

Peer Support Program

Punjabi Community Health Services

Aman Virk





Vision

Empowered diverse communities



Mission

To improve the quality of life of the individuals, families and communities



PCHS Values

Diversity – Accountability – Excellence – Innovation

Diversity

We respect individual differences and pledge to provide a safe, positive and nurturing environment for both clients and staff.

Accountability

We ensure accountability through an experienced board, trained staff, sound fiscal practices, and effective policies and procedures



Innovation

We take initiative in developing innovative programs, services, and resources to meet the challenging needs of clients and their families.

Excellence

We aspire excellence and take responsibility to provide timely and accessible services..

27 Year Journey

1990-
1995

1990 to 1995

Research, Mobilize
Community and
find the niche ,
Incorporate

1996-
2000

1996 to 2000

Mobilizing
community around
issues of concern,
providing
services, and build
a strong board

2001-
2005

2001 to 2005

Building
reputation and
image, sound
fiscal
management,
delivering services

2006-
2010

2006 to 2010

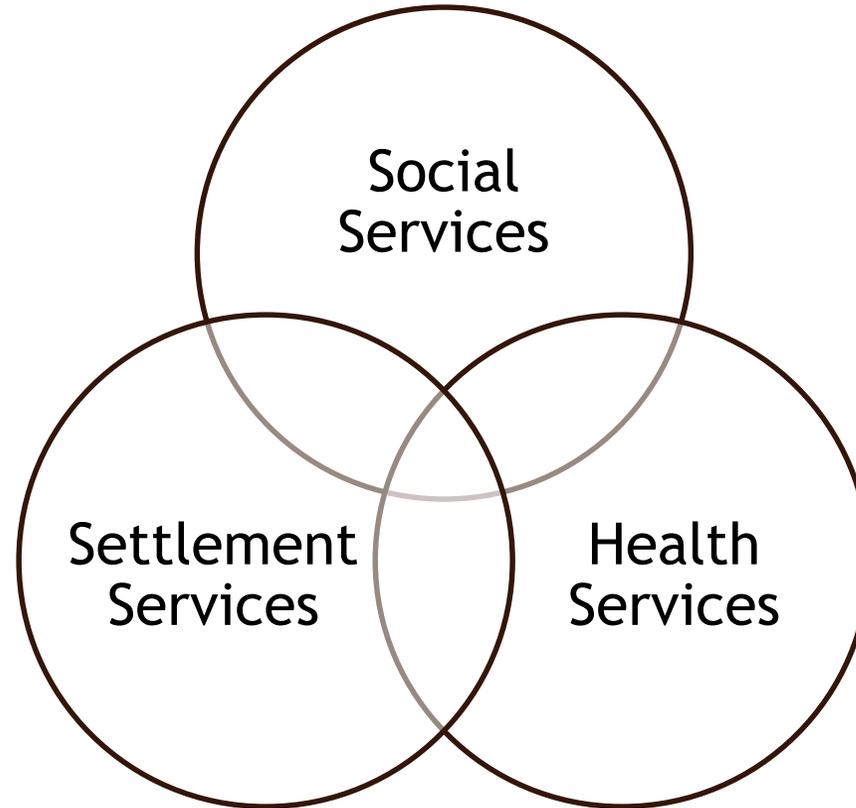
Carve a name in
the media,
manage the
organization,
deliver quality
services

2011-
2016

2011 to 2015

Sustainability,
expansion of the
organization,
accreditation,
and partnerships

PCHS' Three Core Programs



What is Peer Support?

- Experience with mental health and/or addictions concerns with self or a loved one.
- Supportive relationship between an individual who is in need of emotional and social support.
- Worker may have common experience with the individual – not always the case.
- Provide friendship, comfort, coping strategies, and most importantly, a listening ear.

Purpose of PCHS Peer Support Program

- ▶ To support the Mental Health and Addictions program.
- ▶ Allow Case Managers to provide additional direct service to complex clients.
- ▶ To help reduce waitlist in the mental health and addictions programs.
- ▶ To continuously train a pool of Volunteer Peer Workers who will assist staff from the addictions and mental health programs to provide support to clients.
- ▶ To help navigate the health care system.

