

# Recovery through an Integrated Workforce

## Adding Peers to the Team

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Recovery Innovations, Inc

Supporting **META** Certified Recovery Alternatives







# Mission 2000

To create opportunities and environments  
that **empower people to recover**,  
**to succeed** in accomplishing their goals,  
and **to reconnect** to themselves, others,  
and meaning and purpose in life.

## Recovery Pathways from our experience

- Hope
- Choice
- Empowerment
- Recovery Culture
- Spirituality; meaning and purpose

# Our Definition of Recovery

Remembering who you are  
and using your strengths to  
become all you were meant to be.



## Welcoming and Friendly

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Engaging and Fun

“Life is either a daring  
adventure or nothing at all.”

Helen Keller



Move with Velocity!

“When skating on thin ice,  
our safety is in our speed.”

from Essay VII, “Prudence”

Ralph Waldo Emerson

# What is peer support?

- ***Hope and Engagement.*** Sharing personal recovery experiences. “If she/he can do it, so can I.”
- ***Empathy.*** Understanding through the personal experience of having “been there”.
- ***Mutuality.*** Giving **and** receiving help and support with respect based on a shared experience. “Being with.” “Bearing witness.”
- ***Mutual Responsibility*** for the relationship
- ***Friendship.*** While we may become friends, peer support is an “*intentional relationship*”.

## Transformation ~ Imagine the Possibilities A New Discipline, A New Workforce

2,000 Peer Support Specialists Graduate in  
14 states and 3 countries abroad

Arizona	730
Alaska	65
California	155
Connecticut	75
Louisiana	50
North Carolina	125
West Virginia	75
New Mexico	30
Michigan	55
Montana	38

New Jersey	22
Pennsylvania	110
Tennessee	70
Washington	45
Virginia	55
Wisconsin	50
England	22
New Zealand	105
Scotland	46



## META Certification

*“To embrace the power of recovery by using personal experience and learned skills to inspire hope and transformation in others.”*

# META Certification

## Code of Ethics.

Individuals who are META Certified agree to:

1. Follow the Mission and Recovery Pathways of Hope, Choice, Empowerment, Recovery Environment and Spirituality.
2. Honor your commitment to recovery and the recovery of others.
3. Maintain a connectedness to the recovery community and continue to educate yourself and others so that there is an improved understanding of recovery in the community.
4. Use language that promotes empowerment and recovery.
5. Use your authentic self as a positive role model to others.

# META Certification

## Code of Ethics.

6. Respect and promote the principle of self-determination and the dignity and worth of all people.
7. Respect mutuality by offering help and support as an equal.
8. Help people in need and guide them toward recovery with options and opportunities.
9. At all times, be trustworthy, act with integrity, avoid harm to others and do not exploit others.
10. Understand and practice cultural competence and social diversity.
11. Respect the privacy and confidentiality of those people you support in the recovery process.



## Peer Support; What Happened?

- Through December 2006, 495 PSS had been employed at RI AZ.
- 35 PSS are now employed at RI CA, RI NC, and RI VA.
- Today 247 peers are employed at RI AZ, 72% of our workforce.
- 90 are employed full time and 157 part-time.
- Total annual compensation exceeds \$4,000,000.

# Jobs for Peer Support Specialists

- Integrated with Case Management teams.
  - Recovery Educators; WRAP, WELL
  - Recovery Coaches; Self-directed Recovery Program
- Integrated with Crisis Services
  - Crisis Specialists; Living Room
  - Peer Support Specialists; Home Recovery Team
- Integrated with hospital units
  - Peer Advocacy Specialists; nine inpatient units and “getting your power back.”
- Peer Run Services
  - Recovery Coaches; Community Building.
  - Recovery Coaches; Peer Recovery Team

## What Shows Up with Peers on the Team?

- The Peer Support Specialist's **own recovery** is strengthened through service.
- Peer Support Specialists **help others recover** through engagement, hope, and mutual relationship/friendship.
- Helps the **organization/system recover**.
  - As staff work alongside people in recovery, staff find new hope.
  - Confronts system and professional stigma
  - Moving from “mental patient” to colleague redefines our roles and boundaries.



# It Starts with Training

- Peer Employment Training program implemented by META Services Recovery Education Center in September 2001.
- 20-module, 80-hour training.
- The training is competency based using adult learning principles.
- Only requirements for training are (no other admission or screening criteria)
  - Mental health lived experience.
  - Completed a Wellness Recovery Action Plan (WRAP)
  - Desire to attend.
- 95% of those enrolled graduate with the required competencies.
- Today over 700 Peer Support Specialists have graduated from the training in Phoenix and 750 in 13 other states, New Zealand, and Scotland.

# Class Structure

- 20 classes, 80 hours
- Two, three, or five week options
- Grade of 80% required to graduate
- Excellent attendance required. 12 hours of absence allowed but missed work must be made up
- Graduation ceremony



# Content of the Training

Peer Employment Workbook. Ashcraft, Johnson, Zeeb.  
META Services, 2004.

