

Peer Partnership In Recovery & Social Inclusion (Part 1)



It's My Life ~ Peer Partners is a program of Mental Health America

MHA is the nation's oldest advocacy organization addressing the full spectrum of mental health and substance use conditions and the profound impact they have on public health and our society. MHA was established in 1909 by a mental health peer, Clifford W. Beers.

We focus on: prevention for all; early identification and intervention for those at risk; integrated health and behavioral health care for those who need it; and recovery as a goal. The National Headquarters for MHA successfully launched the It's My Life ~ Social Explorations Program in the Northern Virginia area and subsequently created the new Peer Partners model.



Presented By:

Shavonne G. Carpenter, CPRS

Shavonne has had extensive training as a Certified Peer Support Specialist and in Counseling. She also has experience dealing with co-occurring disorders and working with individuals with intellectual disabilities. She takes a personal and individualized approach to peer support. Shavonne takes pride in having the Spirit to hold the space for others to discover and show their greatness.



**Senior Associate of Peer
Advocacy, Supports &
Services**

As a Peer Life Coach, she led program participants through social skill development, community involvement and self-direction. She also contributed to the writing of the Program Manual, the Peer Life Coach Handbook and the Participant Handbook. Shavonne currently serves as the It's My Life: Social Self-Directed Care Head Life Coach Trainer, conducting the trainings now being offered by Mental Health America to equip organizations to operate the IML Program and teach their Peer Specialists to become IML Peer Life Coaches.

Program Director: Patrick Hendry



**Vice President
Peer Advocacy,
Supports, & Services**

Patrick has worked as a mental health advocate for over twenty-five years and has been with Mental Health America for eight. His areas of expertise include peer provided services, peer workforce development, certification, self-directed care, social inclusion, and recovery-based trainings. He has led MHA's development of the first national advanced level peer certification and has championed the introduction of peer support into private healthcare.

Patrick was the Director of one of SAMHSA's national TA Centers, NCSTAC, and the Associate Director of the Statewide Consumer Network TA Center. He is the former Executive Director of the Florida Peer Network and has assisted in the development of numerous peer-run programs and organizations across the country. Patrick is a strong supporter of the inclusion of mental health peers in all aspects of the behavioral health system

IML's Purpose

- ▶ Mental Health America realizes that social exclusion and isolation contribute to ill health. So, to advance recovery and improve the lives of individuals with severe mental health conditions IML assists people in finding their power to reclaim their place in the community.
- ▶ Participants are accompanied on their recovery journeys by trained Life Coaches who help them bridge the gap to a larger social world.
- ▶ IML provides a safe place for individuals to learn and practice skills to prepare themselves as they move forward on their chosen recovery path.

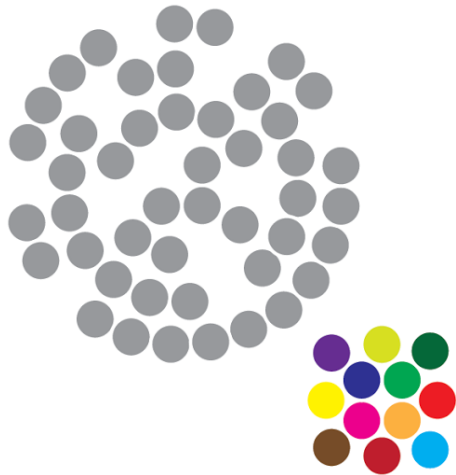
IML's Purpose

- ▶ Ultimately, the Program uses the self-directed care model to help the participants set and reach social and personal goals that may include going back to school, finding a volunteer position, or even employment.
- ▶ Some participants also specifically concentrated on making friends outside of the mental health community. They stated that this was important to them because it helped them to take their focus off of their illness and turn it to what they felt was more positive in their lives.

The Need For IML

- ▶ Social Connection Fits Into The Overall Goal and Journey of Recovery
- ▶ “Traditional approaches such as medications, hospitalization, and dynamic psychotherapy have had limited effectiveness when applied to the socialization and work aspects of individuals with psychiatric disabilities” (Chan et al., 1998)
- ▶ The It’s My Life Program is designed to help build networks of friends and intimate relationships, thus creating a strong social support system which is essential to achieving and maintaining recovery.
- ▶ It also helps to increase self-esteem and self-worth to improve overall social functioning.