The PCHS Peer Support Model

Peer

Cultural Competency

Hope

Support

The PCHS Peer Support Model

- ▶ Peer – can give knowledge, share experience, and emotional support
 - ▶ Understand, affirm, non-judgmental, validate feelings
- ▶ Cultural Competency – culturally and linguistically appropriate
 - ▶ Knowledge about cultural norms/traditions
 - ▶ Able to speak English, Punjabi, Hindi or Urdu
 - ▶ Provide services in the homes of client or community
- ▶ Hope – giving the client hope when they are feeling hopeless
- ▶ Support – comfort and encouragement

Peer Support Program Model

PEER

CULTURAL COMPETENCY

HOPE

Support

Outreach, Recruit and Screen, Peer Support Candidates

Train Peer Support Workers (by TEACH) and other trainings and assign to clients

Mental Health Program

Case Managers

Addictions Program

Case Managers

- Monthly Meetings/Supervision of PSWs with Coordinator
- Coordinator keeps regular contact with Case
- Manage Waitlist

Program Process

- Coordinator
 - Recruited April 18, 2016
- Responsibilities of Coordinator
 - Recruit, screen, train, assign and supervise volunteer Peer Support Workers
- Trainings
 - provides core skills and Cultural Competency training
- Training Hours
 - Two full days core skills and one full day for Cultural Competency
- Assignment
 - Assign to Case Managers (Addictions and MH)

Highlights Peer Support Program

Rate of Success	PSW engagement	Positive Impact	# of clients seen	# of hours spent	MH	Addictions	Waitlist
<ul style="list-style-type: none">• 85% retention rate of PSW	<ul style="list-style-type: none">• 100% of the PSWs are serving clients	<ul style="list-style-type: none">• The request to become PSW has increased	<ul style="list-style-type: none">• 44 clients seen by PSWs between Oct. 1 2016 to June 30, 2017	<ul style="list-style-type: none">• In nine months PSWs have spent 265 hours with clients	<ul style="list-style-type: none">• 7 new additional clients seen by case managers	<ul style="list-style-type: none">• 11 new additional clients seen by case managers	<ul style="list-style-type: none">• PSWs helped with waitlist management

Training: Cultural Competency

- ▶ A basket of services under one roof
 - ▶ Culturally Appropriate
 - ▶ Linguistically Appropriate
 - ▶ Family Centered
 - ▶ Holistic

Cultural Competency

Defining Cultural Competency

Culture implies the integrated pattern of human attitudes and behaviours that includes thoughts, communications, actions, customs, beliefs, values and institutions of a racial, ethnic, faith or social group.

Competence means having the capacity to function effectively.

Cultural Competency

Defining Cultural Competency

Culture Competence is the **integration and transformation of knowledge** about individuals and groups of people into specific standards, systems, practices and attitudes used in appropriate cultural settings to **increase the quality of services and care**, thereby producing **better outcomes** (Davis, 1997).

At PCHS, cultural competence is not a project rather it is a livid principle in the grounding of how we operate and conduct our day to day affair.

East

Interdependence

- ▶ Learn to depend on others
- ▶ Read nonverbal cues
- ▶ Listen to authority
- ▶ Be responsible for others
- ▶ Personal goals secondary to goals of the group
- ▶ Motivated by the norms of, and duties imposed by, the group
- ▶ Relationships more important than tasks
- ▶ Social and cognitive skills integrated
- ▶ Westby (2009)

West

Independence

- ▶ Develop early independence
- ▶ Express yourself
- ▶ Responsible for self
- ▶ Live on one's own
- ▶ One's own goals take priority
 - ▶ **Motivated by own**
 - ▶ **preferences, needs ,**
 - ▶ **rights**
- ▶ Tasks more important than relationships
- ▶ Cognitive skills independent of social skills

Cultures – East and West

► East

1. Roles oriented civilization
2. Family is supreme
3. Conflict mediation
4. Ambiguity in outcomes
5. Time is fluid
6. Circular communication
7. Acceptance
8. Harmony
9. Understanding by Awareness
10. Contemplation

► West

1. Rights oriented civilization
2. Individual is supreme
3. Conflict resolution (resolve conflicts)
4. Clear outcomes
5. Rigid time adherence
6. To the point communication
7. Control
8. Personal Autonomy
9. Understanding by Analysis
10. Problem Solving

