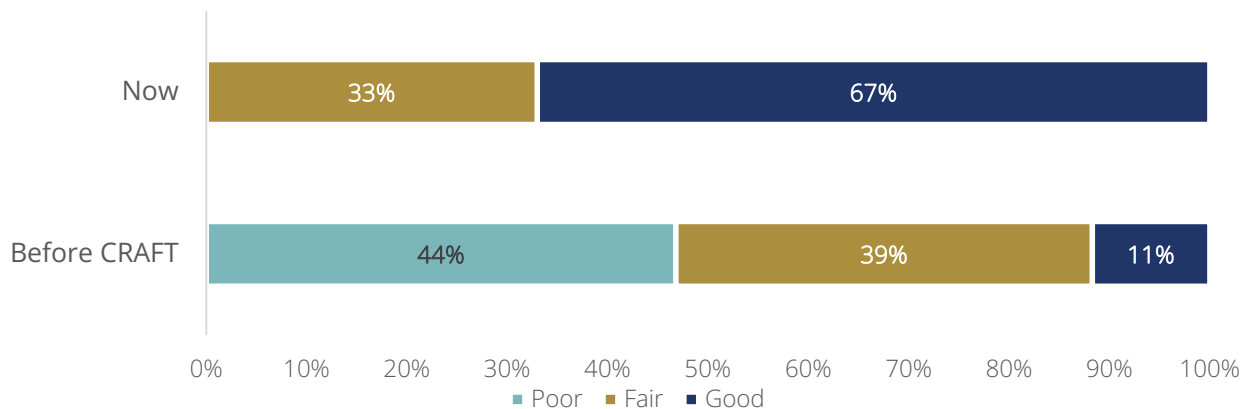
Exhibit 10 details changes in participants’ attitudes for several statements before and after engaging with CRAFT on a 1 to 5 scale.

**Exhibit 10.** Program participant changes in attitudes after participating in CRAFT (n=65)

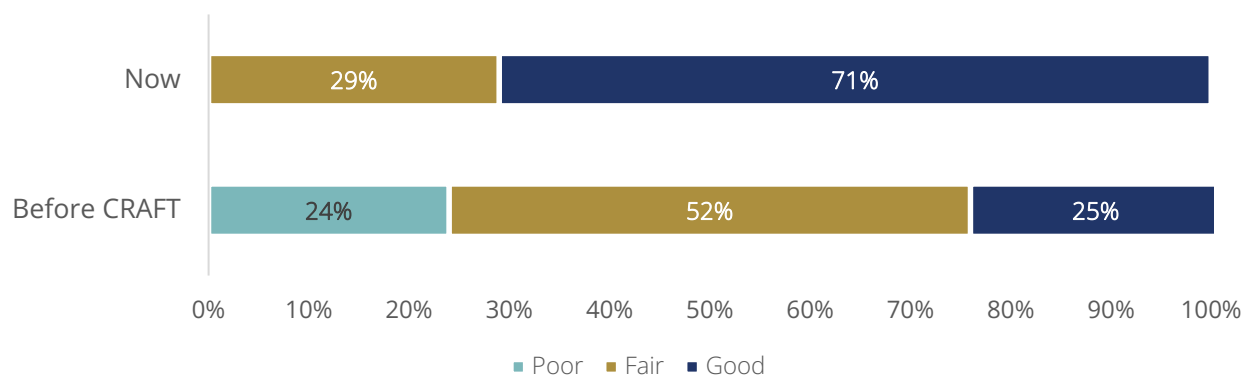


While only 11% of respondents reported “good” emotional well-being before the program, 67% of respondents reported “good” after participation. Similarly, 25% of respondents reported “good” physical well-being before participating in CRAFT, and 71% reported “good” physical well-being after CRAFT.

**Exhibit 11.** Changes in the emotional well-being of CRAFT participants (n=70)



**Exhibit 12.** Changes in the physical well-being of CRAFT participants (n=68)



Participants provided a wealth of information related to how CRAFT impacted their lives. Select quotes are presented below organized by themes.