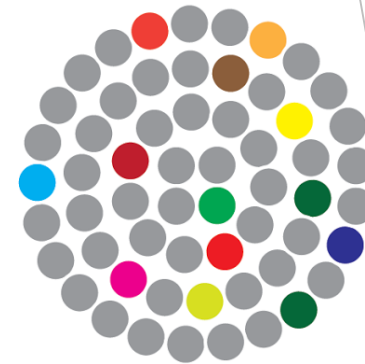
The Need For IML



Separation



Integration



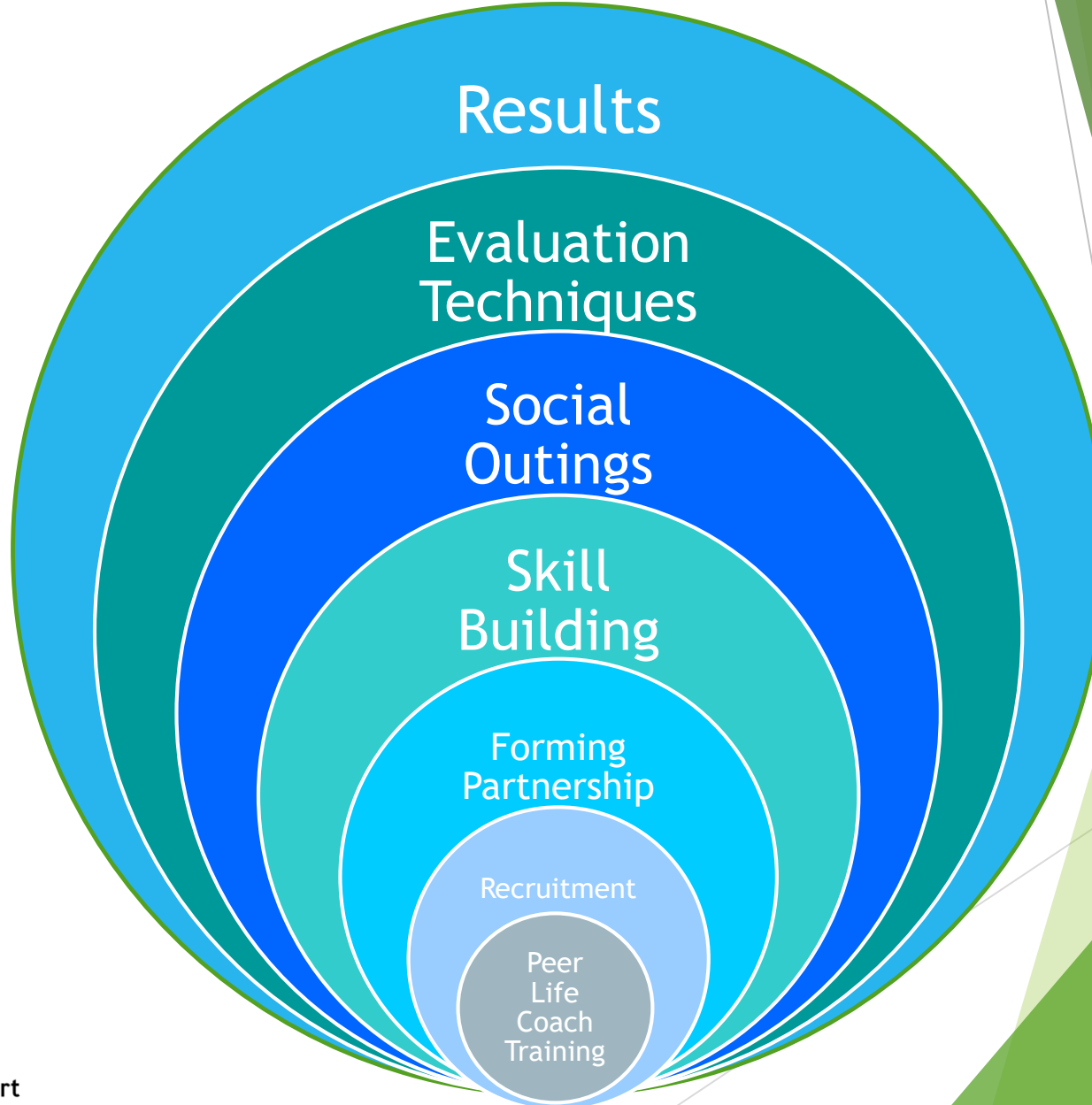
Inclusion

- ▶ The It's My Life Programs uses person-centered outcomes to measure the success of the services provided
- ▶ People need to be more than just residents in the community, thus IML asserts that completing activities does not indicate/reflect positive outcomes

The Need For IML

- ▶ While many programs attempt to provide people with social skills training, most have very limited success in really connecting people to friends and community. The It's My Life Program is designed to fill that gap that exists in current systems
- ▶ Participants benefit from having creative ways to increase self-esteem and self-worth, improving overall functioning with networks that include supportive and sustainable relationships that will increase their quality of life
- ▶ IML also provides financial support to participate in activities they would not otherwise be able to afford

IML in Review



IML in Review

- ▶ The program is an integrated skill support strategy and emphasizes that autonomy and self-management are not just for those who are “doing well”.
- ▶ Innovation in IML includes:
 - ✧ Evidence based – Peer Support and Psychiatric Rehabilitation
 - ✧ Emerging Best Practice – Self-Directed Care
 - ✧ Individualized, Person-Centered, Strength-Based
- ▶ IML also provides financial support to participate in activities they would not otherwise be able to afford

IML in Review

Peer
Life
Coach
Training

IML in Review: Peer Life Coach Training

The multifaceted training of the IML Peer Life Coach is essential to the success of the program.

Peer Support

Self-Directed
Care

Psychiatric
Rehabilitation

Life Coaching

IML in Review: Peer Life Coach Training

Peer Support

- The sharing of experiential knowledge and skills and social learning
- Peers provide each other with a sense of belonging, supportive relationships, valuing roles, and community

IML in Review: Peer Life Coach Training

Peer Support

- Model Recovery
- Mutuality
- Shared Decision-Making
- Effective Listening
- Motivational Interviewing

IML in Review: Peer Life Coach Training

Self-Directed Care

- The *It's My Life* Program is based on the belief that individuals are capable of choosing services and making purchases that will help them begin or remain on the road to recovery and to develop or regain a social life of meaningful, productive activity.

IML in Review: Peer Life Coach Training

Self-Directed Care

- People at all levels of recovery can benefit from SSDC
- The funds follow the person, so the individual controls their own budget.

