Navigating and Developing a Comprehensive Peer Workforce in an Integrated System
Our Goal:

To develop a qualified peer workforce who are ready to assume new roles within the behavioral health and integrated health system by providing training, tools and support as necessary.
CPSA is working together with all contracted vocational services providers on implementation of the structure to create opportunities for NTXIX and TXIX SMI, GMH and SA members to develop job readiness and acquire skills necessary to obtain peer support positions.
The plan is to first provide members with access to groups focused on the growing importance of peer support in service delivery that will include;

- **Review of Job Descriptions** with job duties, responsibilities, skills and requirements, and physical demands.
- **Overview of current positions available in the behavioral health system.**
- **Overview of RSS Institute opportunities and pre-vocational services available at our providers.**
What’s next:

Interested members will have access to individualized services focused on eliminating potential barriers to employment.
Collaborating agencies:

COPE Community Services
CODAC Behavioral Services
La Frontera Center
Marana Health Center
DK Advocates
HOPE Inc.
Coyote Task Force
Community Partnership of Southern Arizona
Implementing Community-based Initiatives for Coordination of Care and Systems Integration
About HOPE, Inc.

- Peer-run Organization, founded in 1990
- Serve Pima County/Tucson, Arizona
- Offer Recovery-Oriented programs to promote improved quality of life, health and wellness, and community integration for people with mental health and/or substance use issues
  - Nueva Luz Day Program
  - Community Service Program/Court Diversion
  - Warm Line
  - Community Re-entry Transition Team
  - Supportive Peers Assisting as Navigators
Our Philosophy of Community Partnership

- “It takes a village...” We can’t solve all of our problems alone, not as individuals or as service providers.
- Social Services often operate in silos – not effective
  - Duplication of Services
  - Limited Resources: Money, People, Time and Physical
  - Competition and Territorial Attitudes
  - Lack of awareness and communication between providers
- We build relationships, facilitate communication, and share with others
Career Opportunities

- Recovery Coaches and Navigators
  - Training through Recovery Support Specialist Institute
  - On-the-job/on-going training at HOPE
  - Volunteer opportunities
    - Pathways to employment at HOPE and other partner agencies, volunteerism looks GREAT on a resume
    - Internships (PCC, ASU, U of A)
    - Administrative/Facilities positions
Community Re-entry Transition Team CRTT Team
CRTC – How it got started

• CEO career in Behavioral Health and Criminal Justice Systems – emphasis on building relationships and bridging gaps
• Saying “yes” when others say “no.”
• Attention from Pima County Department of Institutional Health – approached to create a program
• Peer-based Recovery Support and Navigation for people with B.H. needs in jail
• Partnership with Pima County Adult Detention Complex
• Monthly CRTT Coordination meetings
Supportive Peers Assisting as Navigators SPAN Program
SPAN – How it got started

- Support from Pima County – Evidence-based following successes with CRTT
- Initial Co-Location efforts with the Warm Line/Crisis Response Center
- Proposal to provide Recovery Support and Navigation to people being diverted from Court Ordered Evaluation/Treatment
- Building on existing partnerships
  - CPSA and Clinical Providers
  - University of Arizona
  - CRN
  - Pima County
- Planning meetings, coordination and implementation
In-Home Health Navigators
The Importance of Flexibility

- Engages adults in the behavioral health system and delivers peer support services to consumers in their personal environments.
- Ensures continuity of care related to those seeking services.
- Ensure coordination of behavioral health services and helps the person identify a recovery plan.
- Monitors and reports progress to CSPA/CSP, Family Members/Caregivers, other community supports, and HOPE Staff.
Nueva Luz Celebrating Peer and Family Support
Building a Community

- The first program created under HOPE, Inc. in the early 90’s.
- Transformed from a drop-in center to a day program offering recovery groups to include:
  - Stress and Anger Management
  - Healthy Relationships
  - Recovery U
- Recovery Coaches provide peer support and system navigation to help the person in their recovery.
Warm Line
Breaking Barriers

• Provides over-the-phone peer support to individuals living in Pima County.
• One does not have to be enrolled in the public behavioral health system to call.
• Provides additional support to those with limitations to care due to transportation or eligibility requirements.
• Available 365 days per year, 8am-midnight.
• Is an alternative to crisis services and prevents strain on the crisis system.
Thank You

Questions?