## *Part I: Personal Development; Knowing Yourself*

- Recovery
- The Power of Peer Support
- Developing Self Esteem And Managing Self Talk
- Community, Culture, and Environment
- Meaning and Purpose
- Emotional Intelligence

## *Part II: Turning Point; Preparing Yourself for Work*

- Telling Your Personal Story
- Employment as a Path to Recovery



# Content of the Training

## *Part III; Skill Development*

- Communication Skills
- Conflict Resolution
- Recovery from Trauma and Developing Resilience
- Recovery from Substance Abuse
- Being with People in Challenging Situations
- Peer Support in Action; Partnering with Professionals
- Graduation

# Outcomes of the Training

From Hutchinson, Anthony, Ashcraft, Johnson, et.al., "The Personal and Vocational Impact of Training and Employing People with Psychiatric Disabilities as Providers.", Psychiatric Rehabilitation Journal, Winter 2006.

- Vocational outcomes for the first 66 students (2001-2002) were studied for one year.
- Standardized surveys were administered at the beginning and at the end of the training.
  - Recovery Attitudes Questionnaire
  - Empowerment. Making Decisions scale
  - Tennessee Self Concept Scale.

## Outcome of Peer Services


### Peer Support in the Hospital

In the first year peers worked in the hospital....

- 56% reduction in re-hospitalizations.
- 48% reduction in restraints.
- 36% reduction in seclusion.

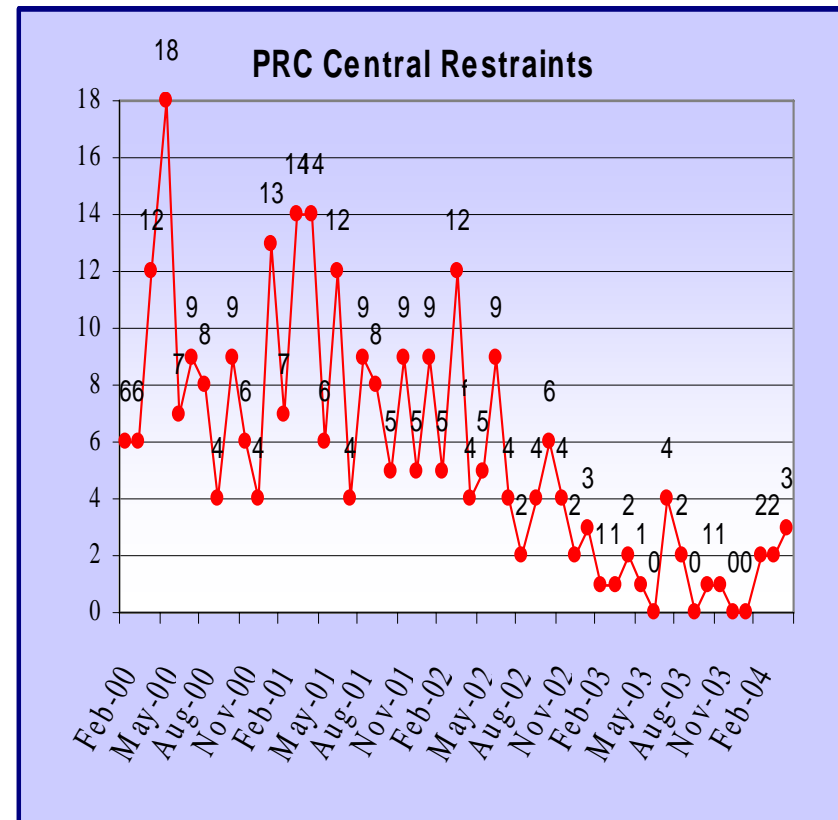
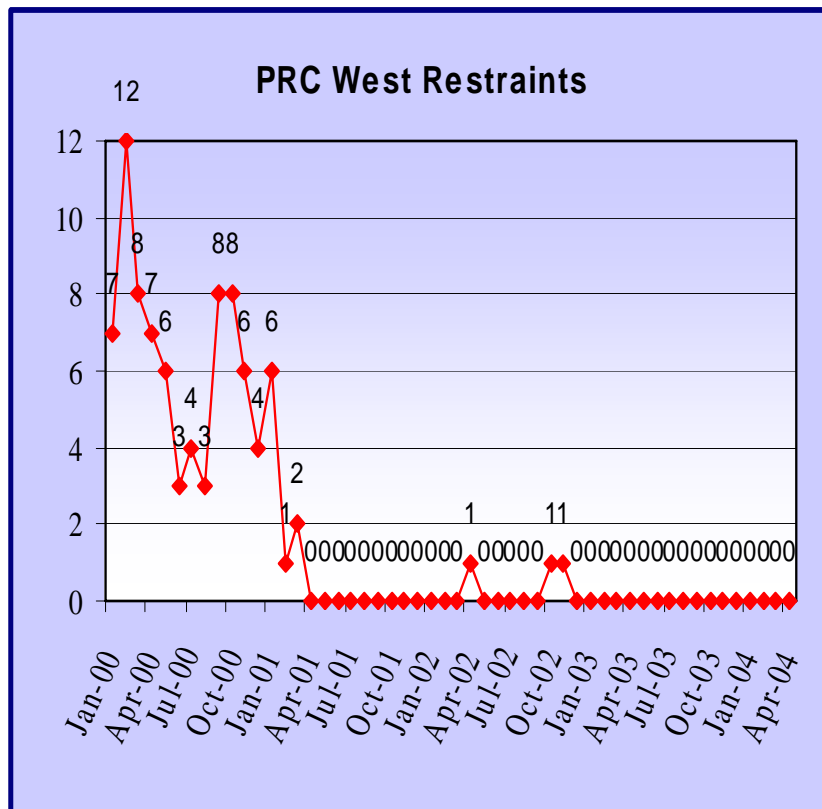
# Outcome of Peer Services Community Building ~ Results

