

Recovery to Practice Monthly Report

June 2013

InterNational Association of Peer Supporters

In June, the iNAPS RTP team conducted its third in a series of one-hour webinars in collaboration with OptumHealth. The content of the webinar focused on peer specialist roles and values. It was conducted by Gladys Christian with assistance from Peter Ashenden of OptumHealth. Content was drawn directly from the iNAPS RTP recovery curriculum with no editing or input from OptumHealth staff. OptumHealth graciously allows us to use their webinar system and technical staff for this series.

About 100 “call ins” were reported by OptumHealth and it is apparent that, in many cases, multiple peer supporters are participating at a single site (and recorded as a single call in). About 90 certificates of participation were mailed to participants who completed a short quiz after the webinar.

This webinar was completed successfully despite technical difficulties that prevented meaningful participation by a co-presenter. Technical difficulties distracted from the webinar but assistance from Ashenden helped minimize these problems. During a debriefing of the webinar that focused on the technical issues, it was learned that the co-presenter’s Internet connection had been tested the night before and evening of the webinar. A utility service call revealed a problem with the cable system about a half mile away. Frustrating as it was for the co-presenter, positive comments about the presentation were received as participants appreciated Gladys’ candor in talking about her own peer support needs.

In June, the New York state (Rochester and Syracuse) pilots were completed. A summary of the participant evaluations of that pilot are included as part of this report. Also this month, a “retreat” format pilot was started. That pilot involves two weekends for a total of 32 hours (plus “pre-course work) of pilot testing. The first weekend involved 12 participants who came to a country setting about a half-hour drive from Grand Rapids, Michigan. Although participants have not yet fully evaluated the pilot, one participant observed in a spontaneous comment, “I was expected the same old, same old and was reluctant to come. But this is really different. Really great.”

Evaluations, lessons learned and other details of the retreat pilot will be reserved for next month’s report. It appears as though the hoped-for pilot in California will not occur. After discussion with the core curriculum development team, it seems we have piloted the curriculum sufficiently as curriculum modifications have been relatively minor as a result of the most recent pilots. Format testing (different settings, time frames, frequencies), have provided especially important information as a result of recent pilots. Because it is expected that the curriculum will be offered in a variety of formats, these lessons learned are expected to be very valuable.

Much effort and time were expended in June to prepare and implement both the New York State and Retreat-format pilots. One lesson learned from these experiences is the amount of time and effort it takes to perform a pilot. For example, one person worked full-time to handle logistics and food service for the retreat pilot. The workload required 1.5 FTEs

Next month, the RTP team will be completing the retreat format pilot, evaluating all pilots, modifying the curriculum as necessary and developing tools for working peer specialists to use with those they support. Another webinar featuring Lyn Legere covering Wellness will be offered on July 12 and finalization of the August webinar with Lisa Goodale covering strengthening workplace relationships will be performed.

RECOVERY TO PRACTICE FOR PEER SUPPORTERS

ROCHESTER / SYRACUSE PILOT – MAY 2-JUNE 1, 2013 – N=22



International Association of
Peer Supporters



Rochester/Syracuse Pilot Evaluation

- Pre-work** – Principles of Recovery and Self-Care
- Module 1** – The Complex Simplicity of Wellness
- Module 2** – The Effects of Trauma on Recovery
- Module 3** – The Influence of Culture on Recovery
- Module 4** – From Dual Recovery to Recovery of the Whole Person
- Module 5** – Recovery Roles and Values
- Module 6** – Strengthening Workplace Relationships
- Module 7/8** – Recovery Relationships Part 1 and 2

For the overall training, check the box that matches your experience:

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Undecided</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
1. I gained new knowledge or perspectives.	12	10	0	0	0
2. I practiced and improved important skills.	11	11	0	0	0
3. I could relate to the facilitators.	16	6	0	0	0
4. I learned from others in the class.	18	4	0	0	0
5. My questions were answered.	15	7	0	0	0
6. The group was engaged and involved.	16	6	0	0	0
7. The activities were meaningful.	13	9	0	0	0
8. The pace of the class was good for me.	8	9	1	4	0
9. The handouts and materials were helpful.	13	7	2	0	0
10. I have resources for future learning.	16	6	0	0	0
11. My learning needs were met.	9	10	2	1	0

12. I think this training can be facilitated by people who are working peer specialists.	14	7	0	1	0
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	<u>Excellent</u>	<u>Above Average</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>
My overall rating of the sessions is:	16	5	1	<input type="checkbox"/>	<input type="checkbox"/>

What did you learn?