- Heather McGovern, Chief Financial Officer/Operations
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Coyote Taskforce

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Like us on Facebook!
Coyote Taskforce

Our Place Clubhouse
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1/2 c. = 8 T
2 c. = 16 T
3 c. = 48 T
1 pt (pt) = 2 c.
1 quart (qt) = 2 pt
1 gal (gal) = 4 qt
16 oz = 1 pound

12 oz = 1 1/2 c.
“We are a rehabilitation support program,” says Mindy Bernstein, Executive Director/Owner of Café 54. “Our agency mission is to support individuals recovering from persistent, chronic mental illnesses; to help them regain their ability to move towards their recovery with a focus on reintegration into the community.”
PATHWAY TO BEHAVIORAL HEALTH WORKFORCE

Presented By:

Patricia Porras, CRSS, BHT
&
Kathy Lewis, CRSS

La Frontera Arizona
Week 1

Day 1: Let’s get to know each other (Introductions) and overview of class.
Job Descriptions of RSS, Case Aide, Case Manager, etc. with panel of staff to give detailed descriptions of their positions.
Q & A

Day 2: Boston University material on recovery with activities.
Week 2

Day 3: Boston University material on assessment of vocational with activities.
Out of Office Safety, HIPPA

Day 4: Time Management
Culture: Working with Different Populations and Office Culture.
Barriers (GED, finger print card)
Week 3

Day 5: Support System (NAMI, 12 Step, CPSA, EAP)
Community Resources
Sensitivity Training/Respectful Language

Day 6: Healthy Boundaries with Staff and Members. How to communicate with coworkers & supervisors. Collecting thoughts/talking with supervisor * Leave Work at Work
Week 4

Day 7: Discussion about PDAP Notes, Role Play, SOAP Notes/ PDAP Notes, (Service Planning)

Day 8: Overview, Test, Brainstorming, Survey, and Certificate
Participants are encouraged to make individual appointments with LFC employment staff to address potential barriers to employment. Each participant will be connected with appropriate resources to enhance their job skills.
For Questions Or Information Please Call:

Peter Shepis at La Frontera Arizona

(520) 296-1612
My recovery journey…

By Kathy Lewis
Who We Are

D K Advocates, Inc.

- Specializing in helping people with barriers to employment to become “employable and employed”
- Contracts with RBHAs, RSA, DDD, and others
- Achieved a 66% employment rate
- Offer a variety of work settings and programs to choose from
- Holistic approach
Peer Support Career Path

By providing training, tools and supports as necessary, DKA will empower members to join qualified peer workforce and assume new roles within an integrated health system.
Some of the services provided include:

- **Pre-vocational Services**
  - Career Exploration
  - Barrier Reduction/Resolution
    - Housing problems
    - Clothing/grooming needs
    - Legal problems
    - No experience/references
    - Managing stress/symptoms
    - Lack of “soft skills”
Employment Services

- Computer training (basic to advanced)
- Job skills training
  - Food service
  - Document imaging/archiving
  - Clerical/reception
  - Janitorial
- Resume/cover letter writing
- Job search skills
- Online applications
- Interview skills
- Job coaching
- Understanding and advocating for accommodations
WHY DOES THIS MATTER?

People have a safe place to deal with employment issues

- How to handle a relapse
- Learn to recognize the role of stress in performance problems, and opportunities to practice stress management techniques
- Practice communication, self advocacy, problem solving and conflict resolution skills
- Learn time management
- Practice money management

“We create safe place for people to learn to struggle well”
FOLLOW ALONG SERVICES

- Job coaching
- Problem resolution
- Advocacy
- Proper protocol for leaving or changing jobs
AN ENVIRONMENT THAT PROMOTES RECOVERY

- Emphasis is on performance
- Failure is viewed as a step towards proficiency
- Multiple opportunities provide choice and exposure to a variety of stressors, work environments, responsibilities, and supervisors
- Because of the real work settings, real work experiences occur in a safe environment where learning can take place