The Power of Peer Support

The Power of Peer Support
Tuesday, April 3, 2018
7 - 8:30 pm
hosted by NAMI Cambridge Middlesex
Welcome to today’s presentation! Here are some things to keep in mind during the presentation:

The presentation will last for 90 minutes, until 8:30 pm.

The presentation has three parts
★ pause for questions at the end of each part
★ please save questions until these pauses
★ use the index cards to remember questions
★ you are welcome to reach out after today

Take care of your needs
★ take a break as needed, whenever needed, for whatever reason
★ please take phone calls in the hall
★ please be respectful of other participants

Thank you for coming!

Today’s Agenda
a. welcome & introductions
b. peer support & supporters
c. wellness planning & tools
d. getting support

Today’s Speakers
Dave LaPlume
Diana Pacella
Jill Gichuhi

Today’s speakers are:

Dave LaPlume, Peer Specialist

Diana Pacella, Peer Specialist and Recovery Coach

Jill Gichuhi, Peer Worker

Jill works at COMPASS, the information and helpline at NAMI Massachusetts. You are welcome to reach out to Jill and other COMPASS Navigators after today with any questions you may have.

call COMPASS at 617-704-6264 or 1-800-370-9085
email COMPASS at compass@namimass.org
In a general sense, peer support is **support from another person or people with some shared experience as you**. For example, support from fellow parents, grief support, or support from other people who have cancer.

In the context of mental health services, peer support refers to **support from another person or people who has “lived experience”** - has been diagnosed with a mental health condition, has used substances, has had experience in the mental health system, or has experienced trauma or altered or extreme emotional states.

Sometimes this is called **mutual support**, especially with support around substance use.
What is a Peer Supporter?

A peer supporter is someone with lived experience who gives support to another person or people with lived experience.

a Peer Supporter is...

someone with lived experience who gives support to another person or people with lived experience.

“Peer supporter” is a general term that is often used to collectively describe peer-based roles.
<table>
<thead>
<tr>
<th>Some Peer Support roles...</th>
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<tbody>
<tr>
<td>Peer Facilitators</td>
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<td>Peer Operators</td>
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<td>Peer Mentors</td>
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<td>Peer Specialists</td>
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<td>Peer Operators</td>
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<td>Peer Bridgers</td>
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<td>Peer Mentors</td>
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<td>Peer Workers</td>
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Some specific peer support roles include:

**Peer Facilitators** are people who facilitate, or guide, peer support groups. They often work in Recovery Learning Communities, though many lead groups in the community without connection to another program.

**Peer Operators** are people who work on warmlines, giving telephone support to callers.

**Peer Mentors** are people who offer support and role modeling. They are often young adults supporting other young adults, and can be found in young adult centers and other programs that support young adults.

**Peer Specialists** are also people who support others as they find wellness. This support may be one on one or within a group. Peer Specialists may also help the people they support with self advocacy.

Sometimes you will find Peer Specialists working in Recovery Learning Communities and peer respite programs. They also sometimes work in homeless shelters, in elder serving agencies, and within the correctional system. Most often Peer Specialists work within the behavioral health system.

**Peer Bridgers** support people as they transition out of institutional environments, like hospitals or the correctional system, and help them reconnect to the community. They are usually more experienced in peer support, and Recovery Learning Communities serve as their home base.

**Peer Workers** are people for who support is not their primary role, but whose lived experience informs their work. They may work in information & referral, or in administrative or supervisory roles.
Working on our personal wellness is something that is important for everyone.

It is especially important for those of us whose resources have been depleted from adversity, trauma, and general life stressors.
When we say “wellness planning,” we mean actively thinking about and recording the things that bring you wellness, keep you well, and help you in times of unwellness.
Some ways that you can wellness plan include:

- Wellness Recovery Action Plans (WRAP)
- Wellness Wheels
- Mad Maps
- Advanced Directives
- Crisis Plans

**Wellness Recovery Action Plan**

Wellness Recovery Action Plan (WRAP) is a self-designed wellness process that anyone can use to get well, stay well, and make their life the way they want it to be.

