

Ways that Peers and Supervisors Use Principles of Recovery to Improve Engagement of Adults in Crisis

David Measel, Executive Director, PA Peer Support Coalition

Jamie Burke, peer specialist who worked for 10 years at Resolve Crisis Network, PA

Rosie Corliss, Program Coordinator, Recovery Institute of SW Michigan

Sean Harris, Executive Director, Recovery Institute of SW Michigan

Daniel Fisher (moderator), President of NCMHR

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Sean Harris
Executive Director
Recovery Institute of Southwest Michigan, Inc.



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Ways that supervisors help peers balance their peer role with the clinical expectations of the system

- Establish a good understanding of the unique advantages of peer support.
- Teach strategies for navigating conflicts in approach
- Coach toward balancing work demands with recovery maintenance

Peer Supervision

- Establish good understanding of peer staff professional and personal background
- Encourage social/collegial exchanges with clinical co-workers
- Encourage staff to question things they do not understand

Unique recruitment and training needs for peers working in crisis services

Recruitment

- Hire peers with lived experience in crisis or acute care settings
- Define the candidate you are looking for and post
- Encourage existing peer staff to help recruit
- Circulate posting through provider agencies, especially peer run organizations

Peer Supervision

- Use online resources and job boards at local community resource organizations

Training

- Establish a strong grounding in an established peer support framework, philosophy or approach
- Teach some fundamentals of medical terminology and clinical practice
- Provide opportunities to be trained as a peer wellness practitioner

Peer Supervision

- Establish working knowledge of health safety practices such as First Aid, CPR, Naloxone Administration

The Experience of a Peer Working in a Crisis Setting

Rosie Corliss

Peer Specialist, PA



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The Experience of a Peer Working in a Crisis Setting

WAYS PEERS ARE UNIQUELY SUITED TO ENGAGE PERSONS IN ACUTE DISTRESS

- Comparable Lived Experience(s)
- Compassion
- Resilient
- Resourceful
- Patience
- Inspirational
- Convey Hope
- Committed to Recovery

The Experience of a Peer Working in a Crisis Setting

WAYS THAT PEERS AND SUPERVISORS FACILITATE SELF-CARE AND SUPPORTS TO BUILD RESILIENCE AND AVOID BURNOUT!

- Develop Meaningful Connections with staff
- Nurture healthy and mutuality in relationships
- Weekly supervision
- Practice open-mindedness & being non-judgmental
- Model and promote authenticity
- Consistent and ongoing In-Service Trainings in various topics
- Promote teamwork to extent possible

David Measel
Executive Director
Pennsylvania Peer Support Coalition



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Where Peers are Located

Range of Crisis Services Employing Peers

Where Peers are Located

- Crisis Services in PA
 - Telephone Crisis Services
 - Walk-In Services
 - Mobile Crisis Services
 - Crisis Residential Services

Where Peers are Located

- Beyond Crisis Services
 - Emergency Services
 - Emergency Rooms
 - Inpatient Units
 - Warm Lines

Incorporating Peers into Crisis Services

How Peers Help

- 10 Roles and Responsibilities in Crisis Services
 - Initial Engagement
 - Peer Support
 - Assessment (Different Perspective)
 - De-escalation
 - Group Facilitation

How Peers Help

- 10 Roles and Responsibilities in Crisis Services
 - Family Support
 - Referral
 - Discharge Planning
 - Follow Up
 - Documentation

How Peers Help

- In Pennsylvania the re:Solve Crisis Center employs peers in their crisis phone center
 - After being screened for lethality by a Phone Clinician individual is offered Peer Specialist Support. In addition to providing supportive listening and reflection:

Peer Supports:

- Assist persons with deep breathing/grounding if experiencing anxiety/panic attack, etc.
- Offer DBT Coping Skills Coaching
- Share in person guided imagery
- Assist in planning an effective day
- Help process an upsetting event when asked
- Talk about the Wellness Recovery Action Plan (WRAP)
- Offer hope, connection, and resources

By Using:

- Person centered engagement
- Calm, non-judgmental tone
- Personal experience with recovery and wellness
- Motivational Interviewing
- Active listening and validation
- Honesty and cultural competence
- Offering a follow up, post crisis call

How Peers Help

- **Peer Specialist assist in various ways to support the Phone Center Clinicians and functioning of the Crisis Phone Center by:**
 - Providing additional support for callers not in *Lethal Crisis* so phone clinicians are more readily available for the next *Lethal* caller
 - Working with phone clinicians in developing consumer plans by sharing peer perspective, insight, recovery language and personal experience
 - Assist with follow up calls to persons post crisis intervention from various departments within re:solve and other entities
 - Dispatching Mobile Crisis Teams and monitoring the status of the Mobile Teams once dispatched
 - Communicating between Clinical Supervisors, Phone Clinicians and Mobile Teams as needed
 - Monitoring the Overflow Call System and seeking assistance when call volume demands

Creating a Healthy Work Environment

- **Supervisors**
 - **Maintain open lines of communication**
 - **Understand what Peer Support is and is not**
 - **Promote and encourage acceptance and respect**
 - **Respect the need for for self-care**

- **Peer Supports**
 - **Self-care is always important, but recognize that in crisis services self-care takes on even more meaning**
 - **Have a strong self-care plan in place**
 - **Make self-care a conscious habit**
 - **Make it your own**
 - **Learn from others**

Self-Care

- **Wellness Tools**

reading a book

controlled breathing

talking to friends/family

housework

aroma therapy

baking

rocks/minerals

gong baths

art

music

playing an instrument

movies

nature

running

watching TV

mountain biking

games

hiking

pet therapy

bubbles

going to the gym

swimming

camping

mindfulness exercises

yoga

cars

singing

- **Wellness Tools**
 - **Wellness Recovery Action Plan (WRAP)**
 - **Workplace WRAP**
 - **Team Debriefings**