IML in Review: Peer Life Coach Training

Self-Directed Care

Each Participant was able to:

- Select their own Life Coach
- Determine their own goals
- Identify which skills were most important to them

IML in Review: Peer Life Coach Training

Self-Directed Care

Each Participant was able to:

- Establish their person-centered action plan
- Create and control their social budget
- Determine the location for meeting with their Life Coach

IML in Review: Peer Life Coach Training

Psychiatric Rehabilitation

- Assist in the development of the emotional, social and intellectual skills needed to live, learn and work in the community with the least amount of professional support

IML in Review: Peer Life Coach Training

Psychiatric Rehabilitation

- Increase an individual's ability and opportunity to be successful and satisfied in the environments of their choice

IML in Review: Peer Life Coach Training

Psychiatric Rehabilitation

- Emphasizes that recovery is possible and highly probable
- Person-centered
- Strengths-based
- Recovery model

IML in Review: Peer Life Coach Training

Life Coaching

- Guide participants to discover their own answers
- Help identify challenges and work in partnership to turn them into successes

IML in Review: Peer Life Coach Training

Life Coaching

- A thought-provoking and creative process that inspires participants to maximize their potential
- Improves their outlook on their future
- Improves leadership skills and unlocks their potential

IML in Review: Peer Life Coach Training

Life Coaching

- Challenge thought/behavior patterns
- Provide accountability
- Intensive goal setting
- Action planning

IML in Review

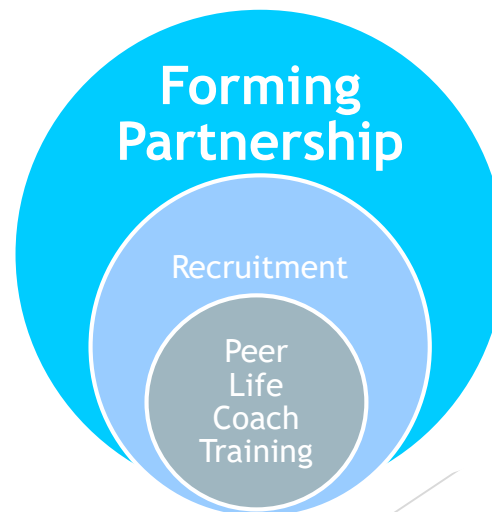


IML in Review: Recruiting Participants

Eligibility Requirements:

- ▶ Need for services is determined by completion of Personal Outcome Measures (POM) interview
- ▶ At least 18 years of age *
- ▶ Competent and able to give informed consent
- ▶ Able to manage personal finances, establish goals and action plans
- ▶ Willing to adhere to all agreed upon Participant Responsibilities

IML in Review



IML in Review: Forming Partnership

Getting Acquainted:

- ▶ Each participant selects their own coach
- ▶ Coaches' Bios are shared (in advance when ever possible)
- ▶ Participants meet all available Coaches to determine their level of “peer-ness” and compatibility; who they could relate to most
- ▶ Trust and solidarity are built through strategic self-disclosure, empathy, honesty and authenticity

IML in Review: Forming Partnership

Open and Authentic:

- ▶ Participation is voluntary
- ▶ Confidentiality (HIPAA)
- ▶ Professional Boundaries
- ▶ Appropriate use of the \$60 Social Stipend and requirements for keeping receipts

IML in Review: Forming Partnership

Open and Authentic:

- ▶ Participants receive a monthly allowance of \$60.00 to be spent on advancing toward the three (3) social goals that will be set with the assistance of the Life Coach
- ▶ The amount is pending completion of weekly guided journaling and consistently providing proof of purchase (receipts) for how the money was spent
- ▶ All expenditures must correlate to the social goals, action plan and spending plan.

IML in Review: Forming Partnership

Open and Authentic:

- ▶ Visits with the Peer Life Coach take place on a weekly or bi-weekly basis
- ▶ Initial meetings include working on goal setting and budget planning
- ▶ When not on outings, visits are spent reviewing journaling, goals, skills sets and worksheets that will assist the participant in progressing toward their identified social goals
- ▶ Life Coaches will be a safe sounding board for participants to express themselves and work through challenges

IML in Review: Forming Partnership

Open and Authentic:

Upon enrollment, Participants receive their handbook that includes everything they will need for the duration of the program:

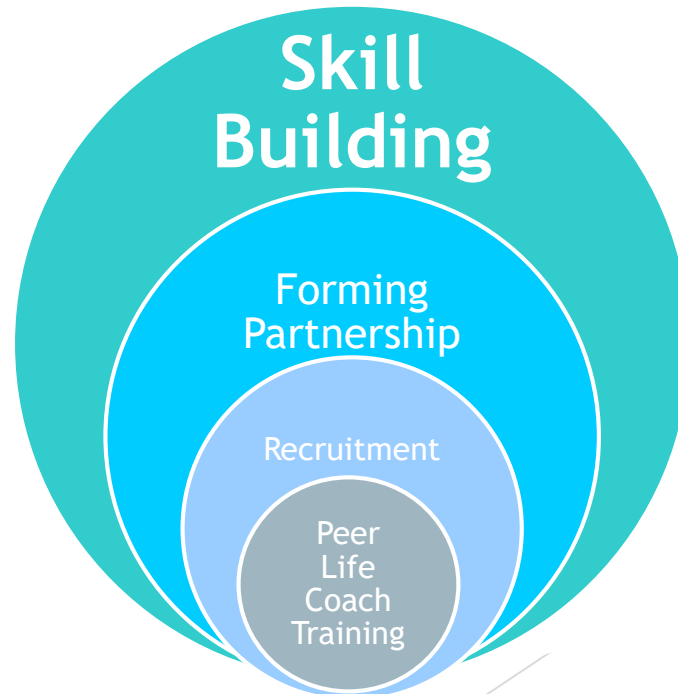
- ▶ Enrollment agreement
- ▶ Guided Journal
- ▶ Various Forms
- ▶ Worksheets/Handouts

IML in Review: Forming Partnership

Setting Social Goals:

- ▶ Evaluate Participant's feelings about current social standing
- ▶ Assess hobbies, interests and community involvement and accessibility to them
- ▶ Action Planning and **IMPACT**
- ▶ Create monthly Social Spending Plan

IML in Review



IML in Review: Skill Building

The objective the of Skill Building is that Participants will:

- ▶ Gain the ability to sustain personal and social growth
- ▶ Strengthen their interaction with themselves and others

IML in Review: Skill Building

Tools used for skill development:

- ▶ Group gatherings with all participants
- ▶ Role Playing
- ▶ Games
- ▶ Worksheets and informational literature

IML in Review: Skill Building

Common skillsets covered include:

- ▶ Goal Setting and Action Planning
- ▶ Communication and Conversation
- ▶ Personal Boundaries
- ▶ Shared Decision-Making
- ▶ Self-Care
- ▶ Effective Listening
- ▶ Relaxation Techniques
- ▶ Resource Discovery

IML in Review: Skill Building

Various other skills are covered as they are discovered and the Participant feels they are necessary for positive social interaction.

