
"Some of the most comforting words in the universe are 'me too.' That moment when you find out that your struggle is also someone else's struggle, that you're not alone, and that others have been down the same road." – Unknown

PEER SUPPORT ANNUAL REPORT FY 2019 - 2020

WHAT IS PEER SUPPORT?

The Adult and Youth/Young Adult Certified Peer Support (Adult/YA PSS) Services are therapeutic interactions that are multi-faceted and guided by the belief that people with mental health challenges need opportunities to identify, and choose for themselves, their desired roles with regard to living, learning, working, self-maintenance, and social interaction.

HOW CPS SERVICES WORK?

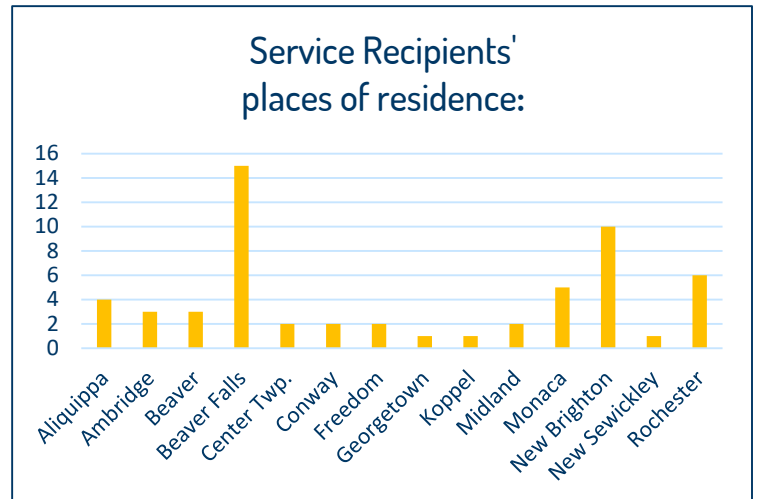
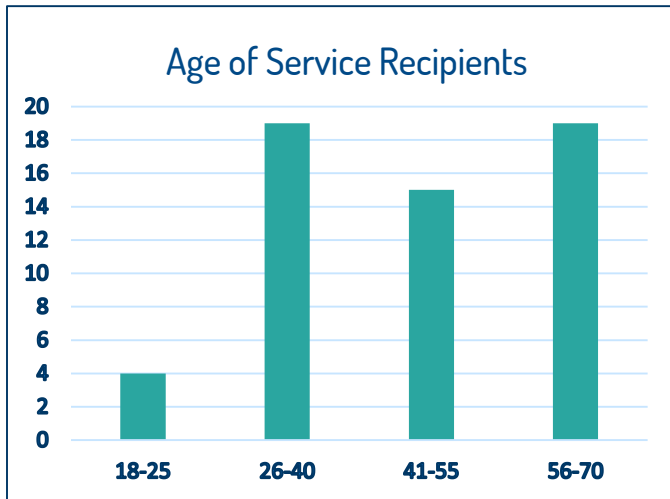
- Services are provided by a CPS and mostly one-to-one.
- Services may also include groups if all participants agree and they have mutual goals &/or objectives. Activities such as WRAP® planning/Advanced Directives are examples of this.
- Appointment dates & times are directed by the service participant.

WHAT ARE THE REQUIREMENTS?

- Youth/Young Adult – between 14-26 years of age and with a history of serious emotional disturbance (SED) or serious mental illness (SMI).
- Adult – Be at least 18 years of age with a history of serious mental illness (SMI).
- Be willing to participate
- Have a diagnosis of a serious mental illness
- A recommendation form signed by a licensed practitioner of the healing arts
- A current psychiatric evaluation

