



From Crisis to Leadership

Empowering Change Through Peer-Led Recovery & Harm Reduction in Rural Communities

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www.thrivingtogether.org





THRIVINGTOGETHER

NORTH CENTRAL WASHINGTON

About Us

The health and social issues our local communities face are too complex to be solved by one person or organization alone. This is why we work alongside a network of partners to improve the health and wellbeing of North Central Washington residents.

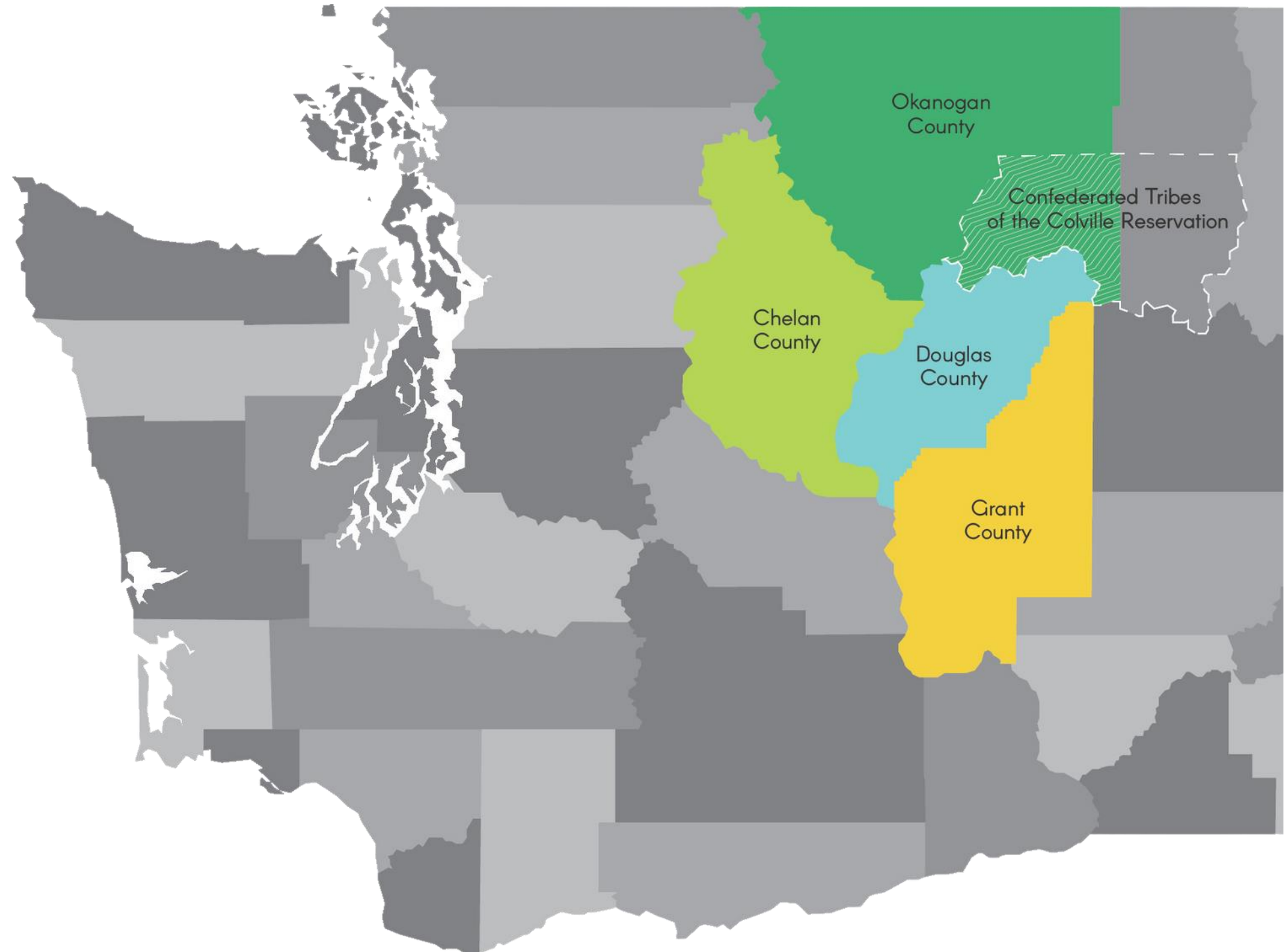
Our Mission

The mission of Thriving Together NCW is to advance health and wellbeing in North Central Washington by unifying partners, supporting collaboration, and enabling systems change.

Service Area

Each of Washington's 9 Accountable Communities of Health cover a specific region and work to translate large-scale initiatives into action at a more localized level.

Thriving Together NCW covers Chelan, Douglas, Grant & Okanogan Counties.



Our Network

Thriving Together NCW collaborates with partners in the following spaces to improve the health and wellbeing of North Central Washington

- Community-Based & Grassroots Organizations
- Health Care Providers
- Local Health Jurisdictions
- Social Service Providers
- Local Law Enforcement



Our Role

Some of the ways that Thriving Together NCW serves its network of partners includes but is not limited to:

- Convene key partners across sectors
- Advocate for systemic change
- Bring capacity building opportunities to our region
- Distribute funds and share resources



Recovery Coach Network in North Central Washington

Recovery is not a one-size-fits-all approach. Thriving Together NCW works with partners to employ strategies that meet the diverse needs of those struggling with substance use.