WRAP is something that you can do on your own, or with support for family, friends, and others.

Some Recovery Learning Communities offer regular in-person WRAP workshops, if you think you would benefit from the support of a group. You can also get support with putting together your WRAP from a supporter at the RLC or from other peer supporter.

**WRAP resources:**

- WRAP Info Center
  [http://mentalhealthrecovery.com/](http://mentalhealthrecovery.com/)
- WRAP books, workbooks, the WRAP App, articles, webinars, and more
- Copeland Center
  [https://copelandcenter.com](https://copelandcenter.com)
- Learning opportunities and training for WRAP facilitators
Mad Maps

Created by the Icarus Project, the Mad Maps process is designed to help articulate your desires and dreams, and the things you care the most about that help you define your life. It approaches wellness through a social justice lense.

**Mad Maps resources:**

The Icarus Project  
[https://theicarusproject.net/](https://theicarusproject.net/)

Madness & Oppression: Paths to Personal Transformation & Collective Liberation Mad Maps Guide  

Mapping Our Madness: A Workbook for Navigating Crisis, Extreme States, or Just Foul Moods from Momo  
[https://freakoutcrazy.files.wordpress.com/2012/02/mappingmadness.pdf](https://freakoutcrazy.files.wordpress.com/2012/02/mappingmadness.pdf)

Mental Health and Sexuality: Practicing Radical Consent as a Mad Person from Elliott Fukui  
[https://drive.google.com/file/d/0BxhpCgBoXsGJVkViNFNjT2lha3c/view](https://drive.google.com/file/d/0BxhpCgBoXsGJVkViNFNjT2lha3c/view)

Crisis Plans

A crisis plan is a tool to help you plan for when you are not doing well.

You can work on your crisis plan alone or with trusted supporters. You can also get support with writing your crisis plan from a peer supporter you are working with.

**Crisis plan resources:**

How I Stayed Alive When My Brain Was Trying to Kill Me: One Person's Guide to Suicide Prevention from Susan Rose Blauner  
[https://www.harpercollins.com/9780060936211/how-i-stayed-alive-when-my-brain-was-trying-to-kill-me](https://www.harpercollins.com/9780060936211/how-i-stayed-alive-when-my-brain-was-trying-to-kill-me)

Part memoir, part guide. It also includes instructions for creating a simple crisis plan, and suggestions and strategies that may be used with the plan.

Mental Health Crisis Planning for Adults  

A booklet NAMI Minnesota to help people recognize, manage, plan and prevent a mental health crisis.
Other Wellness Planning Resources

Self Care Wheel resources:  
http://www.olgaphoenix.com/key-offerings/self-care-wheel/  
Originally created as a tool for therapists to work on their personal wellness, the Self Care Wheel is a great tool for thinking about your whole self.

Pods and Pod Mapping  
This is a useful tool for thinking about who your trusted supporters are.

Nurturing Oneself During An Experience of Depression  
Wellness practices and ideas for people before and during an emotional crisis.

How to Cope with Hearing Voices  
Tips and ideas for people who hear voices of have other unusual sensory experiences.

Information about psychiatric advance directives, documents that can specify care preferences if the person is no longer able to give consent.

Navigating Crisis  
Key things to think about when you are dealing with mental health crisis.

Bullet Journaling for Mental Health & Wellness

➔ How To Use A Bullet Journal For Better Mental Health  
https://www.buzzfeed.com/rachelwmiller/mental-health-bullet-journal

➔ Self-Care and Bullet Journaling  

➔ Bullet Journal as a Mental Health Tool  
### Wellness Recovery Action Plan (WRAP) Parts

**WRAP Values and Ethics**

**WRAP Key Concepts**
- Hope
- Personal Responsibility
- Education
- Self Advocacy
- Support

### Wellness Toolbox

Things I have done in the past, or could do, to help myself stay well or feel better