- (1) My mental illness doesn't define me. It's made me who I am. I have had my own experience, my peers have had theirs, in that way we are all the same. Some have had better experiences, some worse, as long as we can share our experiences with someone we can trust who can relate it's all that matters. Someone that can offer hope. Sharing and being open is what I practice more now.
- (2) That I can state my needs such as "don't touch me please" and that the opposite sex is not the enemy.
- (3) Peers are experts on their own recovery.
- (4) I learned quite a bit from some of the other participants and their backgrounds. They do different jobs and I needed to know what methods and strategies they would use in a time of need or crisis.
- (5) I have things to offer a peer relationship and I can learn from others.
- (6) That one human being is not above any other human being.
- (7) How to experience feeling and disappointment.
- (8) Being a wounded healer and how you can apply it
- (9) The importance of wording and how you approach peer relationships.
- (10) How to work with others and how to bond.
- (11) More about thinking outside the box.
- (12) As a new peer this training gave me some needed tools to help my fellow veterans.
- (13) I learned that even though we are peer supporters, that there is lots of room for learning about myself. Looking inside myself made me realize that this is what I want to do.
- (14) How to be here for yourself and other peers.
- (15) I'm not alone every: TP (transforming power). I deeply trust myself. I am learning to deeply trust others. I am grateful to be a part of a revolutionary movement.
- (16) I learned more about various aspects of recovery and a new and insightful way to interpret the content of all modules.
- (17) All about peer specialists and recovery principles.
- (18) That most of us are the same but our outcomes may be different.
- (19) Tools to engage and explore.
- (20) I found exploring approaches and information for sexual education to be helpful.

How can you apply it?

- (1) I can apply what I have learned now in a safe constructive manner. I know that we all have our own issues and ways of relating to each other. Finding a common ground with a peer is where I would start. Then I would listen first, above all, and then ask what can I do for you? (Not “what is wrong with you?”)
- (2) By setting boundaries and saying “no” with kindness.
- (3) Listen to individuals and let them guide you.
- (4) I see something that needs attention every day. What I cannot figure out on my own I turn to my resources.
- (5) More important to think outside the box.
- (6) Serve with and strive for mutuality in peer support.
- (7) By treating as an equal no matter their walk of life.
- (8) Through sharing my lived experiences help bring hope and change.
- (9) Make more of an effort to balance power in relationships. To make more of an effort for self-direction to be applied in relationships.
- (10) In my everyday job.
- (11) Using every possible resource.
- (12) In everyday use.
- (13) The application process might be hard at first for the client to receive, but working fully with the client will enable me to find out what the person wants and needs then we can work from there.
- (14) When I am in a group or one-on-one I can put myself in their shoes (life).
- (15) Reach out to staff and modify programs to be peer-oriented and person-centered. Reach out to clients also as much as I can. Keep learning constantly about this material.
- (16) I can use everything I learned to provide a more person-centered approach with consumers. I also feel as though personal investment in my job has increased. I can also apply stages of team development into work as well as working with conflict in teams.
- (17) Every day in my articles and support groups.
- (18) Being more open minded about things and situations – there is always more than one way to do or think things.
- (19) Attach to needs and build a strategy using the tool as a vehicle for self-discovery.
- (20) I know my personal boundaries and the importance of information shared.