A primary strategy is to develop and coordinate a network of paid and dedicated recovery coaches with lived experience to more effectively meet the needs of people in active addiction and maximize their chances of achieving sustained recovery.



What is a recovery coach?

Recovery coaches provide one-on-one support and guidance to help individuals achieve long-term recovery from substance use disorders.

Recovery coaches can assist with:

- Connecting clients to services like inpatient treatment for detox
- Transportation
- Housing and employment
- Provide emotional support
- Connecting clients to recovery communities
- So much more!





The Value of Lived Experience

Thriving Together NCW's approach is grounded in the belief that lived experience brings a necessary depth of understanding to the role of a recovery coach.

➤ Empathy & Trust

Lived experience fosters a sense of trust through mutual understanding.

➤ Inspiration

Seeing someone who has successfully transitioned to a quality life provides a tangible example of what is possible.

➤ Destigmatizing Recovery

Coaches turn past challenges into assets, helping others feel less isolated and more hopeful.

Lived experience
*refers to the first-hand
knowledge gained
through one's personal
experiences.*

Bridging Gaps in Resources

Recovery coaches play a vital role in connecting individuals with essential services and ensuring successful follow-up:



Access

Streamlining connections to housing, employment, healthcare, and education.



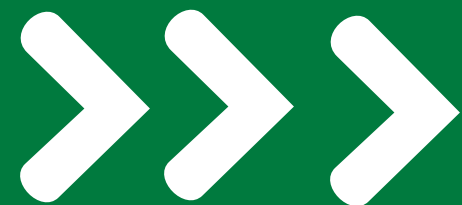
Transportation

Assisting with travel to treatment centers, job interviews, etc.



Accountability

Checking in to confirm resource utilization and progress.



This personalized support fills gaps that traditional systems often overlook.

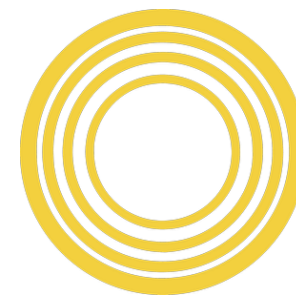
Empowering the Next Generation of Coaches

Many recoverees go on to become recovery coaches themselves, creating a self-sustaining cycle of support.

This not only strengthens the program but also offers meaningful career paths for individuals in recovery.

200+ Recovery Coaches trained since 2020

157 Hours of capacity building offered to coaches in 2024



Creating Thriving Communities through Meaningful Work & Wealth

Thriving Together NCW works with CCAR, the leading training program for Recovery Coaches worldwide, to train recovery coaches across our region. These trainings are offered at no cost to the participant.

CCAR trainings we've offered:

- ➡ Recovery Coach Basics
- ➡ Recovery Coach Academy
- ➡ Advanced Academy for Recovery Coaches
- ➡ Recovery Coaching in Justice Settings
- ➡ Ethical Considerations for Recovery Coaches
- ➡ Professionalism for Recovery Coaches
- ➡ Spirituality and Recovery Coaching
- ➡ Recovery Coaching in an Emergency Department



Recovery Coach Network Impact Highlights

2020–2024 Statistics



1428

On-on-one meetings with recoverees



2038

Phone calls made to recoverees

“When I was no doubt alone and cast out because of my actions from all those I loved you where there at the darkest points that brought me hope”

–Recoveree on the impact of their coach

Resource Utilization

2020–2024 Statistics



Referrals made by recovery coach
to community based resources
(resource was accessed)



Recoverees placed in housing



Recoverees placed in treatment

"I don't know what I would have done if you as my Recovery Coach turned your back on me when I relapsed. You still helping me find resources and advocating has been the reason I am still in recovery".

–Recoveree on the impact of their coach

Chelan County Jail Re-Entry Program

Designed to address the complex needs of individuals transitioning back into their communities, the Chelan County Jail Re-Entry Program owes its success to the seamless collaboration among various key partners.

Core components:

- ➡ Jail Liaison
- ➡ Substance Use Disorder Counselor
- ➡ Male and Female Recovery Coaches
- ➡ Mental Health Recovery Coach
- ➡ In-House Mental Health Specialist

By prioritizing collaboration, direct service connections, and a holistic approach, the program promotes successful reintegration and a connection to the recovery community.

Chelan & Douglas County Jail Re-Entry Program Highlights

2024 Statistics

- ➡ 242 calls made to recoverees
- ➡ 174 one-on-ones with recoverees
- ➡ 23 referrals made by recovery coach to community based resources (resource was accessed)
- ➡ 12 recoverees placed in housing
- ➡ 11 recoverees placed in treatment



Emergency Department Recovery Coach Program

In 2023 Thriving Together NCW and partners implemented an emergency department recovery coach program at Samaritan Health in Moses Lake to ensure that individuals experiencing a crisis receive immediate support when they need it most.