- ▶ Defining Relationships
- ▶ Self-Concept
- ▶ Affirmations
- ▶ Etiquette and Social Norms
- ▶ Sleep Hygiene
- ▶ Grounding Techniques
- ▶ Self-Regulation

IML in Review



IML in Review: Social Outings

Participant & Coach

Coach accompanies Participant to event or activity and initially provides transportation if needed

Coach serves as a reminder that recovery does happen

Participant, Coach & Friend

Coach serves as a role model of recovery and positive social interaction

Coach may take Participant to stores to obtain needed materials for upcoming social events or activities

Participant & Friend

Participant applies acquired skills to become more independent in social interactions, thereby reducing their need for the coach and the coach gradually begins to pull away

IML in Review: Social Outings

- ▶ Ensuring ongoing growth is essential to keeping participants engaged in the program.
- ▶ As participants learned new skills, their coach challenged them to first practice with the coach and eventually be able to use them on their own in social settings.

IML in Review: Social Outings

Guidelines for the Social Activities Budget:

It's My Life~Social Spending Plan

Name Month

Monthly Social Allotment: \$

Goal 1: _____

Goal 2: _____

Goal 3: _____

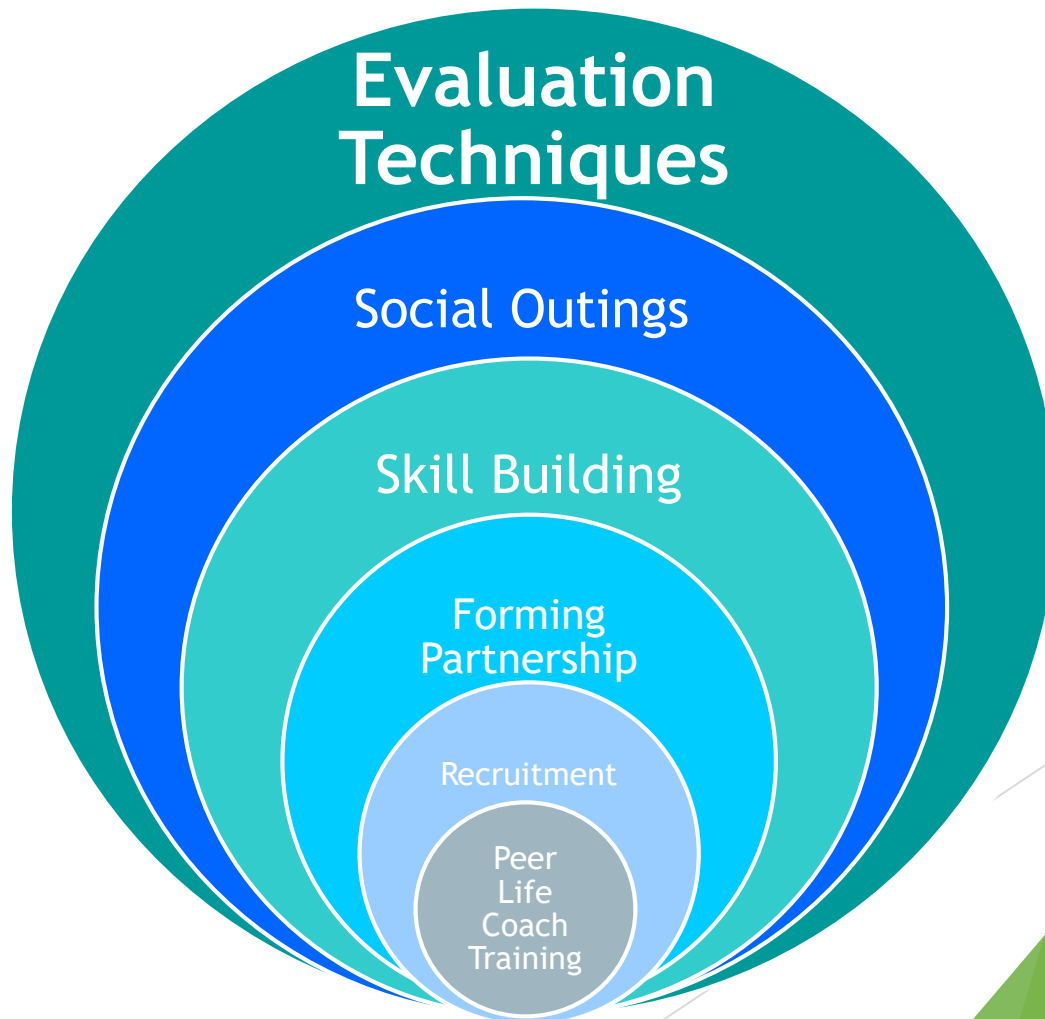
Goal #	Activity/Item	Connection to Goal	Amount (\$)	Total
Grand Total:				



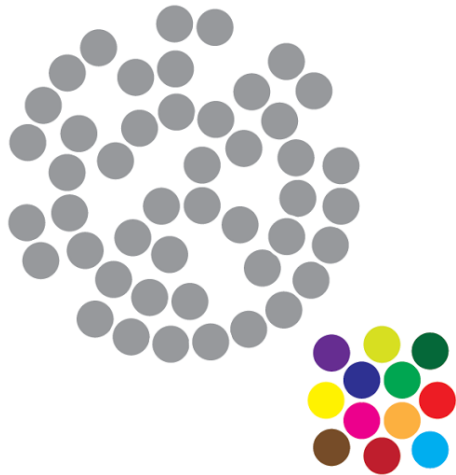
IML in Review: Social Outings

- ▶ Options for social outings are practically limitless
- ▶ Person-centered activities encouraged ongoing social interaction