THEME	REPRESENTATIVE QUOTE
<b>Reduction in shame or blame</b>	“My takeaway from having been involved with the CRAFT group is I’m not a failure. There’s nothing to be embarrassed about, that other people go through this. There are just people like this, and you do the best you can, but it’s not an embarrassment to me. Really huge.”
<b>Deeper relationship with loved one</b>	“Just feeling like our relationship has deepened, and I can support them in positive ways, but really allow them to be making the big choices about their life, even when they’re not doing it. Even when it’s not working.”
<b>Relief and/or hope</b>	“It’s given me hope, and I do see some progress with my son.”

<b>Personal growth or strength</b>	"I feel like it's given me a different sense of strength in a really short time."
<b>Connection</b>	"It gives me balance. It gives me something to look forward to on Tuesday nights to be able to connect with other people that are struggling with the same stuff. I think we all as humans like things to look forward to that are helpful to us."
<b>Awareness</b>	It's made me much more aware that substance abuse is just a huge issue ... I feel so grateful that this group is addressing parents and teens sort of simultaneously. I just think it's really profound."

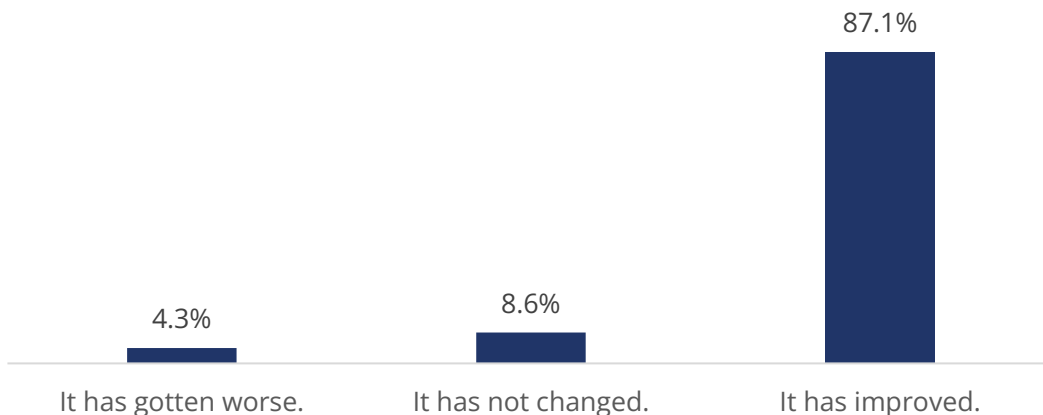
### Changes in Relationship to Loved One

Since participating in CRAFT, most interviewees reported that their relationship with their loved one had improved, primarily due to better communication. Seven categories of improved communication were mentioned by participants:

1. Increasing positive interactions
2. Language and knowledge around substance use
3. Keeping conversations brief
4. Respecting boundaries
5. Setting boundaries
6. Choosing the right time to talk
7. Showing empathy

One participant shared, "The communication skills helped me realize what I was doing, how angry I was. It was really hard to not be angry when I talked to [them] [CRAFT] really helped me understand that how I was communicating was part of the problem and how I could change that. It's improved a lot."