How and why this works

- Patients now have the option to meet with a coach after an overdose or substance related issue as soon as they are medically cleared.
- This immediate connection is critical, as delays can harm mental health and reduce the chances of seeking further help.



Emergency Department Recovery Coach Program

2024 Stats

→ **88 referrals made to recovery coaches**

from the Emergency Department

→ **332 referrals made to services by coaches**

that resulted in working with patients they
connected with in the Emergency
Department.

Breakdown of services accessed by recoverees



Service	# of Individuals
Detox	25
Harm Reduction	11
Housing	15
Inpatient	46
Outpatient	68
Recovery Community	84
Transportation	53
Community Based Agency	8
Medical/Physical Health	5
Employment	2
Mental Health Services	15
Closed Loop Referrals	61

How Has the Recovery Coach Network changed systems?

Humanizes Systems

Recovery coaches bring lived experience, empathy, and relatability. Their presence in clinical or carceral settings shifts the tone—from judgment or punishment to support and hope. This human-centered approach helps institutions become more trauma-informed and recovery-oriented.

Fills Gaps in Care

Recovery coaches often bridge the gap between crisis and care. In jails or emergency departments, they provide immediate support and follow-up that traditional providers may not have the bandwidth for. This continuity increases engagement in long-term recovery and reduces repeat encounters with crisis systems.

Reduces Stigma

By being open about their own recovery, coaches challenge harmful stereotypes and normalize recovery conversations within systems where stigma can thrive—like law enforcement, healthcare, or even treatment centers themselves. This encourages cultural shifts at both staff and policy levels.

Improves Outcomes

Recovery coaches increase treatment retention, reduce relapse and recidivism, and enhance the overall patient experience. Their presence often leads to better metrics across the board, which in turn helps justify funding and policy changes in support of peer services.

How Has the Recovery Coach Network changed systems?

Drives Collaboration

Coaches are connectors. They link individuals to housing, employment, recovery housing, transportation, harm reduction, and more. In doing so, they force siloed systems to interact and share responsibility—improving coordination and breaking down barriers to care.