IML in Review



Basis for IML Evaluation Techniques



Separation



Integration



Inclusion

- ▶ The It's My Life Programs uses person-centered outcomes to measure the success of the services provided
- ▶ People need to be more than just residents in the community, thus IML asserts that completing activities does not indicate/reflect positive outcomes

IML in Review: Evaluation Techniques

Personal
Outcome
Measures

Guided
Journals

Satisfaction
Surveys

Hospitalization
Rates

IML in Review: Evaluation Techniques

Personal Outcome Measures

- Instead of looking at the quality of how the services are being delivered, Personal Outcome Measures® look at whether the services and supports are having the desired results or outcomes that matter to the person

IML in Review: Evaluation Techniques

Personal Outcome Measures

- PERSONAL: Starts with the person's own view of their life
- OUTCOME: Defines what is important to the person
- MEASURES: Offers objective determination of whether people are getting what is personally important

IML in Review: Evaluation Techniques

Personal Outcome Measures

- Developed by the Council for Quality & Leadership
- (<http://www.c-q-l.org/the-cql-difference/personal-outcome-measures>)
- IML focuses on 13 of the 21 quality of life indicators
- Interviews completed with each participant at least 3 times:
 1. Eligibility Determination
 2. Mid-point progress check
 3. Closing assessment

IML in Review: Evaluation Techniques

Personal Outcome Measures

- POM interviews are conducted as in-person conversations in which the participant tells their story as the interviewer listens and asks questions to reveal inner feelings of what is being shared pertaining to the individual's quality of life
- POM's are a way to gauge and analyze information that is non-tangible in nature. It is a qualitative analysis expressed quantitatively

IML in Review: Evaluation Techniques

Guided Journals

- In addition to a summary of their week, the journal has probing questions that are intended to get at how these social interactions and skills learned are helping the participants and any other potential issues that they may be having with themselves or the program.
- From the journal, it can be determined if the program has an effect on someone's overall wellbeing.

IML in Review: Evaluation Techniques

Guided Journals

Sample questions from the guided journal:

- What are the goals I have worked on this week?
- What skills have I learned or practiced this week?
- How do I feel about these skills?
- What skills would I like to learn? Why?

IML in Review: Evaluation Techniques

Guided Journals

- Its purpose is to provide insight about how participants feel on a day-to-day basis including social experiences and skills utilized
- Participants are to journal weekly
- Completed journaling is collected, copied and returned by coaches weekly or bi-weekly

IML in Review: Evaluation Techniques

Satisfaction Surveys

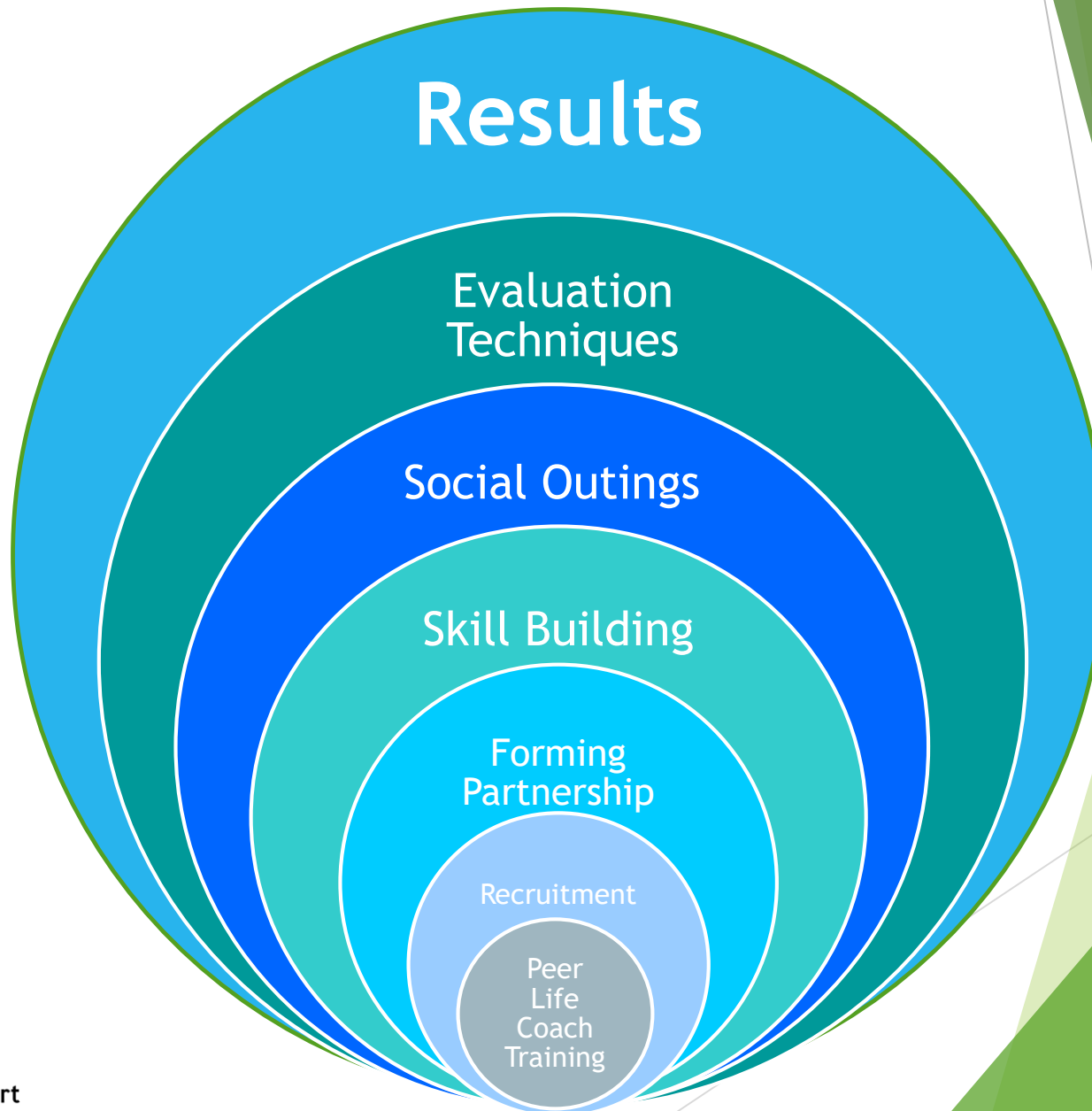
- Provides participants an avenue to anonymously provide feedback about the program and coaches
- Provided to all participants with a postage-paid envelope included
- Completed at mid-point and end of program

