

CRISIS OUTREACH

THE PEER PERSPECTIVE

*A Vital Component in the
Combat of the Opioid Crisis*



DESC

Meet Your Presenters



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Group Norms

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* Brave Space For All

* Lead With Best Intent

* Be Respectful of Others' Opinions

* Don't Take It Personally

* Use "I" Statements

* Allow One Person To Talk At A Time

Contents



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Intros

Quick Intro From Your Presenters

Icebreakers

What Drives You To Do This Work?

**What Unique Strength Do You Bring To The Peer
Role?**

**What Do You Struggle With When Responding To An
Opioid Crisis?**



The Evolution

-Over a Decade Ago, DESC Introduces The Mobile Crisis Team. A Team Formed To Minimize First Responder Involvement

-This Process Does The Opposite of Support. Lack Of Training Ends With The Unintended Consequence Of Retraumatizing Both Staff And Residents

-In 2020 DESC Initiates A Two Part Team: The Mobile Response Team. A Team Made Up Of Highly Skilled Crisis Responders And Case Managers. Evolving Over The Last Few Years To Include Peers, Nurses, MHP's And SUDP's

The Mobile Response Team



Crisis Team

**Mental Health Professionals
Nurses**

Case Managers



Case Management Team

Substance Use Disorder Professionals

Peer Counselors

Peer Values

Person First

- We Are Advocates For People To Empower One's OWN Voice
- The Way We Show Up Isn't Depicted On How You Show Up
- There Is Power In Sharing Your Story

Client Centered

- Case Managers Get The Unique Job Of Working For People. Our Job Is To WALK WITH Them
- We Don't Push Our Own Agenda Onto People. We Meet Them Where They Are
- Always Showing Up As Our Authentic Selves

Trauma Informed

- We Understand The Recovery Walk Is Linear
- Harm Reduction Is ANYTHING That Saves A Human Life
- Provide A Space That Supports The Removal Of Stigmas That Hinder Growth During Recovery

Identify The Needs

- Housing Staff Lacked The Training Needed To Lead With Compassion and Empathy In Situations That Involved Mental Health Or Substance Use Crisis
- The Value Of The Peer Story Was Quickly Identified As a Tool That Can Build Rapport And Trust With Residents
- Residents Lacked Brave Space To Address The Stigmas and The Barriers To Seek Help
- Residents Are Dying At An Alarming Rate Due To Opioid Overdose
- Residents Are Experiencing Secondary Trauma From Witnessing Overdoses

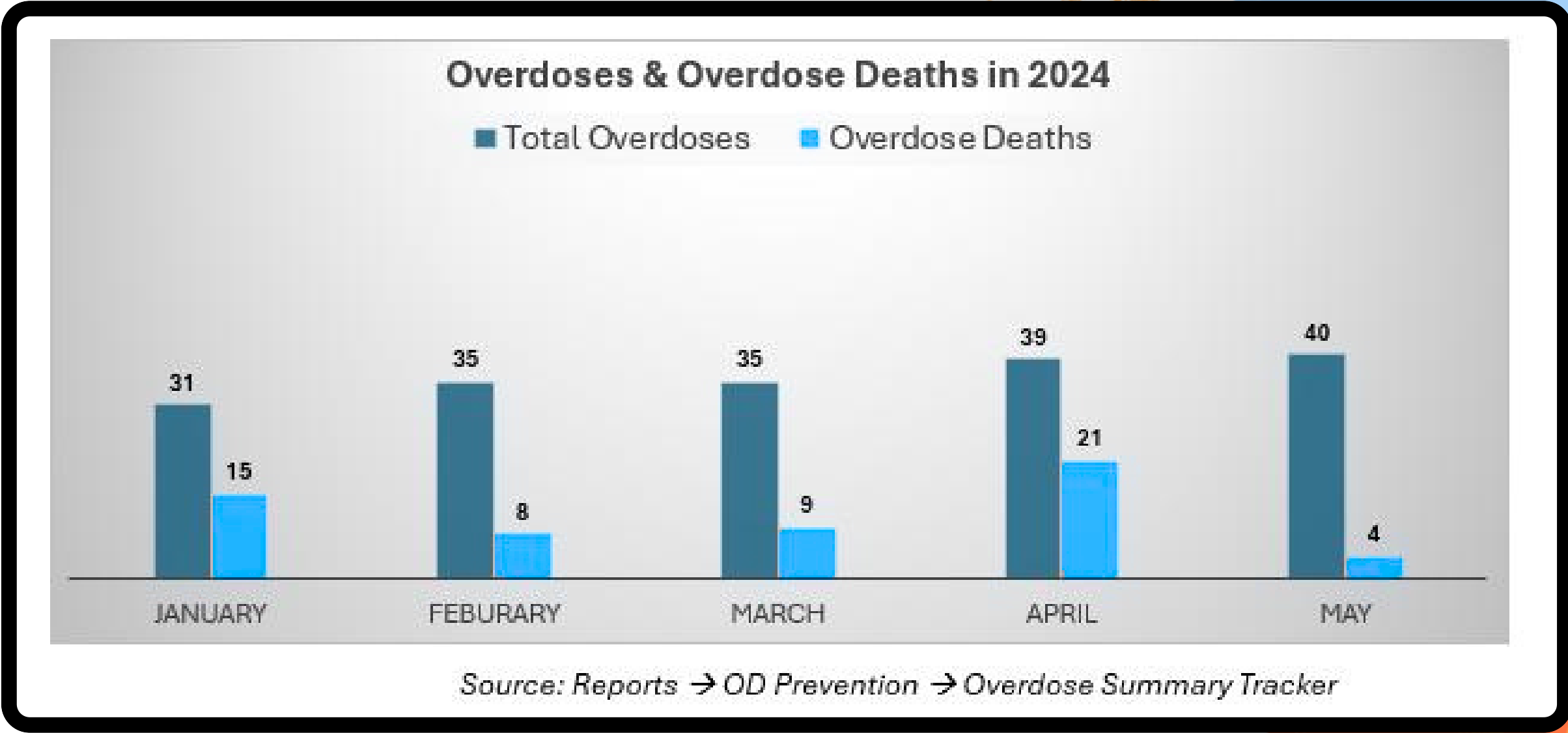
Peer Role In Opiate Education, Intervention, Prevention And Harm Reduction