### Daily Maintenance Plan

<table>
<thead>
<tr>
<th>Picture of Wellness</th>
<th>Daily Maintenance List</th>
<th>Back Up Plan</th>
<th>Supplemental List</th>
<th>Dreams and Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>what I'm like when I'm feeling well</td>
<td>what I need to do daily to maintain my wellness</td>
<td>essential tasks I will still do when I am not feeling well</td>
<td>things I may consider doing to maintain wellness</td>
<td>what I hope for and steps to get there</td>
</tr>
</tbody>
</table>

### Triggers & Action Plan

External things that may make me feel badly, uncomfortable, or upset, and what I will do if they come up

### Early Warning Signs & Action Plan

Subtle internal signs that may indicate I need to take action, and what I can do to help reduce or eliminate them

### When Things Are Breaking Down & Action Plan

Signs that things have worsened and I may be close to crisis, and what I can do to decrease the distress

### Crisis Plan

The signs that I am in crisis, and how others can assist me to move through it

### Post Crisis Plan

Planning for getting over a hard time and working towards feeling well
Creating Your Mad Map - A Resource from the Icarus Project

Mad Maps are wellness tools where you can articulate your desires and dreams — the things you care the most about that help you define your life. By creating and sharing your mad maps, you make it easier for the people around you to provide what you really need to feel better and to help navigate rough times. With Mad Maps, you record the lessons you’ve learned during hard life experiences, so that with the help of others, you can avoid making the same harmful mistakes again. You can think of Mad Maps as letters to your future self and the ones who care about you. Here are some questions to help you think about yourself, your experiences, and your needs:

My Identity:
What are key aspects of my identity and what language do I use to describe it?
What are the values that guide my life?

My Purpose:
What are the most important things in my life?
What would a happy life look like? What are my goals? What really matters to me?
What do I need from myself to achieve those goals?
What do I need from others to achieve those goals?

The Landscapes of My Mind:
What language does the mental health system use to describe my mental health struggles?
In what ways can psychiatric diagnosis be helpful for me?
In what ways can psychiatric diagnosis be unhelpful for me?
What language do I use to name my mental health struggles and different states of mind?

Taking Care of the Basics:
How do you know when you are well? What does it feel like?
List all the things you need to do daily/weekly/monthly to feel well:
How would I explain these needs to others?

Preventing and Intervening in Crisis:
What are specific warning signs that I am not well?
What are signs that I have entered a crisis?
What tools can help me face this crisis, including tools that have worked well in the past and things I’ve seen work well for others?
What concrete things can people do to help?

Learn more online at http://theicarusproject.net/welcome-to-the-crisis-toolkit/
## my crisis plan

<table>
<thead>
<tr>
<th><strong>signs that I am in crisis</strong></th>
<th><strong>people whom can support me</strong></th>
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<tbody>
<tr>
<td>feeling hopeless</td>
<td>text my sister Anne - 617-555-5555</td>
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<tr>
<td>not getting out of bed</td>
<td>email Kevin my therapist - <a href="mailto:kevin@web.com">kevin@web.com</a></td>
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<tr>
<td>not eating</td>
<td>call the crisis team if needed - 508-555-5555</td>
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<tr>
<th><strong>things I can try</strong></th>
<th><strong>things I need to do</strong></th>
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<tbody>
<tr>
<td>taking a shower, even if I go back to bed afterwards</td>
<td>make sure my cat Lucy is fed - Anne can help if needed</td>
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<tr>
<td>moving from my bed to the sofa - small steps help</td>
<td></td>
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<tr>
<td>making a cup of hot tea</td>
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<tr>
<td>reading an uplifting book</td>
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<tr>
<th><strong>things I should avoid</strong></th>
<th><strong>other things to remember</strong></th>
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<tr>
<td>eating too much sugar</td>
<td>I will get past this</td>
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<tr>
<td>drinking alcohol</td>
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Goal Setting Worksheet

my priorities:
a.
b.
c.
d.

my goal:
action steps:
a.
b.
c.
d.
completed by:

my goal:
action steps:
a.
b.
c.
d.
completed by:

my goal:
action steps:
a.
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d.
completed by:
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**my goals**

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When we say “wellness tools,” we mean the things that bring you wellness, keep you well, and help you in times of unwellness. There are a lot of different tools that people can use to stay well. Different things work for different people. It's important that people find what works for them.