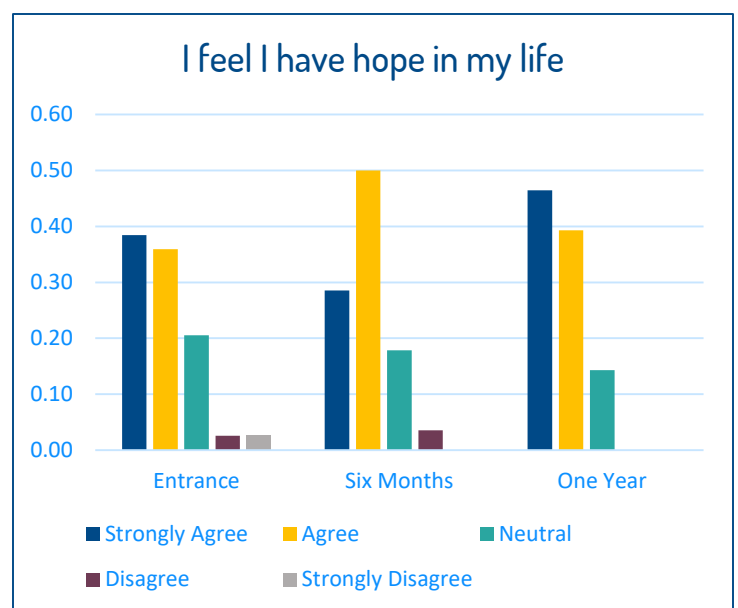
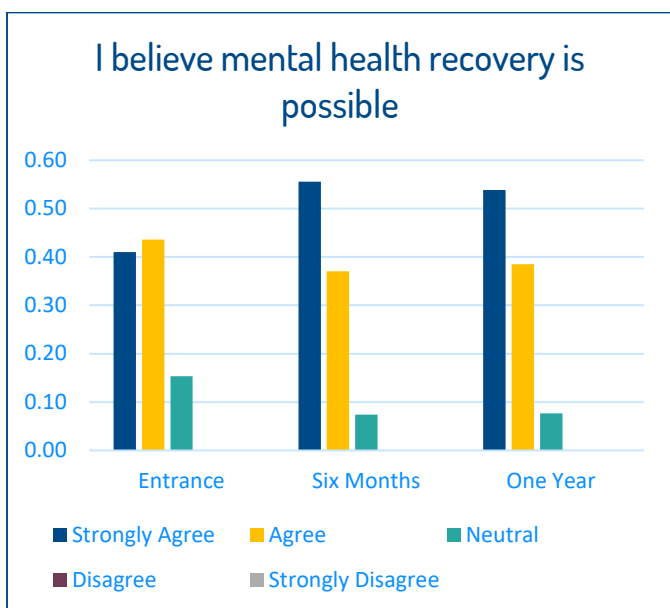
MHA Peer Support Services have provided support for 50 individual in FY 2019-2020

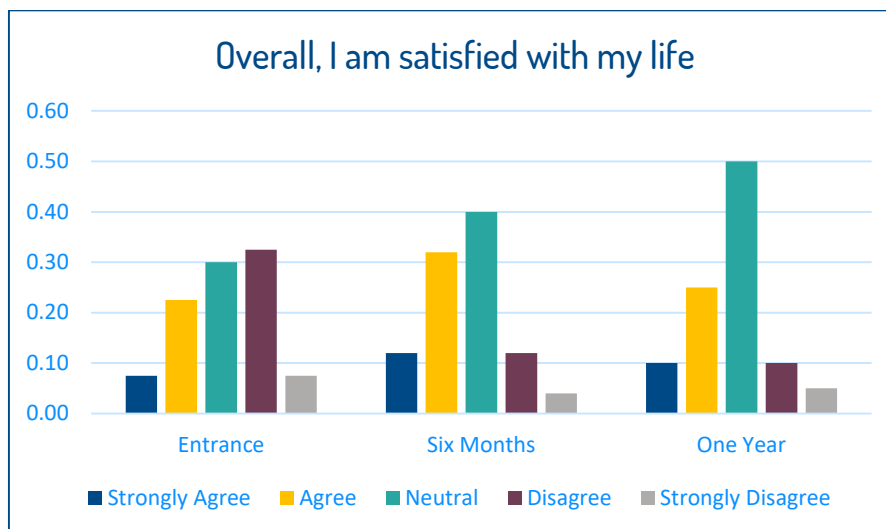
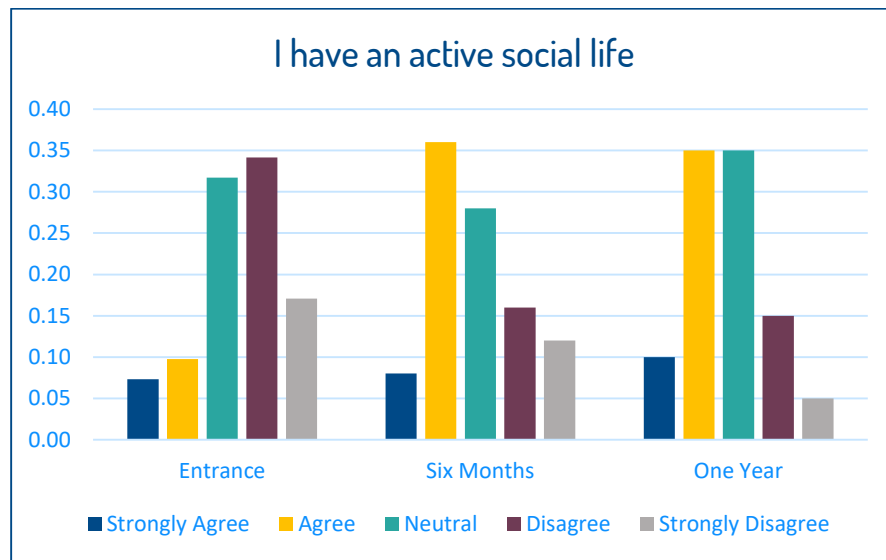
Demographics



(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.