Other comments:

- I can't tell you how much I have enjoyed this training for becoming a peer specialist! I have gained so much knowledge and insight in all aspects of recovery, even my own. I have felt welcomed by all participants. I have felt empowered by all participants and have felt a sense of wellbeing before and after the classes were over. I have brought that wonderful feeling into my life and into my heart. These classes have given me clarity and a huge desire to learn more ways and gain more opportunities to share my life's experiences with my peers as well as having them share theirs with me. So, so much to look forward to, I would like to extend my gratitude for you sharing your knowledge with me and showing me just how possible it can be to be happy. To give me skills and confidence to be a part of someone else's hope and recovery process someday. Thank you both. 😊
- No extra comments
- Eight hours is a little too long.
- No extra comments
- Provides the way to help peers more openly.
- Thank you!
- Always take care of yourself first, only then can you be fit to help someone else. Live long and prospering.
- Gratitude for all your work R&N. Recovery is a reality.
- You've helped bring heaven to earth.
- To be honest, some of the exercises that were interpersonal (ex. Affirming names and buddy match with feelings for others) seemed a little less authentic at times because the personal respect takes time to grow. I did however feel that personal respect among group members increased as the training progressed and arrived at its end.
- There was so much good information. I just wish there was more time to process it, at that moment.
- We had a little trouble with pace, sometimes things took unexpected turns or direction and could have used redirection. Also at times went too long without breaks.
- More peer involvement and input but still need a facilitator as well as the spin Noelle puts on things.

7 C's POST-TRAINING –Self-Assessment | n = 25

Check the box that in each area that reflects your feelings at the end of the pilot training:					
	<u>Very High</u>	<u>High</u>	<u>Undecided</u>	<u>Low</u>	<u>Very Low</u>
1. CONFIDENCE in myself	9	10	5	1	<input type="checkbox"/>
2. CONFIDENCE in others	3	16	6	<input type="checkbox"/>	<input type="checkbox"/>
3. CARING for myself	10	8	5	2	<input type="checkbox"/>
4. CARING for others	13	8	4	<input type="checkbox"/>	<input type="checkbox"/>
5. CONFLICT (with myself)	2	8	6	4	5
6. CONFLICT (with others)	1	6	5	8	5
7. COOPERATION (trust) in myself	9	11	3	2	<input type="checkbox"/>
8. COOPERATION (trust) in others	7	11	7	0	0
9. COMMUNICATION skills - internal	8	9	8	0	0
10. COMMUNICATION skills - interpersonal	9	10	6	0	0
11. COMPASSION for myself	5	11	9	0	0
12. COMPASSION for others	13	7	5	0	0
13. COMMUNITY for myself	4	11	8	2	0
14. COMMUNITY with and for others	5	15	5	0	0

To me, recovery is....

- (1) An ongoing journey to create a self-directed life of ones' choosing that supports overall wellness and balance.
- (2) Instilling hope and getting support to make a change in your life (a change for betterment) and keeping your commitment to that change
- (3) Learning to move on from my current situation.
- (4) Starting on a journey of wellness.
- (5) An ongoing journey.
- (6) Living life free of drugs and alcohol and giving back to family and community.
- (7) Having a mental health diagnosis at one time, I am now able to be, have, and do what I want. AND to be, have, and do what I want in the future.
- (8) Being able to put the principles of self-help [into practice] so I can help my peers.
- (9) Recovering from the effects of a mental health challenge and transforming your life.
- (10) Hope, breaking barriers, knowing that physically and mentally I'm healthy and happy.

- (11) Working to achieve a more fulfilling life and a higher quality of life.
- (12) Getting my life back, relationships, getting a kick out of life.
- (13) Day to day, one step at a time, and hard.
- (14) Making peace with your life and sharing with others.
- (15) Striving to achieve / achieving / maintaining an equilibrium / balance in my life again that I once had.
- (16) Be on the road to have the life "I" want.
- (17) Healing mind, spirit, and soul.
- (18) Being in a state of wellness and peace without the burden of pain from everyday life.
- (19) To me, recovery is reaching a connection between my doctors, therapist, and peers – people I trust and trust me. These people help guide me through difficult times and listen. Recovery to me means getting outside my comfort zone and asking more. Action in my own recovery enables me to share my experiences – being honest with myself and others.
- (20) Learning total wellness through use of tools to reach, promote, and share balanced spirituality, life, heart, soul, and love.
- (21) Is an ongoing journey of learning new skills and passing the knowledge [on] to others.
- (22) Growth toward healing, balance, becoming your true potential, finding passion, and following a path.
- (23) My reconnection with the "spirit" of the life I once lived. Loving, caring, having a conscience, and respect.
- (24) Becoming better at life every day.
- (25) Knowing I can connect with others.

