
"Each patient carries his own doctor inside." -

Albert Schweitzer

PEER SUPPORT ANNUAL REPORT FY 2021 - 2022

WHAT IS PEER SUPPORT?

Peer support is a non-clinical, strengths based program to aid individuals with their recovery journey. Individuals with lived experience (Certified Peer Specialists) help peers by inspiring hope, walking with them on their recovery journeys, reducing stigma, providing self-help education, linking to other services, and supporting the individual to identify goals.

HOW CPS SERVICES WORK?

- Services are provided by a CPS and mostly one-to-one.
- Services may also include groups if all participants agree and they have mutual goals &/or objectives. Activities such as WRAP® planning/Advanced Directives are examples of this.
- Appointment dates & times are directed by the service participant.

WHAT ARE THE REQUIREMENTS?

In order to be eligible to participate in the peer support program, an individual must meet the following requirements:

- Be 14 years of age or older*
- Have the presence or history of an SMI or SED
- Have a written recommendation from a Licensed Practitioner of the Healing Arts acting within the scope of professional practice
- Choose to receive peer support services

TIME STATISTICS

Average length of service: 1.7 years

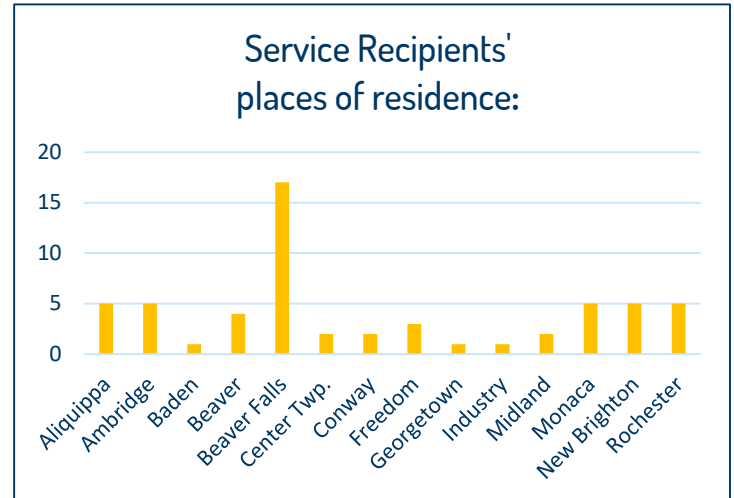
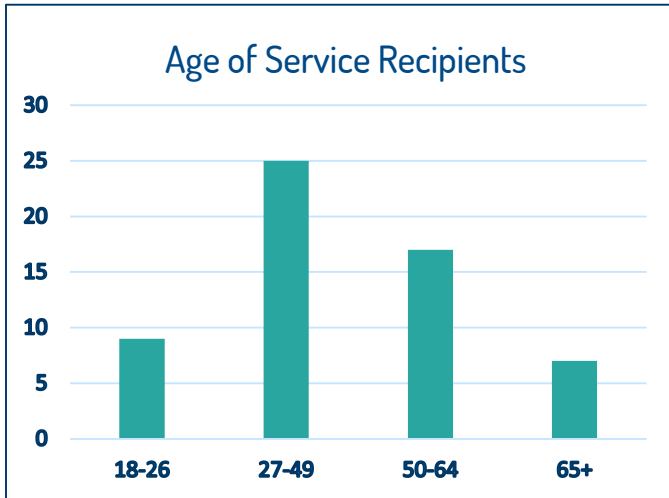
Time from referral to service: Less than 60 days.

*Presently, not serving 14-18 year olds due to lack of Youth/Young Adult Peer Staff

MHA Peer Support Services have provided peer support for 58 individuals in FY 2021-2022

The pandemic has challenged our program and the way we provide services. Currently, Certified Peer Specialists are able to meet with peers face to face (outdoors) following CDC protocol and social distancing. We are also using telehealth services when needed and adapting to ever changing circumstances. If you are interested in peer support services, please contact our office for more information.

Demographics



(Survey tools, internal and external, are used to help assess service participants' satisfaction. Internal assessments are: an initial survey completed by the participant upon entry into the program, a follow-up survey is initiated after an individual has received services for six months, and annually or upon exiting the program. This survey contains a Likert scale questionnaire along with a section for open-ended questions. To encourage feedback, service participants are provided with self-addressed, stamped envelopes.