Health in Recovery





Survey Responses to open-ended questions (at 6 months):

ARE SERVICES PROVIDED TO YOU RELEVANT TO YOUR NEEDS?

- Yes, very helpful in getting things done.
- Yes, they help when I need to reach out and talk or have a task I need help with.
- Yes, they help me socialize and get out of the house; they also help with advice and goals.
- Yes, they help me.
- Yes, I am encouraged more positively to push myself when I can. Since family isn't supportive, I have someone to talk to.
- Most times.
- Yes, they are an outlet for feelings.
- Yes

ARE YOU MORE AWARE OF COMMUNITY RESOURCES SINCE YOUR INVOLVEMENT IN PEER SERVICES?

- Yes (5)
- Yes – BC Crisis, MHA, Phoenix Center, Warmline, Aurora, YMCA
- Yes – help with bus services.
- No, I already knew about available services.
- Not sure/kind of.
- Yes, I'm just starting to get to know.
- Yes, a few things I didn't know how to get to like Big Flag Park and the Phoenix Center.

WHAT COULD WE DO DIFFERENTLY TO MEET YOUR NEEDS?

- Just keep being there and helping to get things done.
- More games to play
- More time
- Nothing/not sure
- Just continuing to meet with me is great!
- I feel like my needs are being fully met.
- More awareness of programs.
- Make the system work faster.

IF THERE IS SOMETHING YOU COULD SUGGEST TO MAKE THIS SERVICE BETTER, WHAT WOULD IT BE?

- Be allowed to go more places with our Peer by car.
- Have more caring people like my Peer support worker.
- Nothing/don't know (13)
- Satisfied with how things currently are.
- If both parties are OK with it, they should be able to be friends.
- I want to get to know you better.

ADDITIONAL FEEDBACK FROM PROGRAM PARTICIPANTS:

- I can really relate with my Peer; I'm so thankful for my Peer!
- I am doing so much better with my meds and MHA help.
- I have help with socializing and anxiety.
- I'm getting out of the house more.
- My Peer support worker is doing a super job of teaching me how to cook.
- My Peer support worker helps by being a sounding board.
- My Peer support worker does a wonderful job supporting me, and I'm getting things done with support!
- My Peer and staff are there any time I need anything.

BARRIERS THAT PREVENT YOU FROM ACHIEVING OVERALL WELLNESS:

- My body does not want to cooperate with me.
- I'm not a strong talker.
- My brain and lack of transportation.
- Anxiety

SUPPORTS USED IN YOUR RECOVERY

- Social Supports
- Wrap, Peer support
- Therapist
- Coping skills
- Getting out of the house more
- Psychiatrist | Therapist
- Phoenix Center

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 2019, 11 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.

HOW HAVE PEER SUPPORT SERVICES HELPED IN YOUR RECOVERY?

- I like meeting other people and shooting pool.
- They implemented treatment coordination.
- I like having someone to talk to. They take me places in the community.
- They teach me skills that I can go out and apply in the community.
- They help me with appointments and are caring and supportive.
- They are teaching me to trust people. I am making friends and learning social skills.
- They encourage and motivate me. They are very caring and boost my confidence.
- They convinced me to volunteer at the library and taught me how to cook.
- They show me how to do things and help me stay out of the hospital.

*All 11 surveyed were satisfied with Peer support services.

*A few made comments that called attention to a need for improvement in delivery of services, for example: I had to wait 2 or 3 months to get another peer, or sometimes it takes a day or two for them to return my calls.

In March of 2020, due to the Covid-19 pandemic, we found ourselves in uncharted waters. These changed circumstances challenged us to find new and innovative ways to continue to deliver comprehensive, person-centered, recovery-focused services. We immediately responded by submitting an application to provide Telehealth services. We were approved and have found that it was well-received and beneficial. Our goal is to expand these services with a focus on services for youth and young adults and individuals that have been involved in the justice system.

“There have been struggles and challenges that I have faced that few know about but I hope will help others going through the same thing.” - Ginger Zee