Has your personal definition changed during the training?

- (1) No
- (2) Not really
- (3) Yes - learning that recovery can occur even when symptoms re-occur. Learning the lesson of the wounded warrior / healer.
- (4) No
- (5) Yes, I learn how to trust people and bond with them.
- (6) It is the same, but I see things better than I did before.
- (7) No.
- (8) It has strengthened my own recovery.
- (9) There is so much more to recovery and peer support than I thought there was.
- (10) I don't think so.
- (11) Yes. Personal recovery is now much more holistic in approach in contrast to pre-training.
- (12) Not so much.
- (13) No.
- (14) No.
- (15) NA
- (16) Not really. It just gave me more ideas and tools to use.

- (17)Yes. Before I was in a fog, now I have learned tools to burn the fog away.
- (18)No. I still wish to be in recovery. I am just not sure I will ever be truly recovered.
- (19)Oh yes. My personal recovery has changed dramatically (taking chances for a better life) due to the fact that I have been fortunate enough to have had so many mental health organizations at my disposal. Great therapists and doctors, all these organizations offered me guidance and – most of all – hope, where I had none before.
- (20)NA
- (21)I learned some new things and will try to use them and pass them on to others.
- (22)Yes. Aware of following passion is following path to true self.
- (23)No.
- (24)It's the same.
- (25)No. It has reinforced what I believe.

To me, self-care is....

- (1) Doing what is needed and supports a person's overall wellness and recovery.
- (2) Learning to take care of myself first so that I can give those that I serve the best that I can offer.
- (3) Talking to my peers and getting their support, thus reducing stressors. Making me happy and more productive.
- (4) Self-care is taking care of my own needs and wants.
- (5) Keeping up with my own problems.
- (6) Making sure that I am well enough spiritually, physically, and mentally in order to help others.
- (7) Everything I do to keep physical, mental, emotional, social, and spiritual life balanced and nourished and growing.
- (8) Taking care of myself so I can help others.
- (9) Being good, responsible, and accountable to myself.
- (10)Finding "me" time – doing what I enjoy.
- (11)Performing the necessary activities to stay on the path to recovery and personal growth.
- (12)Taking care of body, mind, and spirit.
- (13)Birds, faith, helping, showing compassion for others, sports, my PINK CDs, and family.
- (14)Self-report.
- (15)Ensuring that, among all the other activities, interactions, organizations, obligations, etc... that I make my needs a high priority and balance them with everything else.
- (16)Being able to take care of myself and maintain a level of serenity so I don't blow a mental gasket.
- (17)Making sure I take care of my health and spirit.
- (18) Taking care of myself so I can help others.
- (19)To me, self-care means taking care of my own personal recovery needs first. I cannot help or offer hope to anyone unless I do this for me first. When I am mentally and emotionally grounded, I feel confident in sharing my experiences with my peers.
- (20)Body, mind, spirit in healthy places. Doing things to take care of those 3 areas.
- (21)Taking time out for self to regroup and comeback to a fresh new outlook.

- (22)Basic needs met – food, shelter, clothes, safety and balancing.
- (23)Understanding my limits, being mindful that there is a power greater than me. Having self-respect.
- (24)Applying the 8 dimensions of wellness in my life.
- (25)Singing, cooking, and just watching TV or a good movie.

Has your personal definition of self-care changed during the training?