- Offer Support And Resources For Those Who Express A Desire To Reduce Or Stop Their Use, But Respect Those Who Choose To Continue.**
- Assist In Connecting Individuals With Medical And Social Services, Including Mental Health Support And Substance Use Treatment If They Choose.**
- Encourage And Facilitate Access To Harm Reduction Supplies Such As Clean Needles, Fentanyl Test Strips, And Safer Smoking Kits.**

Peer Role Continued..

- Support Supervised Consumption Sites Where Individuals Can Use Substances In A Safer, Monitored Environment.**
- Uphold The Dignity Of Individuals Who Use Opiates, Recognizing Their Right To Make Their Own Choices About Their Use.**
- Act As A Liaison Between Individuals Who Use Opiates And Healthcare Providers, Advocating For Compassionate And Respectful Treatment.**

Overdoses 2024



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Resilience Is Built..

One-on-Ones/Outings

- Provides Mentorship Of The Recovery Path
- Allows For Time Outside Of The Facility That Supports Growth and Recovery
- Promotes A Sense Of Belonging And Connectedness
- Empowers A Sense Of Self And Encourages Individuals To Take An Active Role In Their Recovery

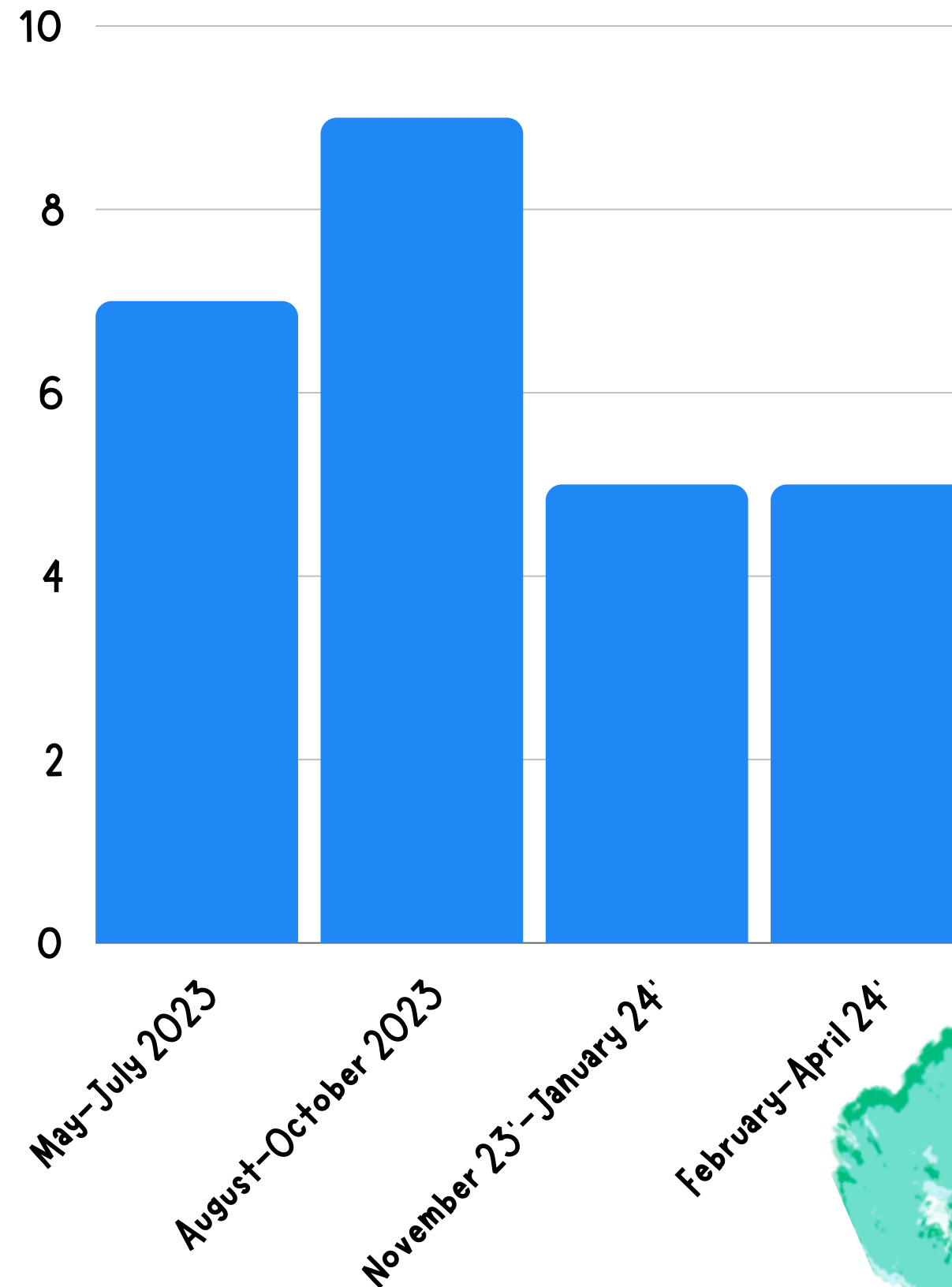
Groups/Gatherings

- Assists In Creating Natural Supports For Those Who Are Like-Minded
- Provides Education On Life Skills, Healing Past Trauma And Coping Skills
- Fellowship Over Food. Creates An Environment That Supports Community Building And Social Interaction Skills

A Year In Review

Our Crisis Peers Showed Up To Provide Over 25 Events Within PSH In Our First Year Of Inception.

We Celebrated Holidays, Learned New Skills, Sharpened Our Social Skill Tools, Empowered Residents On Their Road To Wellcovery And Simply Just Held Space For Those In Need