**Exhibit 13:** Change in relationship with loved one since completing CRAFT (n=70)

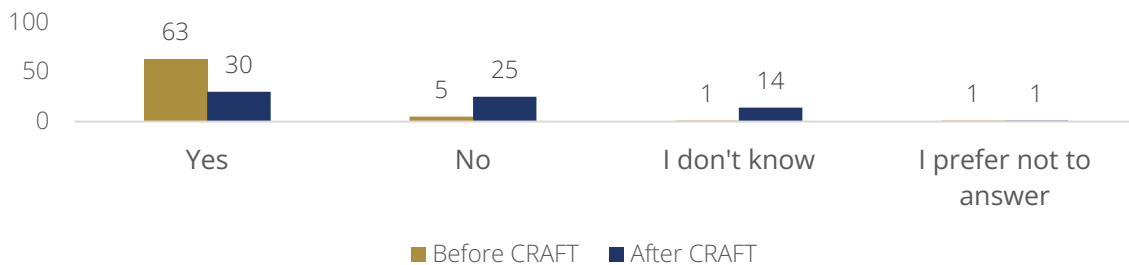


### Changes in Loved One's Substance Use

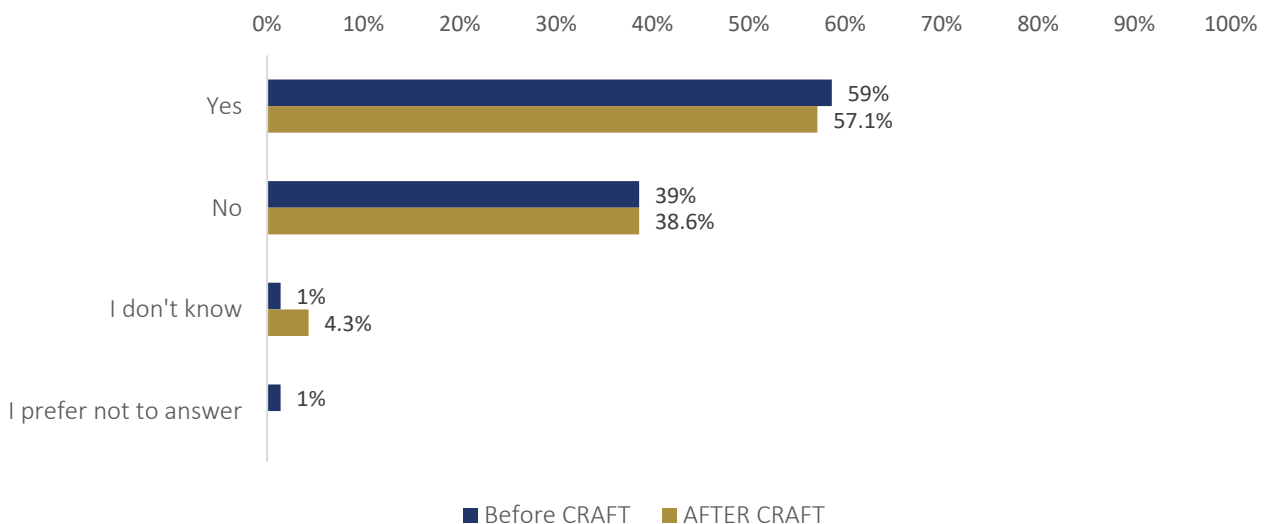
Most participants interviewed said their loved one's substance use had improved since they participated in CRAFT. While participants recalled learning treatment motivation skills through CRAFT, most reported they did not use them. However, one participant reported that CRAFT helped get their child connected to treatment services. "It helped us know what resources were out there for him. We didn't have a clear view of what [was available before CRAFT]. They have helped us. We put him in a once-a-week outpatient program, and we got the resource through CRAFT."

Many respondents reported decreases in their loved one's misuse of legal or illegal substances after they participated in CRAFT. About 60% of survey respondents reported their loved one previously or currently participates in treatment or recovery support services. When asked what type of program their loved one participated in, most mentioned counseling or treatment for a substance use disorder. Exhibits 14 and 15 detail the loved one's substance use and engagement with treatment before and after CRAFT.

**Exhibit 14.** Loved ones' misuse of legal or illegal substances before and after CRAFT participation (n=70).



**Exhibit 15.** Previous and current participation by loved ones in treatment or recovery support services (n=70).





## ADOPTION

### Facilitator Roles

CRAFT facilitators who participated in interviews (n=22) were drawn from various roles in their organizations and agencies. Several were in leadership roles, including serving as executive directors, regional directors, and organization founders. Others were licensed counselors, social workers, or treatment providers. Some facilitators were peer support specialists/recovery coaches. For a few interviewees, facilitating CRAFT is their only role. Because of the benefits they experienced, some facilitators were previous participants of CRAFT and chose to engage their communities in CRAFT by becoming facilitators themselves. Some of the interviewees were no longer facilitating CRAFT groups but were coordinating groups and contracting with CRAFT facilitators. However, all interviewees had received CRAFT training and had experience facilitating CRAFT groups. Facilitators dedicated various amounts of time to CRAFT. Many facilitators who “wear multiple hats” within their organizations spent 20-30% of their time recruiting, preparing, and facilitating CRAFT. Some devoted only a few hours a week to CRAFT. For a few facilitators, all their time was dedicated to CRAFT.