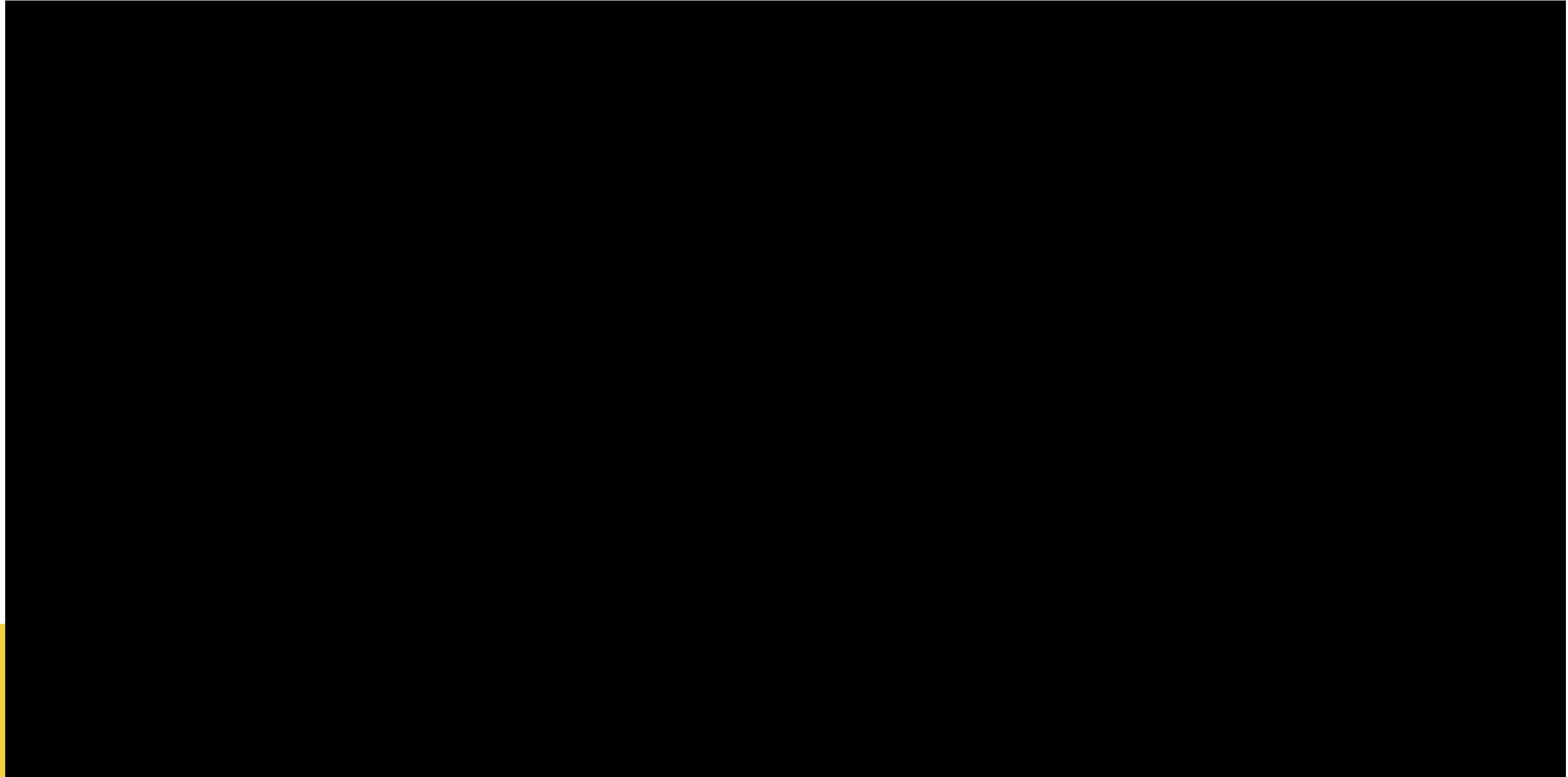
Empowers the Workforce

Imbedding recovery coaches creates job opportunities for people with lived experience. It validates that experience as a professional asset and helps build an empowered recovery workforce, which is itself a transformative cultural shift.

Influences Policy & Funding

As recovery coaches demonstrate impact, organizations and funders begin to shift policies to support and expand peer services—redirecting resources toward recovery support rather than punishment or short-term stabilization.

Chelan Douglas CLEARS Video



Improving Narcan Access in North Central Washington

Since 2021, Thriving Together NCW has collaborated with community-based organizations to place Narcan vending machines across the region. Each machine provides free, anonymous access to naloxone, helping to empower community members to respond effectively during emergencies.

- **5159** boxes of Narcan distributed
- **227** lives saved (overdose reversals)



Narcan Vending Machines

Providing unfettered access to this medication is part of our strategy to develop a recovery continuum free of stigma and barriers.

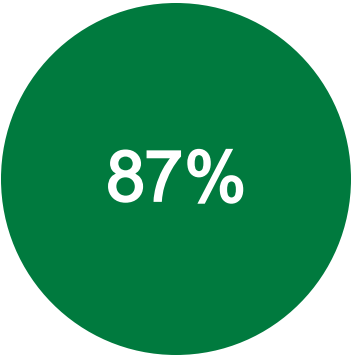
Narcan is currently available at the following locations:

- Wenatchee at the Alano Club (213 N Chelan Ave)
- Moses Lake at the Open Doors Sleep Center (1085 E Broadway Ave)
- Omak at Advance (523 Riverside Dr)
- Grand Coulee at the STAR Hub (404 Burdin Blvd)
- Nespelem at the Lucy F. Covington Government Center (21 Colville Street)
- East Wenatchee at the Chelan Douglas Health District (200 Valley Mall Pkwy)
- Moses Lake at the Public Library (418 E 5th Ave)
- Lake Chelan Community Health (219 E. Johnson, Chelan WA)
- Ephrata at the Columbia Basin Hospital Emergency Department (200 Nat Washington Way)



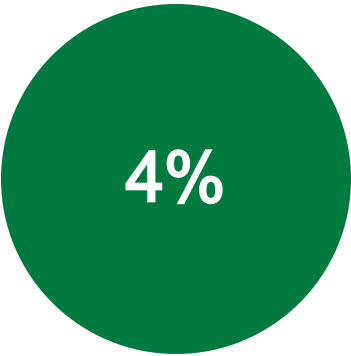
Reason for Accessing Narcan

Source: Carelon Behavioral Health.
(2025). Narcan Quarterly Dashboard.