- (1) Yes, I have become more open-minded
- (2) Somewhat – I’m working on deciding what I can be stressed about.
- (3) A little – but because of new stress.
- (4) I’ve gained more ideas about things I can do for myself. More examples such as healthy eating, vacations, family...
- (5) No.
- (6) God is the central being to my self-care.
- (7) No.
- (8) No.
- (9) Yes. I need to do more of it.
- (10)No.
- (11)Yes, the variety of activities used for self-care has increased for me, but the training was largely focused on more physical activities.
- (12)No, but it is good to remember.
- (13)No.
- (14)No.
- (15)No.
- (16)Not really. At least about self-care. It has opened my eyes about my behavior in relationships.
- (17)Yes. I must also take care of my mind and soul.
- (18)No.
- (19)During this training I learned that self-care is such an important part of being able to help and share with other peers. Boundaries come into play, listening skills, and knowing your limits. How much help can you offer, so many more ways [you can] look at things.
- (20)No.
- (21)NA
- (22)Yes. It is trucking on... So many different factors all working together.
- (23)Not really, but this training adds more value to the importance of self-care so one can be more effective in providing support.
- (24)Yes. I need to do for myself, even though I feel like I want or need to help others.
- (25)No. Again, this has reinforced what I believe.

Other feedback on what changed for you as a result of the training:

- (1) Being more open to reach out – better self-care – more authentic

- (2) I understand boundaries much better.
- (3) See the 4 “extremely high” check marks on the evaluation – under confidence, caring for myself, cooperation / trust in myself and communication skills (internal). They are new, as a result of this lived experience.
- (4) I’ve got to know me more, that there are many ways to help each other reach goals. Also that in many ways we are all the same, but we all just do, feel, and think a little different.
- (5) My concept and view of boundaries has become more relaxed. I realize that peer specialists have extensive information about personal recovery and readily put that information into practice.
- (6) I like being with and learning from other peers.
- (7) Thank you!
- (8) I was really wanting to explore boundaries more. But then it dawned on me that there cannot be ‘black and white’ rules for peers. And having everything in black and white is exactly what people with PTSD want.
- (9) I have more confidence in myself and wish to become more social.
- (10) I have learned that it is sometimes not the burdens we bear but how we bear them.
- (11) As a result of this training, my whole recovery goal objective has changed, it has given me peer support, guidance, a sense of belonging to a community (which I never knew I had). I have a purpose in life now, I like myself more, want to share everything that has brought me to this point in my recovery. I feel equal to all my peers. I am happier than I have been. I feel such a sense of comfort and belonging and want all the people I know, whether they are in recovery or not that happiness is within all of us!!
- (12) More of an awareness of importance of ability to think outside the box. Things aren’t as they seem.
- (13) Take more time to be present in the moment with each new event.
- (14) Feeling supported. Meeting other people like me and problem-solving together.
- (15) Powerpoint could NEVER do this training justice!

OTHER General Comments (about the training):

- (1) [I learned} never to judge people because of their disability. We are all humans who struggle together and heal together.
- (2) Good training. I would have preferred to use a desk during the training. If possible, I think the training should be done in one week. (Common VA perspective)
- (3) The facilitators did an excellent job in putting out the material. I believe that in the future this type of training will really kick-off and I see other agencies following suit. The peer support movement is an honest, caring, and trusting asset to all those that we serve now and in the future.
- (4) So grateful for the opportunity to be a greater part of a heartfelt revolution in growth and recovery.

- (5) Trainers were effective in conveying the meaning of modules and content. Some of the content was at an education level that was possibly too low, however the information was provided in an effective format. I am more aware of my employment possibilities.
- (6) I need to create and be more present in wellness opportunities.
- (7) I am more open and feel less self-conscious about my issues. Also, I see I am not alone.
- (8) Thank you!
- (9) The training was good. I just wish there was more time to role play boundaries and workplace communications.
- (10) This training program was very good and gave me a great insight [in]to myself and others.
- (11) Excellent training. I wish that I was in a better position to receive it [in] my own personal life is not well but I feel that my peers are up to the task.
- (12) This training was helpful with all the activities and to see others perspectives and thoughts.
- (13) I believe more time for role-playing is needed and more debriefing time throughout.
- (14) The instructors were the best. Very professional. Knew how to keep us engaged, shared their own compassion, and are very honorable people. Thank you very much.