### Training

Almost all facilitator interviewees were trained to facilitate CRAFT through BHA’s training and have been facilitating for a few months to five years. Over half of the facilitators felt the CRAFT training provided by BHA was adequate in preparing them to facilitate CRAFT. One interviewee said, “It was fantastic. The training was awesome. I’m going to do a refresher training in the fall, just to see what more I could get and what more slides I can use to advance my training and knowledge within the CRAFT program.” A few facilitators felt the training could be longer or provide more detail about the specific components of CRAFT. Another facilitator felt the training would be more accessible if it were offered over the course of a few weeks rather than a few days. They said, “If there was a way to make it a little more accessible, that would be really useful. You’d get more facilitators trained. If there was a six-week long course, two hours a night? Something like that.” Additionally, some groups that had co-facilitators felt that having more than one person facilitating CRAFT had benefits from a training perspective.

### Community Partnerships

Over half of the facilitators have built and maintained community partnerships that helped to enhance the CRAFT services they provided. Facilitators reported their partnerships functioned in two ways: sending and receiving referrals to treatment and recovery services and, to a lesser extent, hosting the location for CRAFT groups. Many facilitators relied on their community partners to refer participants to their CRAFT groups. Most facilitators who have community partners described their partners as treatment and recovery organizations. “They are treatment centers, but they’ve also opened these groups to the public. These are community groups housed in treatment facilities to bring awareness. They’re recruiting for us, offering the space for us, and paying us.” Several facilitators have partnerships with youth-serving organizations that offer youth development programs and healthy alternatives to substance use. Other community partnerships included other CRAFT facilitators, mental health clinics, Colorado Department of Human Services, local public health agencies, and local school districts.

## IMPLEMENTATION

CRAFT program implementation is described through reports on the types of CRAFT groups, the successes and challenges of implementation, how facilitators adapted the curriculum to best serve their unique client populations, and additional resources that would add value to the program.

### CRAFT Groups

In the monthly report, facilitators reported that most CRAFT groups were held virtually versus in person. During interviews, both CRAFT participants and facilitators offered their thoughts and opinions about virtual and in person groups. For a detailed breakdown of the modality of CRAFT groups by month, please see Appendix B.

### Virtual Groups

CRAFT participants who attended virtually said they enjoyed the convenience and flexibility of attending outside of work hours, during breaks, or from their homes or cars. Several participants lived far from where the CRAFT groups were held, so attending virtually was the only option that worked for them. There were occasional minor connectivity issues, but participants did not feel that these issues impacted the sessions.

CRAFT facilitators agreed the greatest benefit of virtual groups was the convenience for participants. Virtual groups made it easier for participants to fit a group into their busy schedule, and attending virtually avoided any geographical barriers. Facilitators reported the greatest challenge in conducting virtual groups was navigating internet issues, particularly with those participants who had limited technology experience. One facilitator mentioned it was harder to engage in role-playing activities virtually – an important component of the CRAFT curriculum.

Some facilitators noted that virtual groups may increase attendance in CRAFT. “I hated virtual at first. I felt like I was losing that connection. Then I saw how much easier it was for a lot of people to attend and started to really appreciate the fact that it could bring more people together into a room. Now, I feel that virtual is actually an asset.”

### In-Person Groups

Participants said they felt that in-person groups were more personal, and it was easier to connect with other participants. Another participant reported it would have been harder for them to participate virtually and said, “My husband probably wouldn't have shown up [online]. We would have just fizzled out. We need the actual connection, and it is frustrating doing things online too many times. We needed the personal connection.” In-person participants did not report any challenges.

Facilitators echoed the participants in reporting the strength of in-person CRAFT groups is an enhanced authentic connection between participants. One facilitator said, “There's a real connection. You're getting to see this person right next to you, and you get a whole other level of organic chemistry that's being built there. Also, in person you can really experience the real human emotions. When someone's talking about their identified person, you can see the person's tears come out. You can see them pausing, their eyes getting watery, so it's just that real authentic connection.” Participants also spend time with each other before and after the meeting to continue to build relationships outside of the

group, which facilitators report does not happen as often, if ever, in virtual groups. In-person facilitation also allows the facilitator to read the non-verbal cues of their participants.

## Open and Closed Groups

Most CRAFT groups were open versus closed. Open groups allow participants to enter the group at any time during the ten-week curriculum. Closed groups require participants to enroll in a group within the first two weeks of the course commencing.