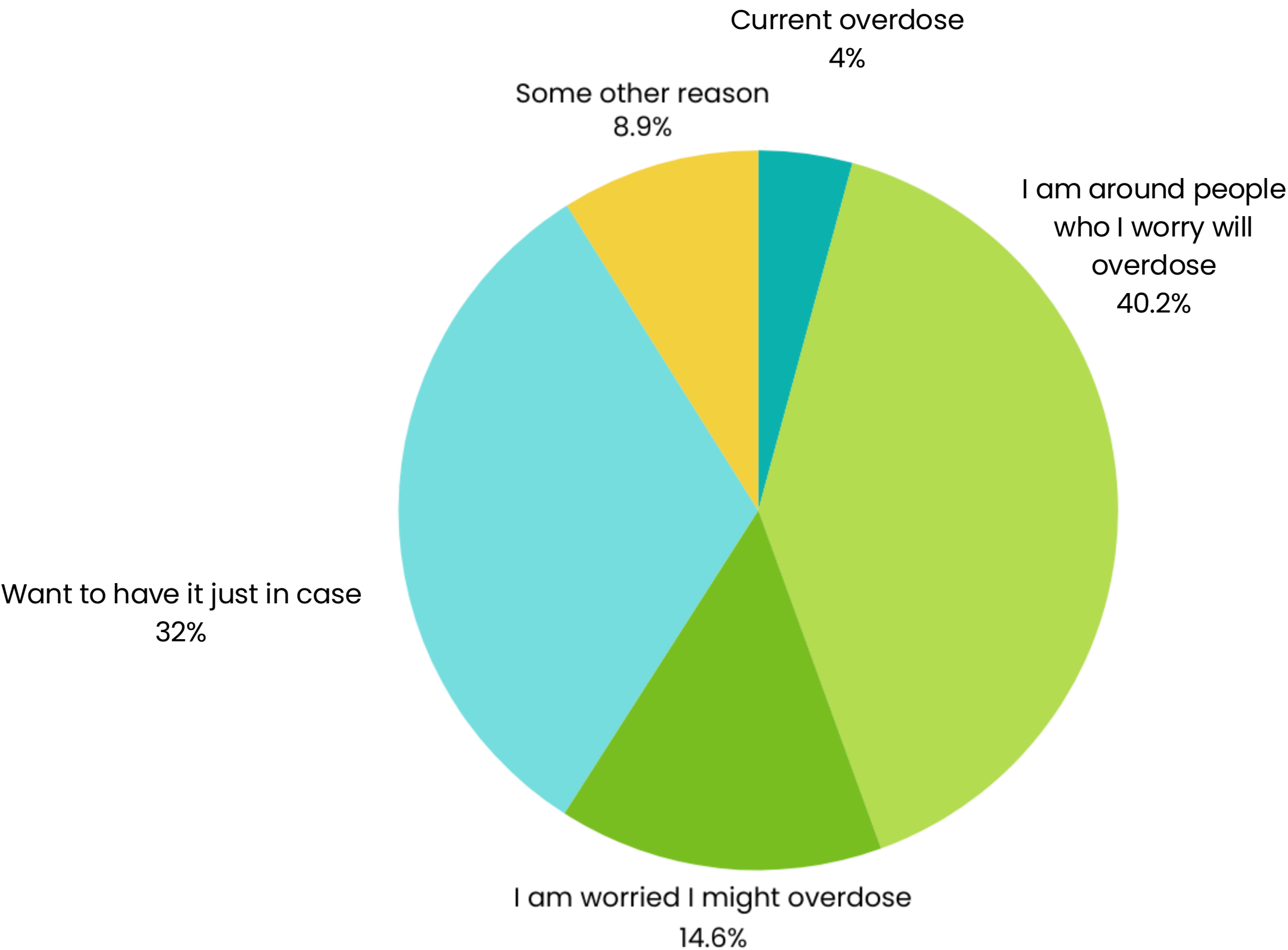
BEING PREPARED

Individuals are accessing Narcan in case they need to use it in the future



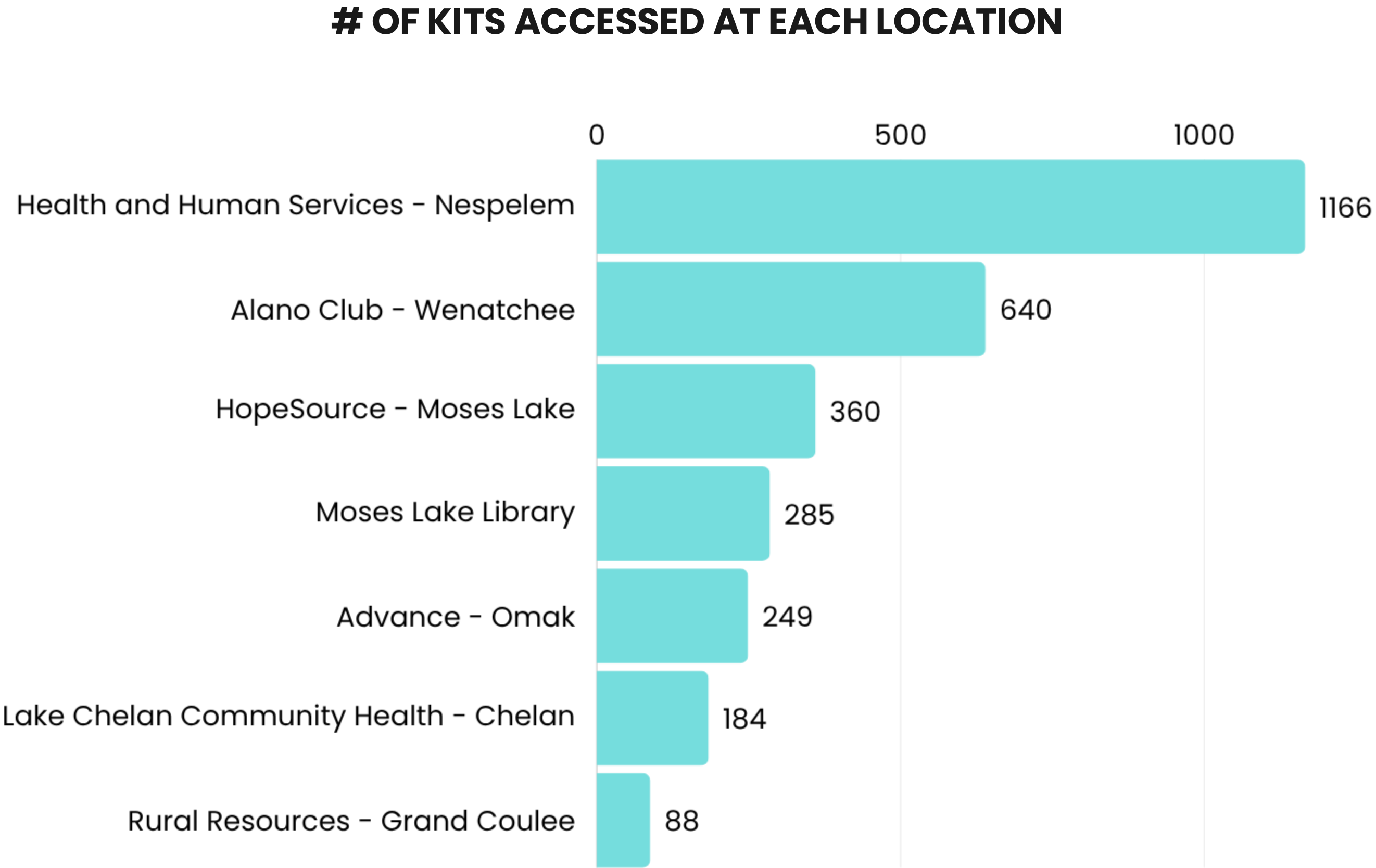
EMERGENCY USE

Individuals accessing Narcan for current overdose