**What are Wellness Tools?**

**Wellness Tools are...**

- the things that bring you wellness, keep you well, and help you in times of unwellness

**some Wellness Tools...**

- 12 steps
- yoga
- meditation
- other holistic approaches

**some Wellness Tools...**

- movement
- music
19. Questions?

20. Today’s Agenda
   a. welcome & introductions
   b. peer support & supporters
   c. wellness planning & tools
   d. getting support

21. Where To Get Peer Support?
Recovery Learning Communities (RLCs) are peer-run communities of people who come together to support one another. They are funded by the Department of Mental Health, and are open to anyone who has a mental health diagnosis or who just thinks they would like to get support there.

There are 5 Recovery Learning Communities in Massachusetts. Although they each run a little differently, all offer peer support groups, one on one support, and different types of training.

They’re easy to get involved with - you often can just show up and become a member. Their support is free, and insurance is not needed.

In Recovery Learning Communities, you’re likely to find peer facilitators, peer specialists, peer bridgers, and possibly peer workers serving in more administrative roles.

You may be able to take a training about WRAP in an RLC, get support with wellness planning, or learn about some new wellness tools.

Northeast Recovery Learning Community
http://www.nilp.org/northeast-recovery-learning-community-nerlc/
Support opportunities in Essex, Gloucester, Haverhill, Lowell, Lynn, Malden, Salem, and Wakefield.

Southeast Recovery Learning Community
http://www.southeastrlc.org
Centers in Brockton, Fall River, Hyannis, and Quincy. Additional opportunities support in New Bedford, Plymouth, and Taunton.

Metro Boston Recovery Learning Community
http://www.metrobostonrlc.org/index.html
Centers in Boston, Cambridge, and Somerville.

Central Recovery Learning Community
http://www.centralmassrlc.org

Western Recovery Learning Community
http://www.westernmassrlc.org
Centers in Greenfield, Holyoke, and Springfield. Additional support opportunities in Northampton, Pittsfield, and Turners Falls.
**Peer-based respite programs** are a support for people in time of crisis, or to help prevent times of crisis.

**Afiya** is a peer respite program hosted by the Western Mass RLC. It is the only “full model” peer respite in Massachusetts.

Afiya in Northampton
hosted by Western Mass Recovery Learning Community
http://www.westernmassrlc.org/afiya

**The Living Room** is a short-term peer-run crisis diversion drop-in program - meaning, it’s a place for people to go when their in crisis, to avoid going to the ER. The Living Room is a national model. One is currently hosted by Behavioral Health Network, and another one hosted by Advocates, Inc. will be opening this summer.

The Living Room in Springfield
hosted by Behavioral Health Network
https://bhninc.org/crisis-services/the-living-room-cs/

The Living Room in the Framingham area
to be hosted by Advocates, Inc.
https://www.advocates.org/pt/node/1019

South Shore Mental Health hosts the **Peer to Peer Program** in Quincy. Housed within their crisis team, it offers support to people in times of crisis as well as after.

Peer to Peer Program in Quincy
hosted by South Shore Mental Health
http://www/ssmh.org/our-programs/adults/peer-to-peer-program/

In all of these peer-based respites, you’ll find peer specialists giving people support! They can support you as you create a new wellness plan, update an existing one, and find new wellness tools.

Each has their own participation criteria, so reach out to them directly to find out how to get involved.

**DMH Young Adult Centers**
The Department of Mental Health (DMH) funds centers around the state for young people through age 24. They offer peer support and mentoring. Some require DMH eligibility, but others do not.