IML in Review: Evaluation Techniques

Hospitalization Rates

- Past Hospitalizations from the 2 years prior to enrollment in the program were documented with informed consent provided by each participant
- Any re-hospitalizations that occurred during participation in the program were also documented accordingly
- Note was also taken of any changes in services that participants received while in the program

IML in Review

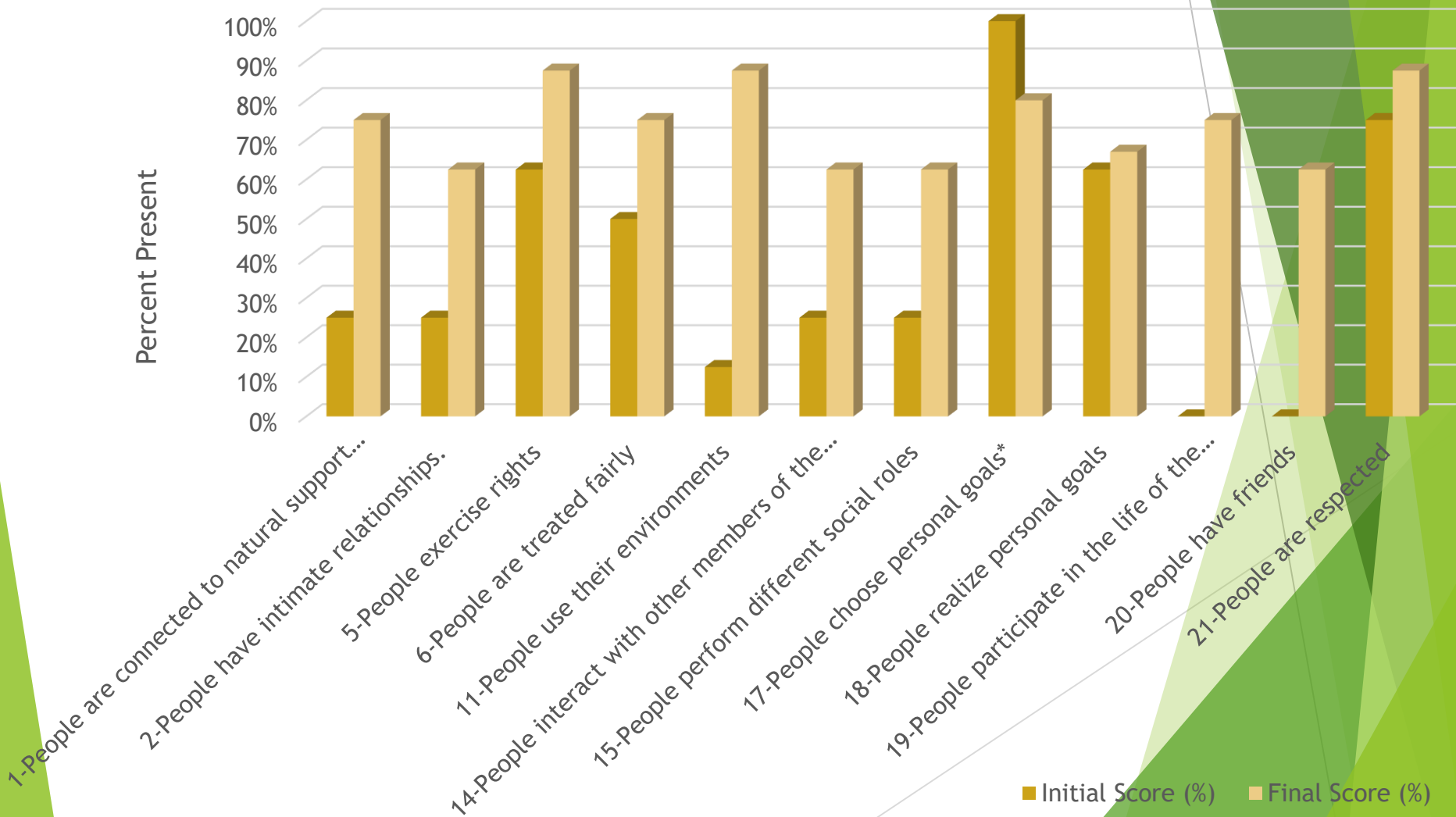


IML in Review: Results (Personal Outcome Measures)

POM Statement	Initial Score	Final Score	Change % Points
1-People are connected to natural support networks	25%	75%	50%
2-People have intimate relationships.	25%	63%	38%
5-People exercise rights	63%	88%	25%
6-People are treated fairly	50%	75%	25%
11-People use their environments	13%	88%	75%
14-People interact with other members of the community	25%	63%	38%
15-People perform different social roles	25%	63%	38%
17-People choose personal goals*	100%	80%	-20%
18-People realize personal goals	63%	67%	5%
19-People participate in the life of the community	0%	75%	75%
20-People have friends	0%	63%	63%
21-People are respected	75%	88%	13%

IML in Review: Results (Personal Outcome Measures)

Percentage of Personal Outcome Measure (POM) "Present" Scores of Participants Compared to Base-line Scores



IML in Review: Results (Guided Journals)

- ▶ From the journal entries it was observed that using skills attained through IML skill building exercises, participants learn to approach new people, initiate conversation, and create new relationships.

