Core Competencies for Peer Crisis Support in Transformed Mental Health Crisis System

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CEO/Founder: Humannovations
A social impact company driven by lived expertise.

The mission of Humannovations is to create a healthier future through innovative solutions that empower people and communities, and reduce the global burden of mental ill-health and suicide.

Partners
Faculty

Lisa Goodale, MSW; Senior Director/Training Maven

Lisa Goodale, MSW

Ms. Goodale has over twenty years’ experience in the area of mental health training, programs and policy, with a focus on peer support training in clinical and community-based care settings. As a Vice President for the Depression and Bipolar Support Alliance (DBSA) she was instrumental in securing and managed a $1M+ national peer specialist training and certification contract with the US Department of Veterans Affairs (VA) and managed day-to-day activities, reporting, and evaluation of a $250,000 SAMHSA Center for Mental Health Services national consumer technical assistance center grant. She developed new training and consultation business related to implementation of peer support services, peer specialist training/certification, Veteran related issues and needs,
Personal Mission and Experience

- Building recovery/growth-oriented approaches to mental health and suicide prevention driven by lived expertise, human rights and community empowerment
- 15+ years Executive Management and Strategic Growth in non-profit, government, etc. (CEO MHASF 2010-2016) State Commissioner; Fulbright Fellow
- 30 years in mental health, social services, advocacy including homeless services outreach/shelters, etc.
- Nationally/internationally active as leader in mental health policy, programs, advocacy, research, peer support programs
- Training and mentorship of crisis counselors, peer specialists and consumer advocates
- Executive Committee of National Action Alliance for Suicide Prevention; Steering Comm. Natl Suicide Prevention Lifeline
- Lived Experience: Suicidal intensity, mental health disorder, psychiatric disability, youth criminal justice, housing insecurity, suicide loss multiple, discrimination, clergy sex abuse, divorce
WELCOME/OBJECTIVES

1. Identify core issues relating to the intersection of psychiatric care, mental health treatment, peer crisis support and the lived experience of suicide
2. Review avenues for integration of peer and lived experience supports related to 988 planning
3. Discuss humanizing model of crisis, suicide and recovery/growth
4. Review key humanizing terms/reframes related to crisis and intensity
PEER/LIVED EXPERIENCE
SUPPORTS FOR CRISIS AND SUICIDAL INTENSITY
When you’re overwhelmed by despair, all you can see is suffering everywhere you look. You feel as if the worst thing is happening to you. But we must remember that suffering is a kind of mud that we need in order to generate joy and happiness.
Our Conceptual UNIVERSE

- Mental Health Services and Systems
- Peer Support
- Suicide Prevention
- Crisis Intervention & Support

988??
Mental Health Services and Systems

Crisis Intervention & Support

Peer Supports

Suicide Prevention & Suicidology

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WHERE?

PEER CRISIS SUPPORTS

Subthreshold need/access
Maintenance (Therapy, meds)
DISTRESS/ SUBACUTE
Intensive (IP, PH/IOP, RTF)
Crisis/Acute/ Emergent
## Crisis Supports and Services

### Key Peer / Lived Experience Opportunities

<table>
<thead>
<tr>
<th>Alternative / Diversion Programs</th>
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</thead>
<tbody>
<tr>
<td>LE/ SI Peer Support Groups/Meetings</td>
</tr>
<tr>
<td><strong>MOBILE CRISIS</strong></td>
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<tr>
<td>HOSPITAL, STABILIZATION UNITS, IOP</td>
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<tr>
<td><strong>Community Crisis Homes / Peer Respite</strong></td>
</tr>
<tr>
<td>Phone and text Crisis Contact programs</td>
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<tr>
<td><strong>Post-Crisis Peer Support and Suicide Prevention Support</strong></td>
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What are the Challenges of integrating peer support in crisis services -SYSTEMS

- Low Expectations/ Stigma
- Peer Specialist Scope of Work
- Concerns around Activation/ Retraumatization
- Limited Practices and Evidence
- Uncertainty related to Lived Expertise/ Role of LE
- Limited models
What are the Challenges of integrating peer support in crisis services for PLE

- Peer Support Values Clash
- Education Licensing
- Concerns Around Activation/Retraumatization
- Coercion/Restrictions/Gatekeeping
- Uncertainty Related to Lived Expertise/Role of LE
- Lack of Specialized Training
1: The effective use of lived experience / peer support in crisis related services must be based in the unique values and distinctive competencies of Peer Support.
2. Traditional ‘de-escalation’; take-down, services advocacy and gatekeeper models are based in ‘situation management’ and containment rather than recovery and shared meaningful experience
3: Traditional clinical and crisis intervention models are limited in their ability to bridge the values and distinctive competency of peer support through ‘adaptation’
SOLUTION:
An approach to crisis support / distress reduction that is grounded in growth and recovery and peer alliance.
PEER CRISIS SUPPORT PRACTICES
"Both the objective condition (e.g., living alone) and the subjective feeling of being alone (i.e., loneliness) were strongly associated with suicidal outcomes. . . However, loneliness...had a major impact on both SI and SA."