October 2002 – October 2004 N = 113

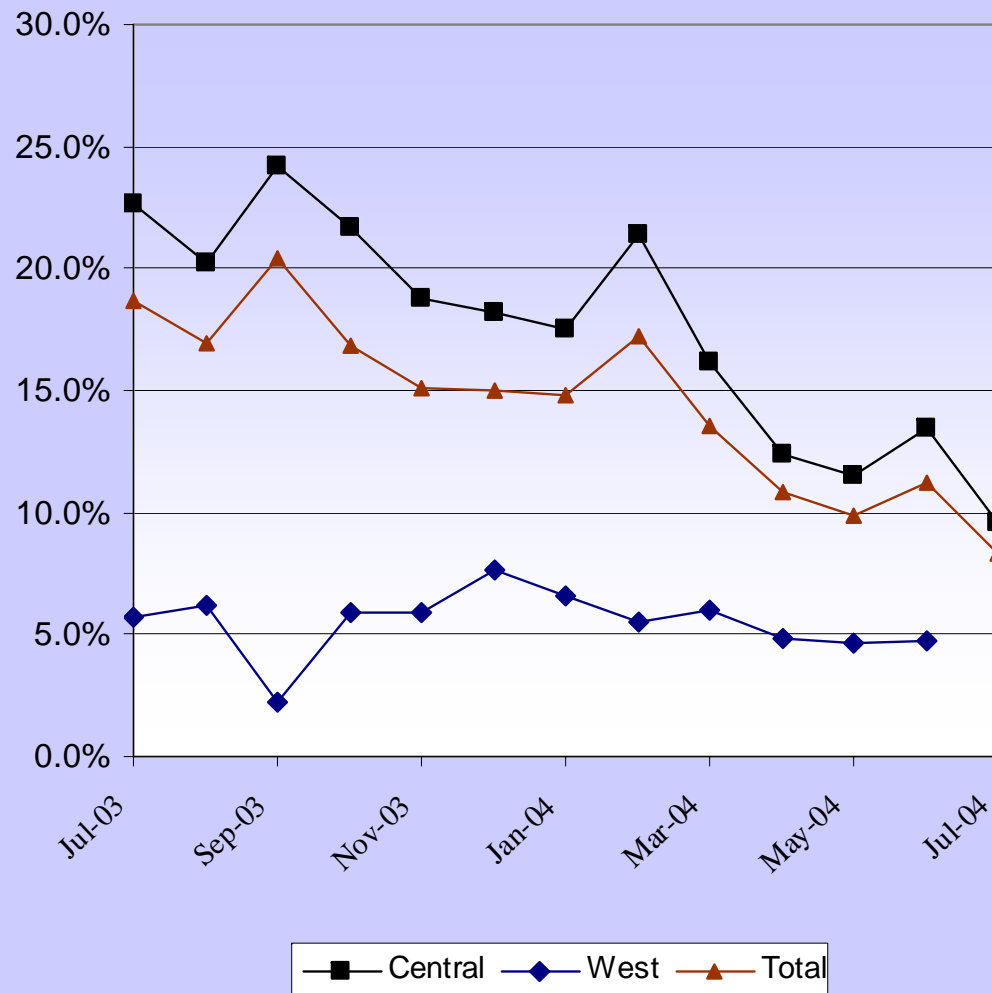
Outcome	%	Ave LOS
Back to residential/group home	8.0	
Hospital	0.9	
Homeless	2.7	
Jail	5.3	
Other	6.2	
<b>Housing self-sufficient</b>	<b>77.0</b>	<b>12 mos</b>
Ave participant cost per day = \$42 (compared to \$163 for 24 hour residential)		



# Outcome of Peer Services, the Living Room Getting to Zero Restraint



### Psychiatric Recovery Center Hospitalizations



One hospitalization costs \$9,900 (\$550 per hospital day with an average length of stay of 18 days).

During the period shown there were an average of 900 PRC admissions per month.

A reduction in hospitalization rate from 20% to 10% = 1,080 annual hospital admissions = \$10,692,000 per year.

# What Really Works

- Start with part time employment
- Have clear job descriptions and expectations
- Use recovery coaching
- Create professional development plans
- Include career ladders
- Train other staff how to work creatively with peers
- Continuing education, esp Adv. PET

# Peer Support Specialists Make a Difference!