Where Narcan is being Accessed

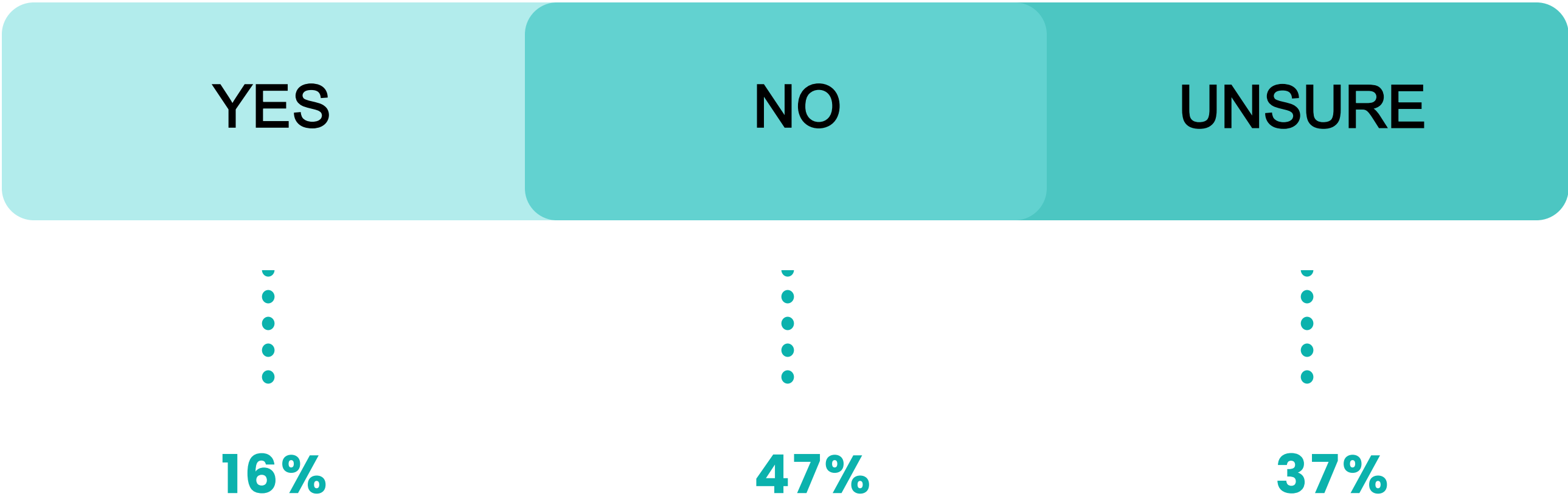
Source: Carelon Behavioral Health. (2025). Narcan Quarterly Dashboard.



Accessibility

“—
If you weren't able to get Narcan from this machine, would you be able to get it from
somewhere else? —”

