



# ***Office of Consumer Affairs Certified Peer Specialist Services***

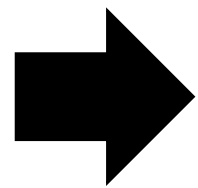
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Supervisor of Consumer Affairs**

**Program of  
Wisconsin Community Services**

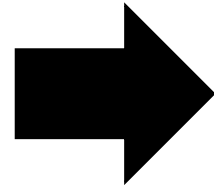
**Contracted by Milwaukee County Behavioral Health Division**

**4/9/2019**

# *Office of Consumer Affairs*



WCS supports the vision of Milwaukee County Behavioral Health Division in becoming an integrated health system to provide a comprehensive array of services



The OCA program is one of the services providing Certified Peer Specialists to meet the needs of individuals in specific service areas



# *OCA Program Peer Service Areas:*

- ❖ Inpatient and Observation units
- ❖ Team Connect - recently discharged individuals
- ❖ Crisis Stabilization Houses (Martin House & Silverlawn)
- ❖ Froedtert/BHD Collaboration: “You Matter”
- ❖ **RECENT** – Access Clinic



## *Inpatient and Observation units*

- Peer Specialists are part of treatment and recovery planning clinical team meetings
- Peer Specialists are often asked for their input
- Peer Specialists use this information to effectively guide interactions (e.g., being trauma informed)
- Peers also connect discharged individuals to the services of Team Connect

# *Team Connect*

- Team Connect - Clinicians and Certified Peer Specialists
- Team Triage is conducted each Monday
- Certified Peer Specialists – assigned approximately 4 – 10 clients per day
- Specific Peer Services include:
  1. Short term follow up peer support
  2. Assistance in managing their after care appointments
  3. Provide linkages to needed community resources
  4. Make referrals for longer term peer support (CLASP program)

# *Crisis Stabilization Houses - Martin House and Silverlawn*



- Provide peer mentoring and support (e.g., activities of daily living, help with resumes)
- Resource identification and referral; provide transportation if needed
- Offer opportunities to engage in community activities to reduce isolation
- Conduct general discussion/support groups

# Froedtert and BHD Collaboration: “You Matter”



**BHD** MILWAUKEE COUNTY  
Behavioral  
Health  
Division

- Coordinates with County and private AODA treatment providers
- Respond to individuals that have experienced an overdose and were revived by Narcan
- Clinical assessments are conducted, peer support is offered along with resource referrals
- Individuals are provided with Narcan upon hospital discharge
- Clinician/Peer Specialist perform follow ups within 7 days of discharge

# NEW



## *Access Clinic Expansion – Peer Services*

- A Certified Peer Specialist now assigned to the Clinic
- Peer Specialist will provide similar services as Team Connect but adjusted to the specific clinic workflow
- BHESC will offer clients Peer services – totally voluntary
- The Peer Specialist will connect and support smooth transitions for clients referred to other providers/programs
- Peer Specialist will also complete “Caring Follow-ups” (time related contacts as assigned)





:  
**Client  
Experience  
Survey  
Responses**

March, 2019

	<b>Strongly Agree</b>	<b>Agreed</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
1. Engaged in Recovery Focused activities/discussions	19%	69%	12%	0	0
2. Encouraged to be active in their own treatment planning	44%	31%	25%	0	0
3. Understood me and recommended resources	43%	46%	12%	0	0
4. Satisfied with Peer Services	38%	44%	12%	6%	0

# General Survey Comments on Peer Services:



- “Peer was good to talk to/treated me as a regular person”
- “Enjoyed the peer connection through shared experiences”
- “Felt encouraged to resume attending AA/NA meetings”
- “Peer helped me to locate a toy resource for my children during the holiday (MH)”
- “Help me realize that I need to stay committed to my their treatment plan”
- “Enjoy playing games/kept me busy, positive—made it easier for me to share”
- “Peer check in with me everyday which made me happy—someone cared”