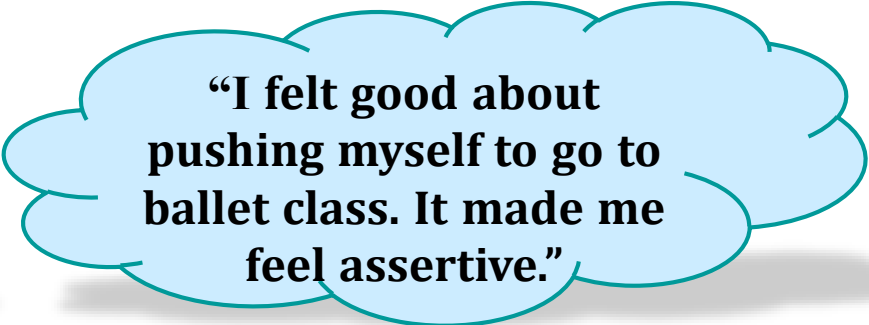
“It has helped me to reach out and connect with other people. I love the program; it is like a dream come true. I am learning new things about myself and others.”

- ▶ By continuing to participate in activities shared with people with similar interests people build familiarity with one another and seemingly insurmountable social barriers are overcome.

“I am more confident to speak with people that I don't know. I'll introduce myself and talk with them. I used to wait for people to come to me. Now I start the conversation.”

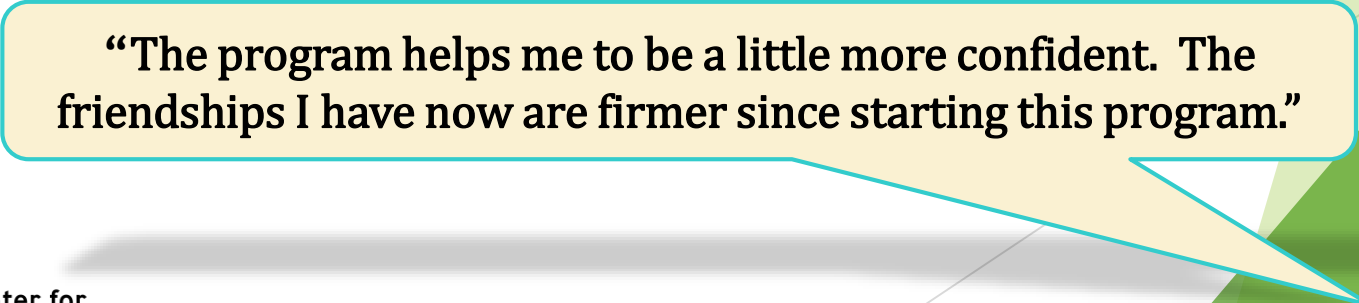
IML in Review: Results (Guided Journals)

- ▶ For some of us initiating a conversation with a stranger can open doorways to developing connections in the community.



“I felt good about pushing myself to go to ballet class. It made me feel assertive.”

- ▶ Repeated exposure to experiences and other people lessens the feelings of social anxiety and shyness so often felt by those of us who have experienced isolation and social exclusion.



“The program helps me to be a little more confident. The friendships I have now are firmer since starting this program.”

IML in Review: Results (Satisfaction Surveys)