### Open Groups

Participants expressed both benefits and challenges associated with the open group format. Participants liked the flexibility, and they enjoyed the new perspectives that came with open enrollment. One participant explained, "I like that different people are in different stages, so you get different points of view at the same time." Open groups also led to shorter wait times. However, participants also felt that open CRAFT groups hindered the formation of strong connections between participants and resulted in repetition of the course content to bring new participants up to speed.

Facilitators agreed a benefit to open CRAFT groups was the minimization of wait time for the participants to join. Facilitators explained that by the time someone was asking for help, they were already in crisis, and it was unacceptable to ask them to wait. They indicated that open groups may also increase attendance because participants were more likely to join as soon as they expressed interest and were less likely to come back if they were required to wait weeks.

"When I have someone saying, 'I want to do it,' I know that I really have a week to get them in. Otherwise, they're going to drop out and they're not going to do it. Life is so busy. There's so much crisis. It's just so easy to [say], 'I can't do one more thing.' Once people get started, then they [say], 'Oh, this is helpful. I feel better. I feel less stress. This is better for me.' Then they want to come every week. It's just like the treatment entry through CRAFT. If I don't get them in right away, they're not going to come."

Some facilitators explained they leave their CRAFT groups open because they struggled to maintain adequate numbers of participants. Open groups required facilitators to include participants at various stages in the curriculum who had different levels of knowledge and learned skills. This necessitated that most facilitators "catch up late-comers," and they often recommended they continue to participate through the next CRAFT cycle. One CRAFT facilitator explained they created a system where each session can be its own stand-alone module, so there is no need to catch people up. They track curriculum completion by the number of sessions individuals have attended. A few CRAFT facilitators shared a similar concern with some participants. They mentioned that open groups can be disruptive and decrease strong peer connections and trust.

### Closed Groups

Participants reported they enjoyed the closed format because they felt it built trust and feelings of safety among participants and resulted in few interruptions to the course curriculum. One participant explained, "I think a closed group for CRAFT is the right way to go. From a trust standpoint, to be with other parents week after week of course builds trust and safety that participants might not feel if there

was somebody new every week. And then along with the trust just over time, situations change. Having that continuity where we could talk about what was going on was important. I wanted it to be closed for all those reasons.”

Facilitators agreed with participants that in closed groups, participants are more likely to build a strong relationship and sense of trust with one another that allows them to be more open and vulnerable. “They’ve shared their stories. We’re talking about their loved one’s triggers and long-term negative consequences from using substances. They’ve shared some stuff that’s pretty intimate. A closed group really enhances their feelings of being safe and secure and supported.”

### Adapting the Curriculum

Several facilitators described how they tailored CRAFT content and group conversations based on the unique relationships of the participant to their loved one. “I have to adapt a lot when I deal with parents with teens because it becomes a different conversation. Because if we’re talking about boundaries, there’s some legal implications for some boundaries that I might do with an adult that I cannot do with a child or an adolescent.” Some facilitators talked about adapting their CRAFT groups to Spanish-speaking communities in both language and cultural relevancy. “With my Spanish-speaking clients, I don’t send emails. We form a WhatsApp group. I’ll put our materials on the WhatsApp group.”

Facilitators talked about the value of ensuring diversity of CRAFT facilitators and talked specifically about representation of the LGBTQ+ community to create an inclusive and safe environment. One said, “Then in terms of access, we have across gender and sexuality and age and other identities. We’ve tried to make a really diverse team. We have one person who helped co-facilitate CRAFT who is non-binary.”

Other adaptations facilitators mentioned included:

- Providing a stipend for adolescents or low-income adults to encourage participation
- Using the book called “Get Your Loved One Sober”
- Being available to participants for crisis calls and one-on-one help
- Using different/more advanced language depending on the general skill and knowledge level of the group.

### Additional Resources

Facilitators mentioned some resources that would support their work. They would like to have digital CRAFT materials such as PowerPoint slides or handouts for each day of the curriculum. Many facilitators take the time to make their own slides and materials. One facilitator suggested having a daily summary or “what’s next” text that they can share with their participants to encourage continued engagement.

“I created a lot of my own materials and things along the way. When I teach, for example, the positive communication group, I have a series of slides that say ineffective communication, effective communication. Then I introduce that because I had to come up with my own little versions of that. I think if we had some pre-prepared materials of that nature, it would be very helpful.”