Impact Youth Access Center in Springfield
https://gandaracenter.org/impact-youth-access-center/

STEPS Young Adult Resource Center in Arlington
http://www.waysideyouth.org/OurServices/WaysideYoungAdultServices/STEPSYoungAdultResourceCenter.aspx

TEMPO Young Adult Resource Center in Framingham
www.tempoyoungadults.org

The Spot Young Adult Center in Roxbury
www.spotonline.org

TRACS & SEP in Quincy
www.ssmh.org/our-programs/for-young-adults-teens/life-skills/

You Forward Centers in Haverhill and Lawrence
http://youforward.org

Young Adult Vocational Program in Arlington
www.yavp.org

Zia Access Center in Worcester
http://www.centralmassrlc.org
Peer support and activity-based groups are another option for getting support.

**Peer support groups** are generally hosted by two or more people trained as peer facilitators, though sometimes peer specialists or other peer supporters may lead them.

They are a great way to share what is going on with you in the moment, and hear the same from others - to get and give support.

Some focus on a particular experience, like hearing voices, dual diagnosis, or suicide. Others are general and guided by topics or experiences that are of interest to participants at the moment.

Many peer support groups are hosted Recovery Learning Communities. The Depression Bipolar Support Alliance and NAMI Massachusetts also host peer support groups, and some run independently in the community without connection to another program.

Most groups are open to anyone who wants to join, though it is good to check with the host before going the first time.

**Activity-based groups** are another option. Many have a create arts focus, like crafts, writing, and music.

People still get and give support in activity-based groups, and build connections with fellow participants.

**places to get Peer Support...**

★ Recovery Learning Communities (RLCs)
★ Peer Respite
Recovery Learning Communities are a great place to find peer support and activity-based groups.

Other places to find groups are:

The Depression Bipolar Support Alliance (DBSA)
They offer peer support groups in the Boston area and beyond.

Depression Bipolar Support Alliance
http://www.dbsalliance.org/

DBSA Boston
http://dbsaboston.org/

NAMI Massachusetts
They offer peer support groups and peer-based wellness classes.

NAMI Connection Peer Support Groups
www.namimass.org/programs/nami-connection-recovery-support-groups

NAMI Peer to Peer Classes
www.namimass.org/programs/nami-peer-to-peer

Support groups that focus on a particular experience:

Alternatives to Suicide
www.westernmassrlc.org/alternatives-to-suicide


Hearing Voices Support Groups
www.hearingvoicesusa.org/find-a-group

Hearing Voices Support Groups are for people with personal lived experience with hearing voices, seeing visions, or negotiating alternative realities. Groups currently meet in Amherst, Framingham, Great Barrington, Greenfield, Holyoke, Milford, Monterey, Northampton, Pittsfield, Springfield, and Worcester.

Youth MOVE Massachusetts
www.sites.google.com/a/ppal.net/youth-move-massachusetts/

Youth-led organization offering peer support groups and more for young adults.
places to get Peer Support...

★ warmlines
★ one on one support

Some people prefer to get support one on one. Warmlines are one option for this.

are numbers that people can call to get support when they are feeling lonely, anxious, sad, or simply need someone to talk to. They are answered by trained peer operators who give a listening ear, and resources if requested.

There are a few peer support warmlines in Massachusetts, that people can call from anywhere within the state.

They are typically open in the late afternoon and evening, when many other support options are not available.

Warmlines in Massachusetts:

Edinburgh Warmline
617-875-0748
open every day, 5:30 pm - 9:30 pm

Peer Support Line
877-733-7563
open every day, 4 pm - 8 pm

Western Mass Peer Support Line
888-407-4515
open Friday through Monday, 8pm - midnight

Many people who have services through the Department of Mental Health have access to in-person one on one support.

Most Program of Assertive Community Treatment (PACT) and Community Based Flexible Support (CBFS) teams include peer specialists.

DMH also employs peer specialists directly who support people who receive case management through DMH.

These are just some of the options for peer support!
25. Questions?

Thanks for Attending!