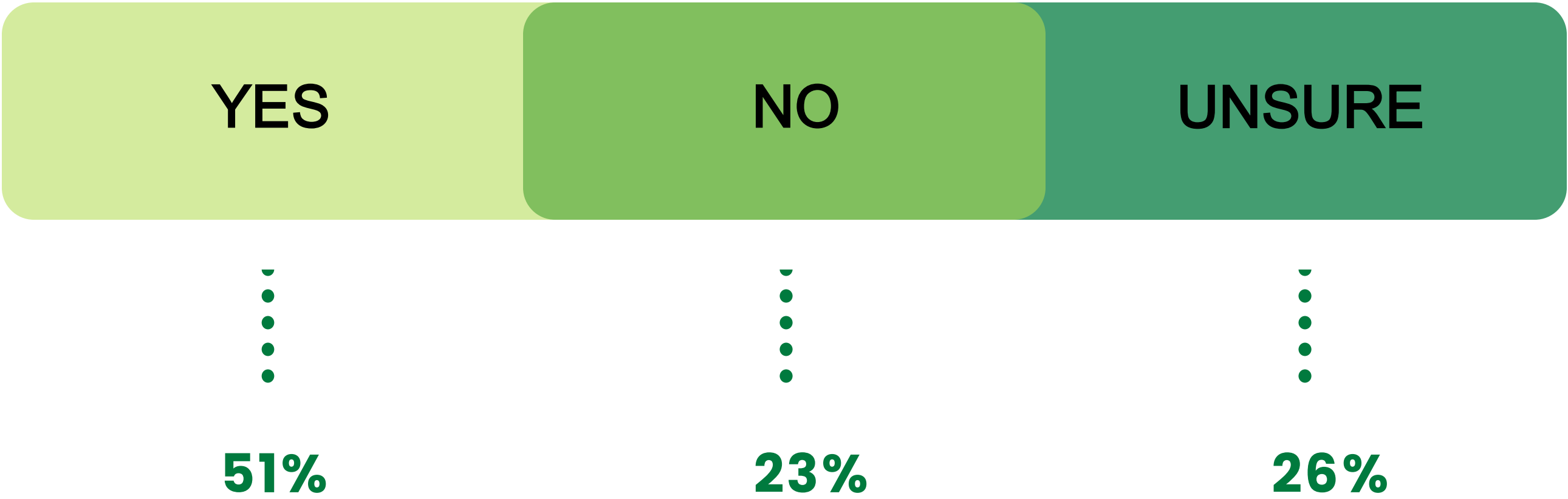
Source: Carelon Behavioral Health. (2025). Narcan Quarterly Dashboard.



Overdose Reversals

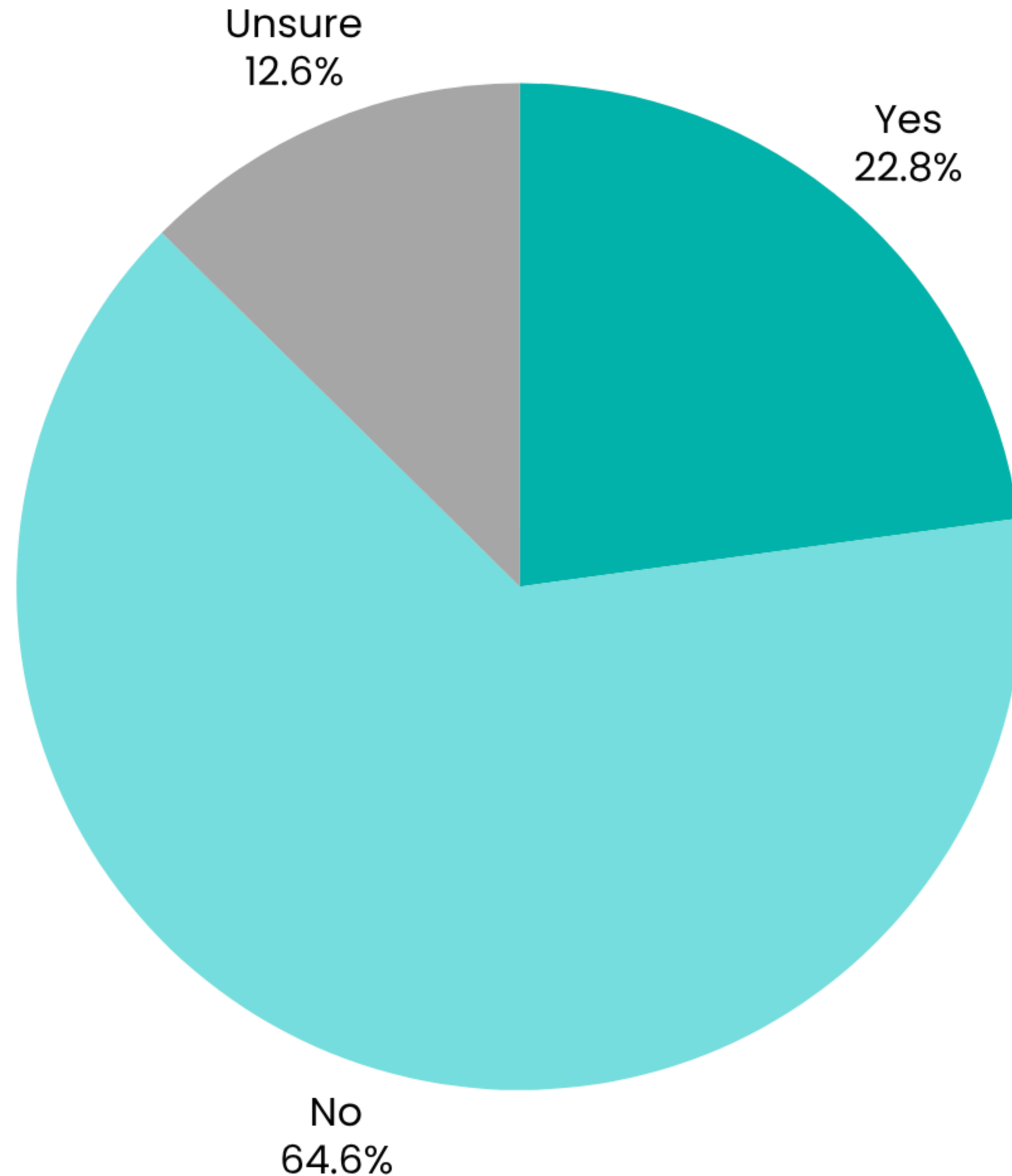
“Has Narcan you received from this vending machine helped reverse an overdose in the past?”