Show Up



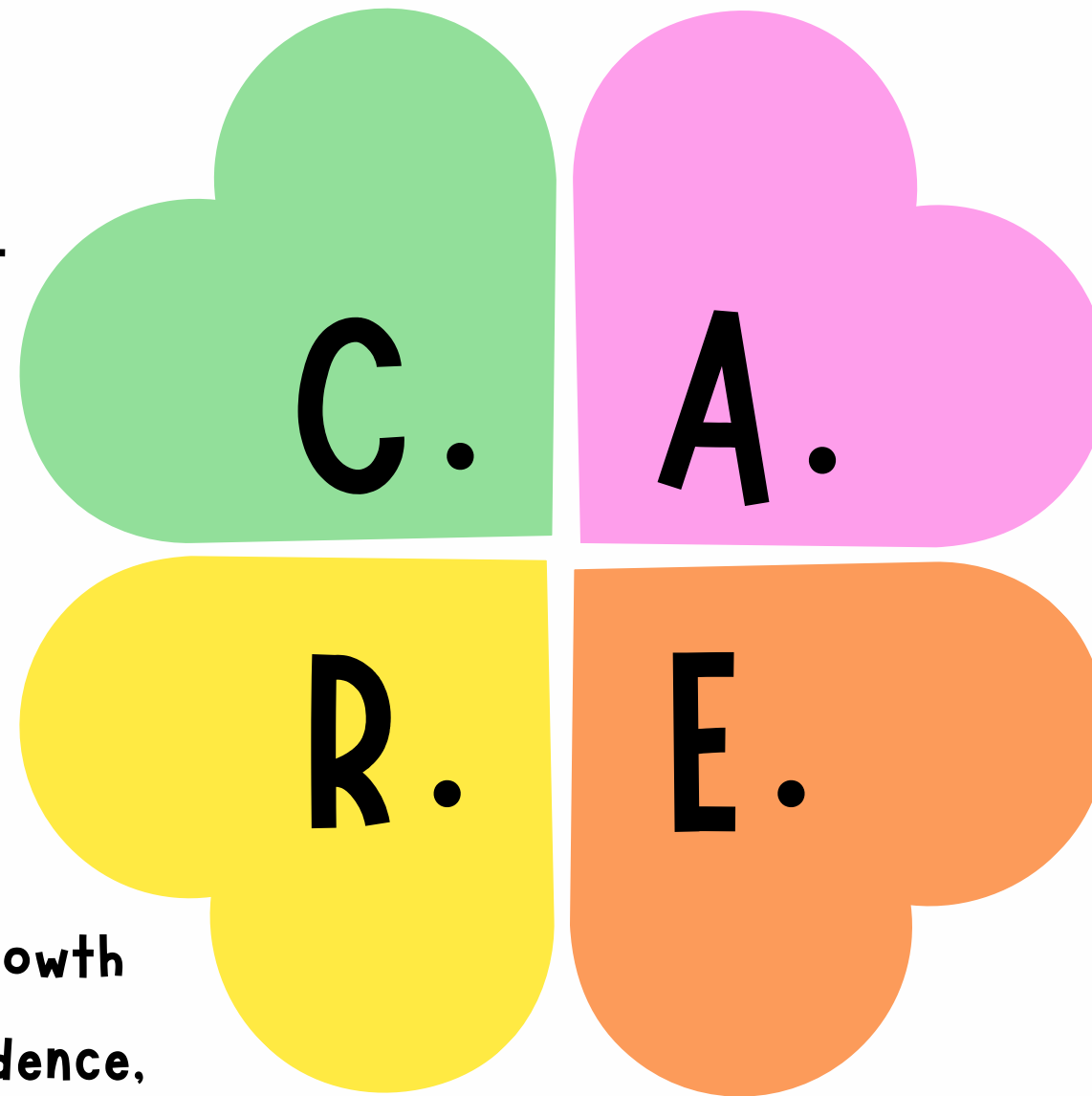
Do You C.A.R.E?

Collaborate

- Peer Voice Matters
- Create Brave Space
- Be a Master Of Untapped Resources
- Empower Open And Transparent Communication
- Active Commitment To Inclusion

Resilience

- Accepting Recovery Is Linear
- Encourage Challenges To Be Opportunities For Growth
- Are You Applying The 7 C's—Competence, Confidence, Connection, Character, Contribution, Coping And Control



Advocate

- Be An Agent Of Change
- Be A Voice For Those Without One
- Listen For Comprehension And Understanding

Empowerment

- Support Growth And Development
- Encourage Walking With Purpose
- Share Your Story

16 Challenge Accepted

Challenges

- Acceptance Of The Peer Model Is Challenged By Those Who Struggle To Accept Life Experience As Valuable Education
- Confusing Boundaries Between CM's
- Lack Of Advancement Opportunities, Outside Of The Peer Scope, Discourages Peer Progress

Sustainability

- Continue To Sharpen Peer Skills
- Create A Learning Plan For Peers That Promotes Employee Development And Advancement
- Offer More Peer Led Training Spaces

Areas Of Growth

- Expanding Peer Presence Within Every Permanente Supportive Housing Site
- Strengthen The Peer Program By Providing More In Depth Teaching Tools