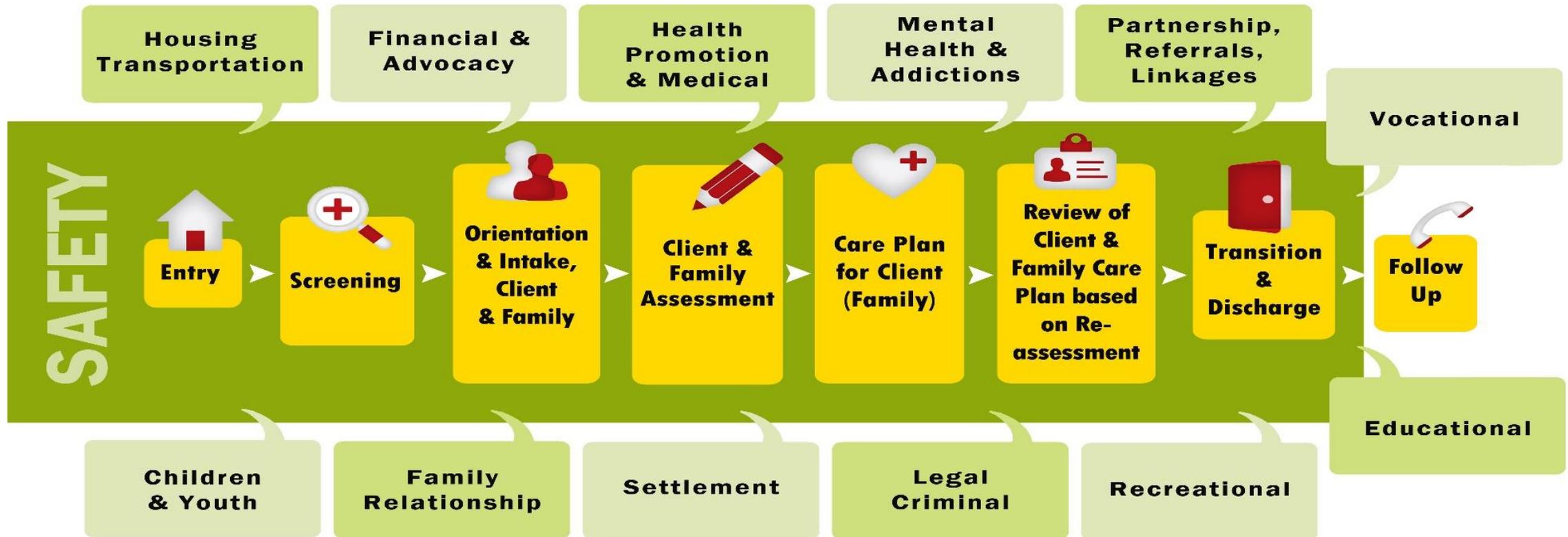
Linguistic Competence

- ▶ PCHS has the capacity as an organization to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, low literacy skills and with disabilities.
- ▶ PCHS peer support workers are fluent in South Asian language as the majority of its clientele is from the South Asian sub-continent.

Family-Centered Care

- ▶ Family Centered Care assures the health and well-being of families through a respectful family-professional partnership. It honors the strengths, cultures, traditions and expertise that everyone brings to this relationship.
- ▶ A philosophy and approach to health care that places the “family” at the center of the institutional and professional purposes rather than the client and the family
- ▶ The entire families are involved in all aspects of planning, implementation and evaluation of health services
- ▶ It involves the entire family in the policies, programs, facility design, and staff day-to-day interactions.
- ▶ Family Centered Care facilitates collaborative relationships between and among consumers and health providers.
- ▶ Family-Centered Care is the standard of practice which results in high quality services.

Integrated Holistic Service Delivery Model™



Services

Housing	Self Care
Food and Transportation	Physical Health
Finances	Psychological Distress
Childcare	Safety to self
Other Dependants Care	Safety to others
Education and Language Training	Alcohol
Employment	Drugs
Daytime Activities	Other Addictions
Social Connection	Legal Concerns
Spousal/Intimate Relationship	Others

Key Concepts

- Respect/Choices
- Strengths
- Life skills
- Information
- Support
- Collaboration
- Empowerment

Summary of Peer Support Program

1. Peer Support Workers and Clients have benefitted
2. Additional clients seen by Case Managers
3. Increase in the number of interventions
4. At present, The Peer Support workers are engaged in Addictions and Mental Health programs.
5. Additional batch of PSWs will support the Caregiver and Respite program at PCHS with seniors who have addiction and/or mental health issues.

Testimonials

1. Scenario 1
2. Scenario 2
3. Scenario 3

