Behavioral Health is Essential To Health

Prevention Works

Treatment is Effective

People Recover
Implementing the Trauma-Informed Principle of Peer Support in a Crisis Service Setting

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Disclaimer

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Peers in the Forefront
Peers in the Forefront
Peer Led Services

Peers are the center and leaders in the Crestwood Resiliency program and the program is built on the following principles:

- Everyone is treated with dignity and respect.
- We are treated as a guest in their home.
- Recovery from a serious mental issue is not only possible, but is the goal for everyone served.
Peers in the Forefront
Peer Led Services

- Services lead to successful transition and integration back into the community; building skills to avoid hospitalization, incarceration and homelessness post discharge.

- The recovery environment is a homelike setting. A culture that is welcoming and friendly improves recovery outcomes.
Peers in the Forefront
Peer Led Services

- Those individuals should have choices and self-direct their services. A philosophy of “no-force-first-opportunity services” builds hope and empowerment.

- The program shall reduce symptoms, functional impairments, while increasing independence.

- All recovery tools are honored, providing support for alcohol, drug and risky behaviors and educating and linking the guests to medication and treatment options.
A Recovery Partnership with another individual in recovery, a Peer Support Specialist employee, provides the evidence that recovery is possible and offers the support to help each individual served become engaged in their own recovery journey and to pursue their hopes and dreams.

These shall be woven in the Recovery Service Plans (RSPs) from the time of admission. The RSPs address housing, clothing, employment, and stable funding leading to self-sufficiency.
Crestwood’s Resilience Values:

- Recovery and healing starts from the point of entry and is a right held by all who require services and is the responsibility of the provider.

- Creating an atmosphere that supports stabilization and self-regulation with the most effective psychiatric interventions.

- A welcoming, respectful and responsive staff promote hope, choice, empowerment and resilience. Crestwood utilizes a resiliency-based welcoming model.
Guest-driven and design services are most effective with trained peer mentors and providers.

Providing meaningful ways for guests to contribute actively to the overall program; giving back in ways that builds personal empowerment and self-efficacy.

A warm handoff which provides supportive discharge with involvement of community and natural supports, including parents, is essential to self-reliance and integration into the community.
Therapeutic Environment

Crestwood’s homelike, welcoming environment is fostered through soft, subtle, warm colors, comfortable oversized furniture and resources, such as wellness tools, meditation supports, art supplies and user-friendly, self-help materials. An environment is created to provide a structure that is safe, as well as calming and nurturing.
Therapeutic Environment

- Crestwood has been recognized for intentional use of space that supports a person as they transition through their crisis, including:
  - Welcoming Rooms
  - Serenity and Comfort Rooms
  - Guest Dragonfly Rooms (for guest visits)
  - Contemplation space
  - Media and computer space
  - Exercise space
  - Bedrooms that are homelike and comfortable
Crestwood hires a blend of recovery-oriented professional staff and well-trained peers, creating a workforce that brings clinical competence and the power of peer support - “If you can do it, I can do it.”

Peers and family members are excellent at engagement and setting the tone for a trusting and productive relationship with the whole team.

Peers are “naturals” at putting the person-served in charge of their own wellness.
Peers have been trained in the skills of “mutuality” and know how to stand back and create a clear path for the person to take the lead in their recovery and wellness planning.
Family
Family Education and Support:

Crestwood believes that often the strongest advocate, most effective teacher, and most empathetic counselor for a guest can be their family.
Transition
Transition planning starts at the time of admission, with the shortest stay possible to reduce the crisis and return the guest to their former level of functioning.

Guest resources, goals and support are all part of the assessment. A key element to this plan is that it is owned by the guest- they are the primary author of it and it reflects their priorities, hopes and dreams.
Cultural Relevance
Cultural Relevance

The Crestwood Cultural Competency Plan focuses on the following:

- Prioritizing and commitment to Cultural Competence.

- Crestwood ensures that policies, procedures, practices and activities incorporate the values of racial, ethnic and cultural diversity, as well as reflect the community.
Thank you!
Please type your question in the chat box and we’ll answer as many as we can in the time remaining.