- Advocate For More Peer Leadership Positions

Testimonials

R.W.- Peer Group Participant

On Most Holidays I used To Spend Them Alone, But The Crisis Peers Always Show Up To Celebrate With Those Of Us That Don't Have Family. We Eat, We Laugh. I Feel A Sense Of Family

R.B.-Site Manager

The Opportunities This Team Has Provided Is Invaluable. From Cooking For Our Residents, Singing Karaoke Or Just Holding Space. Having Them Here Makes Our Community Better.

Peer Vision

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- The Peer Vision Is Endless When You Allow For Freedom Within Their Creative Scopes
- Position Peers Within Permanent Supportive Housing Sites For Support
 - Peer Lead Respite And Safe Use Sites
 - For Every Peer To Be Utilizing the Peer Support/Learning Space Offered Online
- Including Peer Voices In Policy Making Spaces

Want To Know The Room?

- Sign In
- Select Exchange Information
- Select More Info Needed If You'd Like
More On The Peer Program
- Please Allow One Week For Follow-Up

Wrap-Up

THANK YOU!!!

Q & A





Abbreviations

DESC - Downtown Emergency Service Center

MRT - Mobile Response Team

MHP - Mental Health Professional

SUDP - Substance Use Disorder Professional

PSH - Permanent Supportive Housing

CM - Case Managers