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

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Disclaimer

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Sean Harris
Executive Director
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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
• 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
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
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
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
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
• 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
Self-Care

• Supervisors

  – Maintain open lines of communication
  – Understand what Peer Support is and is not
  – Promote and encourage acceptance and respect
  – Respect the need 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
  - playing an instrument
  - aroma therapy
  - baking
  - nature
  - gong baths
  - art
  - music
  - games
  - mindfulness exercises
  - mountains biking
  - swimming
  - going to the gym
  - cars
  - camping
  - yoga
  - singing
  - bubbles
  - pet therapy
  - watching TV
  - controlled breathing
Self-Care

• Wellness Tools
  – Wellness Recovery Action Plan (WRAP)
  – Workplace WRAP
  – Team Debriefings