Many facilitators found the refresher course and the monthly calls very helpful and indicated they believed participating in an annual refresher course or attending the coaching calls for 6 months post training should be mandatory for all facilitators. A few facilitators expressed concern about program

fidelity, which could be mitigated by mandatory refresher courses. Interviewees who work for larger organizations said their organizations would benefit from BHA providing in-person or virtual agency-wide trainings or refresher courses for their staff. Other resources facilitators suggested included:

- CRAFT materials translated into Spanish
- Train the Trainer Rescue Breathing for facilitators
- More “trauma informed” content in the CRAFT curriculum
- Up to date universal recruitment materials from the state similar to the “Lift the Label” campaign

## MAINTENANCE

### Outreach and Recruitment

Participants reported they often learned about CRAFT from friends who had participated in the program or through clinical referrals. Others read about CRAFT on the internet or local advertisements.

Participants were motivated to enroll in CRAFT because of the unique perspective and focus offered by the program and because they were looking for community and support. Several participants mentioned other programs had not met their needs and talked about high levels of stress, anxiety, or concern for the situation of their loved ones. “I was just in that situation where you just know you're in over your head, you want to help your kid, and you're just grasping, at anything. The program did sound really good, but I was also kind of desperate for help at that point, and support.”

Facilitators used a variety of marketing methods and recruitment strategies including email, social media, digital and newspaper advertisements, presentations, and pamphlets / flyers (often from the Lift The Label campaign). Facilitators not part of a larger organization or provider reported they needed strong community partnerships that can provide referrals or allow facilitators to market CRAFT at their facilities or events. Recovery organizations with internal CRAFT facilitators provide client referrals to the program and provide some internal marketing and recruitment support. Facilitators participated in community events, such as the Pride parade, community cookouts and block parties, farmers’ markets, recovery rallies, community resource and health fairs, and community training events for naloxone. Some facilitators reported receiving referrals from the BHA’s CRAFT webpage and Lift The Label commercials that specifically promoted CRAFT.

Other marketing and referral sites for CRAFT included:

- Criminal legal systems (probation and parole officers)
- Their organization’s websites
- Public school districts
- Colorado Department of Human Services and county social services

## CONCLUSION

---

Evaluation results provide evidence of the CRAFT program's success in transforming the lives of individuals and their families affected by substance use disorders. Notably, the program's emphasis on empowering individuals with important skills and fostering positive communication was reported to improve family dynamics and enhance the overall well-being of its participants. The decrease in substance use among loved ones of CRAFT participants, coupled with the positive testimonials, serves as a testament to the program's efficacy. While the program has demonstrated clear success in supporting families through the recovery process, the following are recommendations based on feedback from facilitators and participants.

- BHA should develop additional materials for CRAFT groups, such as PowerPoint slides and handouts of lessons, materials in Spanish, and additional materials related to motivational interviewing. Additionally, some facilitators felt it would be helpful if BHA staff could work with them to modify materials to be geographically and culturally specific.
- BHA should work with organizations that offer CRAFT to support them in further outreach and marketing efforts, specifically to reach historically underserved communities (e.g., determined by race, language, sexual orientation).
- BHA should consider offering expanded training opportunities for facilitators, such as shorter training sessions over a longer period of time. Additionally, BHA should consider routine refresher courses for facilitators as regular trainings or networking opportunities for the facilitators.

## APPENDIX A: METHODS

### CRAFT Data Collection Methods

The evaluation for CRAFT began with a literature review and development of a logic model and evaluation plan. The evaluation was guided by the RE-AIM Framework,<sup>2</sup> which is used in the public health field to provide a comprehensive approach to planning, implementing, and evaluating the effectiveness of public health programs. The framework contains five Elements (Reach, Effectiveness, Adoption, Implementation, and Maintenance). The evaluation identified evaluation questions and indicators within each element.

The evaluation is based on BHA's priorities and the indicators in Exhibit 1.

**Exhibit 16.** Focus of CRAFT Evaluation

Reach	Effectiveness	Adoption	Implementation	Maintenance
Participants served monthly; new participants; participants served via telehealth  Participant locations receiving telehealth  Participant demographics	Participant satisfaction  Participant outcomes  Loved ones' decreased substance use or entry to treatment	Adequate training for facilitators  Facilitator roles and background  Community partnerships that support and enhance CRAFT services	Successes and challenges of implementation  Adapted program implementation serving unique populations  Additional resources	Effective outreach strategies

<sup>2</sup> Belza, B., Toobert, D., Glasgow, R. (2005). RE-AIM for Program Planning: Overview and Applications. Center for Health Aging and National Council on Aging.