Source: Carelon Behavioral Health. (2025). Narcan Quarterly Dashboard.



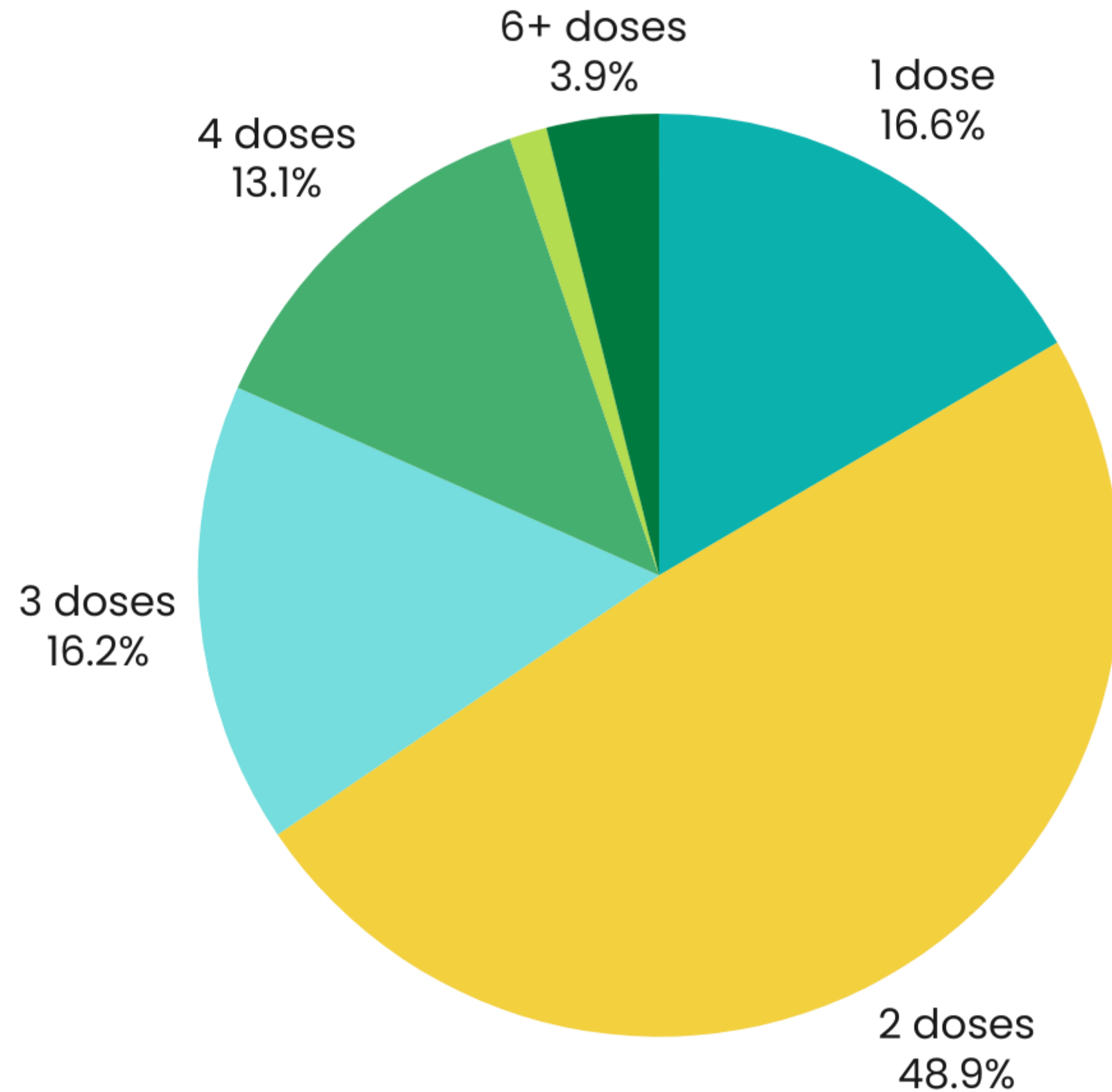
“Did the individual go to the emergency department or hospital?”

Source: Carelon Behavioral Health. (2025). Narcan Quarterly Dashboard.



“How many doses were used?”

Source: Carelon Behavioral Health. (2025). Narcan Quarterly Dashboard.





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Thank you!

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