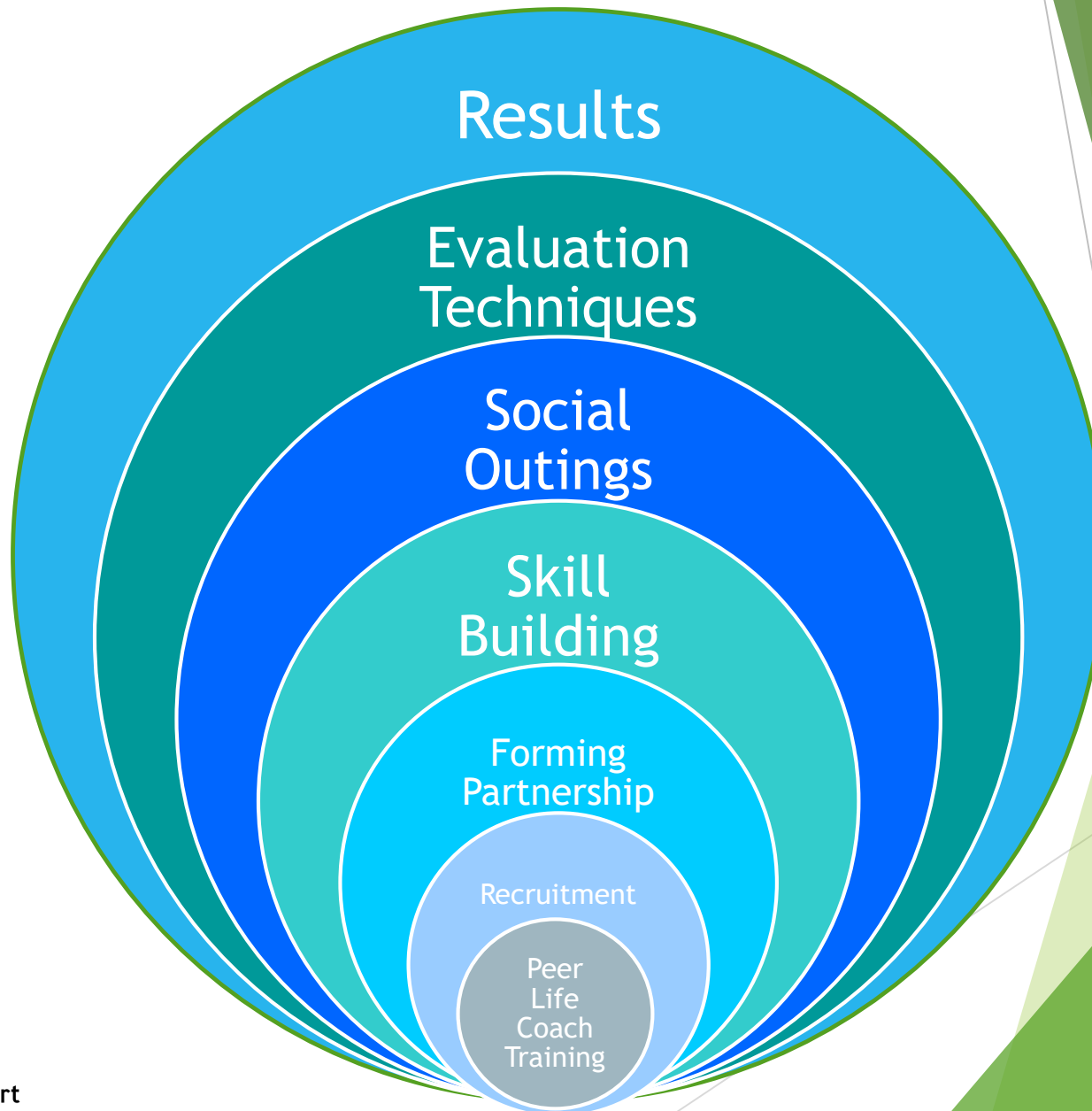
For the following statements, please check the box that best reflects how you feel.	Definitely Agree	Somewhat Agree	Somewhat Disagree	Definitely Disagree
My Coach is willing and able to meet me where I choose	15	2	0	0
My Coach has explained to me how they can and cannot assist me	15	2	0	0
When I need help I know who I can call to get support	17	0	0	0
I feel respected and listened to by my coach	15	2	0	0
The money for the program is assisting me to reach my social goals	15	2	0	0
My coach works in partnership with me to reach my social goals	17	0	0	0
I am satisfied with the help I have received from my coach	17	0	0	0
The services I have received have helped me reach my social goals	15	2	0	0
My coach is sensitive to my cultural and ethnic background	17	0	0	0
I think my coach supports my well being	17	0	0	0
Overall I feel that my social life is getting better because of the program	16	1	0	0

- ▶ 17 participants completed the survey
- ▶ 95% of respondents rated their satisfaction with the program with the highest rating

IML in Review: Results (Hospitalization Rates)

- ▶ In the two years prior to entering the Social Self-Directed Care Program, participants had experienced a total of 15 hospitalizations. In the 19 months of activities, 1 member had experienced a single hospitalization
- ▶ Aside from joining the It's My Life Program, participants had no other changes in the services they were receiving

IML in Review



Conclusions

- ▶ When people are excluded from the day to day activities of their community, whether by the effects of illness or by societal discrimination, they either lose or never learn the skills necessary to successfully navigate socially or to seek out, initiate, and form new bonds and friendships.
- ▶ IML Peer Life Coaches assist individuals in identifying interesting activities in the community, learning where they are available, and then participating in those activities which give them opportunities to meet other people with similar interests

Conclusions

- ▶ It's My Life is a unique program that has been highly successful in assisting people to end isolation and feelings of social exclusion.
- ▶ Our participants have found new meanings in their lives and have gone on to build lasting relationships and connections to their communities.
- ▶ The Program is highly relevant to any whole health approach to behavioral health.

Conclusions

- ▶ Savings in the reduction of emergency services, increased overall health, and lowered re-hospitalization rates makes this an affordable and advantageous service for managed care and state funded programs.
- ▶ The program would also be ideal for operation by a peer-run organization

Introducing IML: Peer Partners

- ▶ Our goal for the future is to see It's My Life implemented across the country. The program effectively addresses the need each of us has to build friendships and connections to our communities, and self-direction empowers us to take control of our destinies.
- ▶ IML: Peer Partners is a new model that has been designed to reduce the costs of program implementation and increase availability.

Introducing IML: Peer Partners

By utilizing a support group format, the new model offers several advantages:

- ▶ Financial benefits
- ▶ Increase in the provision of peer support
- ▶ More opportunities for practicing newly acquired skills in a safe and supportive environment

Implementation Training

Training is available for those who wish to begin operating “It’s My Life: Social Explorations” or “It’s My Life: Peer Partners” in their locality.

- ▶ Learn the tools and how to use them
- ▶ Learn how to work with people who have social challenges
- ▶ MHA offers free online training and resources
- ▶ In-Person Training is also available

Implementation Training

For additional information on the programs or training, please contact:



Shavonne G. Carpenter, CPRS
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scarpenter@mentalhealthamerica.net
(703)946-0529

Save the Date

- ▶ Part 2 of this webinar series will take place at **2:00pm EDT** on **Thursday, November 9, 2017**
- ▶ Webinar participants will:
 - ❖ Learn about the application of the Peer Partner model
 - ❖ Explore its advantages and potential challenges
 - ❖ Learn more about the Training MHA offers to organizations desiring to implement the program



Thank You



would like to thank our program's sponsor



for providing the grants to train other organizations to end social exclusion and isolation through the “It's My Life: Social Explorations” and “It's My Life: Peer Partners” Programs.

Peer Partnership In Recovery & Social Inclusion (Part 1)



**It's My Life:
Peer Partners**

Self-Directed Social Exploration

Thank you for attending!

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