## Data Collection and Analysis

Evaluators used a mixed methods approach by collecting and analyzing data through the monthly facilitator reporting form, participant outcomes survey, and in-depth interviews with CRAFT facilitators and participants.

Evaluators developed data collection instruments and processes during the CRAFT evaluation's inaugural year:

- Developed online monthly report; gathered information from CRAFT facilitators who reported on monthly indicators such as the number of new and continuing participants, number who completed the CRAFT curriculum, and the modality and format of CRAFT groups
- Developed participant outcome survey in English and Spanish; CRAFT facilitators asked participants to complete the online survey during participants' final session (n=75)
- Conducted interviews with facilitators (n=22) and participants (n=19)
- Created data dashboard of data from facilitators' monthly reports; contained key metrics of CRAFT groups' characteristics; data were available beginning May 2023

### Monthly Facilitator Reporting Form

Starting in June 2023, Evaluators sent the monthly facilitator form to all CRAFT facilitators at the beginning of every month to report on their CRAFT groups from the previous month. The form asked facilitators to report monthly indicators such as the number of participants, the number of new participants, and the number of participants who have completed the curriculum. Other questions included the modality and format of CRAFT groups and the facilitation language. Evaluators tracked the facilitators and organizations that completed the form every month. Not every facilitator or organization completed the form every month; therefore, the data is not a complete representation of all the SOR funded CRAFT groups across the state.

### Participant Outcome Survey

Starting in June 2023, Evaluators provided all CRAFT facilitators a survey link and survey QR code for an anonymous participant outcomes survey. Some CRAFT groups are facilitated in Spanish so a link and QR code to a Spanish language survey was also provided. Facilitators were encouraged to disseminate the survey and provide participants about 10 minutes to complete the survey at the end of their last session. The survey was formatted as a retrospective pre/ post including questions about how participants' well-being changed, how their relationship and communication skills with their loved one changed, and how their loved one's SUD and engagement in treatment changed since participating in



CRAFT. The survey also included questions about participants' satisfaction, ease of access to CRAFT groups, and gathered demographic information. A total of 75 participants who completed CRAFT programming through 14 agencies completed the survey between June 2023 and September 2023.

### **Interviews**

Evaluators conducted in-depth telephone and zoom interviews with facilitators and participants. Evaluators invited at least one facilitator from every organization facilitating CRAFT to complete an interview. Interviews were completed with 22 facilitators from 20 agencies/organizations. Evaluators asked how facilitators implement their CRAFT groups, their satisfaction with the facilitator training, strengths and challenges of their programming, and recruitment strategies.

CRAFT participants were recruited for interviews through the participant survey. The final question of the participant survey asked if they were willing to complete an interview with a member of the evaluation team. A total of 19 participants were interviewed who completed CRAFT programming through seven agencies/organizations. Evaluators asked how participants were recruited, their motivation to remain engaged with CRAFT, their satisfaction with CRAFT, and how CRAFT has impacted their well-being and relationship with their loved one.

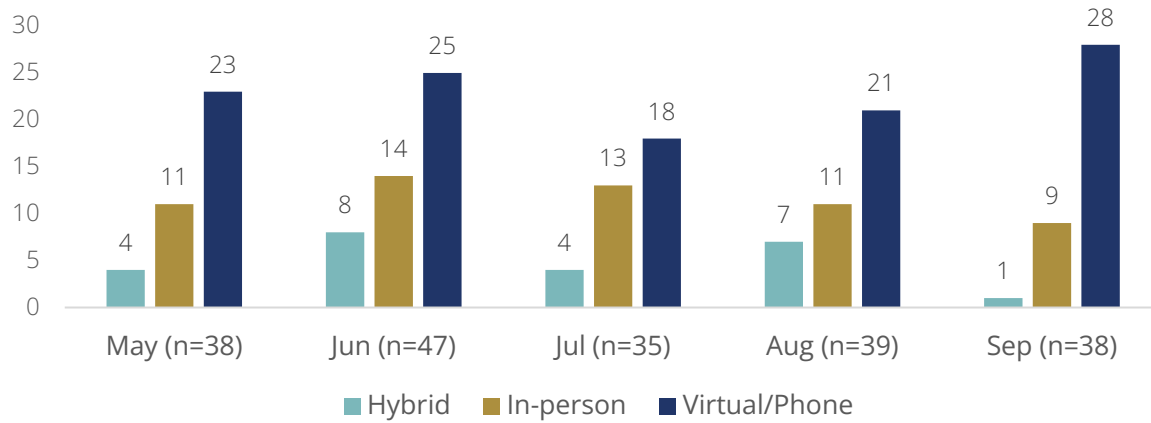
All interviews were professionally transcribed and coded using NVivo software. The analysis was based on a structured coding scheme organized by interview questions.