Suicidal thoughts and behaviors and social isolation: A narrative review of the literature
Raffaella Calati 1, Chiara Ferrari 2, Marie Brittnier 3, Osmano Oasi 2, Emilie Olié 4, André F Carvalho 5, Philippe Courtet
When I am Heard I feel:

- Valued
- Powerful
- Cared for
- Loved
- Respected
- Capable
- Like I’m not alone

- Connection
- Supported
- RELIEF
- Calmer
- important
Apart From

\textbf{VS.}

\textbf{‘A Part’ OF}

\begin{itemize}
  \item Peer Alliance means connection and reduced isolation
  \item Shared meaningful experiences bring us together
  \item Struggle and healing lead to compassion for others
  \item People “who have been there” can be powerful at times of intensity
\end{itemize}
PEER CRISIS
SUPPORT CORE
COMPETENCIES

- Authentic Peer Alliance
- Presence in Intensity
- Crucial Moment Partnering
- Sharing Strength and Struggle
PEER CRISIS SUPPORT CORE COMPETENCIES

1. Authentic Peer Alliance
2. Presence in Intensity
3. Crucial Moment Partnering
4. Sharing Strength and Struggle
1. Authentic Peer Alliance (Palliance)

- Equality of status
- Growth Recovery Mindset
- Shared Meaningful Experience
- Spirit of Service
2. Presence in Intensity

- Activation and Distress
- Self-awareness Tools
- Compassionate Curiosity
- Managing Comfort and Safety
3. Crucial Moment Partnering

- Clarifying Urgency & Emergency
- Suicide Talk
- Enlisting Others
- Lethal Means Reduction
4. Sharing Strength & Struggle

- Offering Shared Experience
- Managing therapy zone
- Avoiding Advice
- Connecting to difference
PEER CRISIS SUPPORT

CORE COMPETENCIES

1. Authentic Peer Alliance
2. Presence in Intensity
3. Crucial Moment Partnering
4. Sharing Strength and Struggle
PEER SUPPORT FOR LIFE’S MOST DIFFICULT MOMENTS
What is Growing Through?

GROWING THROUGH is:
a strengths-based, growth-focused approach to supporting others as an ally in times of crisis and intensity, with the goal of fostering meaning-making, recovery and purpose.
What Participants Learn

Confidence and effectiveness in addressing themes of intensity and crisis:

- How to be fully present and supportive with anyone experiencing distress, suicide/self-harm and/or other intense feelings
- Skillful use of ‘compassionate curiosity’ to understand what another person is feeling and thinking
- Non-judgmental listening skills to build trust and communicate effectively
- How and when to utilize shared lived recovery experience
- Collaboration to keep safe, foster protective factors, and growth/recovery for a positively transformed future
Why Growing Through?

- **People Experiencing Intensity Deserve:**

- Not to be criminalized, feared, coerced, manipulated or punished
- Interest and respect for their process
- Connection to Others “who have been there”
- Community alternatives to emergency and inpatient hospitalization such as Peer Respite and related services
- Support within their communities that is culturally responsive and grounded in dignity
- Collaborative support in staying safe and ‘growing through’

- EVERYWHERE
Growing Through TRANSFORMATION

Growing Through in founded in the GROWTH/RECOVERY MODEL of crisis

- the difficult moments we encounter in life are crucial part of our growth, and essential to finding purpose and meaning within
- These moments while painful have meaning and value all their own.
Supporting Growth, Recovery, Distress and Intensity

5 D’s, 5 P’s

The Big R, the 3 L’s
Intensity Continuum

Ease   Stress   Discomfort   Distress   Disability   Despair
The 5 D’s

- Distress
- Despair
- Disability
- Death
- Discomfort
The 5 P's

- Purpose
- Prospects
- Perseverance
- Presence
- Pleasure
The Big R
The 3 L’s

LISTEN

LISTEN

LISTEN
THE HERO’S JOURNEY
5 Growing Through Values

1. Great Gifts & Gratitude (GG)
2. Recovery Roads (RR)
3. Progress in Pain (PP)
4. Solidarity in Suffering (SS)
5. Future Fruit (FF)
H.O.P.E.
HOLD ON, PAIN ENDS
Contact us to schedule a no-obligation information call:

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- https://www.humannovations.net/contact