Examples of Individual Service Plan Goals:

The CPS and peer work together to set S.M.A.R.T. goals that act as a roadmap for services. S.M.A.R.T. goals are goals that are Specific, Measurable, Attainable, Reasonable, and Timely. Most goals are set to be accomplished in 1 year. A six-month update or review is completed for each goal in order to assess progress and identify any changes that may need made to the goal.

- "I will make a shopping list to help me keep my kitchen well stocked."
- "I would like to be employed by X."
- "I want to improve my personal hygiene by X."
- "I will learn how to use technology by X."
- "I will learn to use community resources to help lessen agoraphobia."

Quotes from CPS – Coming out of the pandemic:

- "It is really incredible to see when peers have that spark of insight and start applying the tools they have developed. Once they've found what combinations work really well for them and they put forth that work towards knowing how to accomplish the goals that they want for their lives, it is just amazing to see someone

finally realize that they had the strength, the perseverance and the knowledge this whole time and simply didn't know how to access it. For me, that is one of the best things about working in peer support services"

- "The peers that I work with have such a wide range of recovery goals. One of the great aspects of the job as a CPS is that no appointment looks the same. In one day, I can help a peer to gain purposeful employment, another peer to study for a learner's permit exam, and a third peer to learn to grocery shop and cook healthy meals on a budget. The peers I work with have proven to be very resilient during the pandemic and are thriving as we are moving out of these stressful years."
- "The transition back to in person appointments was exciting. The peers benefit much more by the support that being face-to-face with the CPS can provide. The peers engage considerably more during face to face than they did with telehealth. Peers have made many accomplishments over the past year. The ability to utilize a smart phone was accomplished with CPS support by 3 peers in the program, a peer was referred to a local food bank for volunteer opportunities and, with CPS encouragement, has been doing so 3 times a week for the past year with great success.
- "Peer Support has been a breath of fresh air to those who have received it and to those who have given it. The future, coming out of the pandemic, is better for those that are reaching out and making a difference in our community. "

Quotes from Peers - The following are expressions from individuals that are/have received Peer support services.

- "As usual, having a peer helps with anxiety and to figure things out."
- "Spoke about relapse, worked on DBT wise mind, video on definition of "misery" for DBT diary card."
- "Awesome."
- "Easy to talk to when I'm in a crisis. Very good at her job."
- "Very compassionate. Super nice and understanding. Very attentive to me and needs to be recognized for being such a good person."
- "Very helpful."

EVERYONE IN THE PEER PROGRAM RECOMMENDS THIS PROGRAM TO OTHER PEOPLE NEEDING SERVICES!

C/FST Assessments

(External Assessments are performed by the Consumer Family Satisfaction Team. The team interviews service participants semi-annually to determine their level of satisfaction with Peer Support services.)

In 2021/2022, individuals that are receiving or have received Peer Support services provided feedback, through Consumer/Family Satisfaction Team (C/FST) surveys about their level of satisfaction with their services.

CFST Survey Comments:

1. **My peer is very accommodating.**
2. **It is great having a Peer and being able to talk and share information. My Peer has been helpful with information and resources.**
3. **My Peer is good at what she does. I am thankful to have her and love being able to discuss things with her.**
4. **My Peer works with me and helps me to make decisions. We work on setting goals and work to achieve them**
5. **My Peer gives me someone to talk to without holding judgement.**
6. **My Peer has helped me with some goals. I was afraid to go out in public or large crowds and we went out to get something to eat. It helps that someone knows what I'm going through.**
7. **My Peer helps with my appointments and goals.**
8. **Appointments are available when needed. "Since Covid there have been many changes, which I understand, but there are staffing changes as well, that delay some services for me." (Survey period – July 2021 – December 2022)**
 - a. ***Reply: The Peer Support Program has not had staffing changes in the last year, resulting in fewer canceled appointments.***

*All surveyed were satisfied with Peer support services.

"You don't have to see the whole staircase, just take the first step." – Martin Luther King, Jr.