## APPENDIX B: CRAFT GROUP DETAILS

**Exhibit 17.** Number of CRAFT groups by facility by month, where N/A represents no data

Facility	May	Jun	Jul	Aug	Sep
All Health Network	N/A	1	1	1	N/A
Christlife Ministries	2	2	2	1	1
Colorado Relationship Recovery	N/A	1	N/A	N/A	N/A
Creative Treatment Options	N/A	N/A	N/A	N/A	N/A
Crossroads Pueblo	N/A	3	N/A	N/A	3
Front Range Clinic	1	N/A	N/A	1	1
Illuminate Recovery	4	4	N/A	1	1
Laura Bressler Coaching	3	3	1	4	4
Life Recovery Center	1	4	1	Closed	Closed
Loved One Support LLC	2	4	3	5	N/A
Luna Cultura	2	0	2	1	1
Mile High Behavioral Health Care	1	1	1	1	N/A
MK Counseling	7	3	3	3	3
North Colorado Health Alliance	0	N/A	N/A	N/A	N/A
Parent Peer Consulting	4	4	3	3	3
Peer Coaching Academy	1	1	1	0	1
Resada Outpatient	0	0	N/A	0	N/A
Rocky Mountain Behavioral Health	N/A	1	0	1	1
Rooted 303	2	2	2	1	2
Serenity Recovery Connection	3	6	4	5	7
SKS Therapy	4	4	4	2	5
Southern Colorado Harm Reduction Association	1	1	1	2	1
Spring EOP	2	2	1	N/A	2
Summitstone	0	N/A	N/A	N/A	N/A
Transformative Empowerment, LLC	1	1	1	4	2
Watercolor Recovery	N/A	N/A	4	5	N/A
<b>Total</b>	<b>41</b>	<b>48</b>	<b>35</b>	<b>41</b>	<b>38</b>

**Exhibit 18.** Modality of groups by month



**Exhibit 19.** Zip codes of out of state participants

Zip Code	Participants	State
07753	1	NJ
11004	1	NY
32456	1	FL
73025	1	OK
78738	1	TX
85716	2	AZ
92592	1	CA
93023	2	CA
94303	1	CA
94401	1	CA
95006	1	CA
95039	1	CA
95060	1	CA

**Exhibit 20.** Organizations offering virtual CRAFT groups

Virtual/Online Groups	In-Person/Virtual
AllHealth Network	Christlife Ministries
Colorado Relationship Recovery	Creative Treatment Options
Crossroads Turning Point, Inc	Crossroads Turning Point, Inc
Front Range Clinic	Loved One Support
Illuminate Community Recovery Services	Rooted 303
Laura Bressler Coaching	
Luna Cultura	
MK Counseling	

Parent and Peer Recovery Consulting	
Peer Coaching Academy	
Serenity Recovery Connection	
Serenity Recovery Connection	
SKS Therapy	
SKS Therapy	
Southern Colorado Harm Reduction Association	
Spring EOP	



### MISSION

We strive to make evaluation a valued and widely accepted practice by increasing the use and understanding of evaluation. We collaborate with our clients to support evidence-informed programs, practices, and policies in schools, institutions of higher education, governmental agencies, and nonprofit organizations.



## The Evaluation Center

UNIVERSITY OF COLORADO  
DENVER | ANSCHUTZ MEDICAL CAMPUS

w: [the-evaluation-center.org](http://the-evaluation-center.org) | e: [TheEvaluationCenter@ucdenver.edu](mailto:TheEvaluationCenter@ucdenver.edu)