

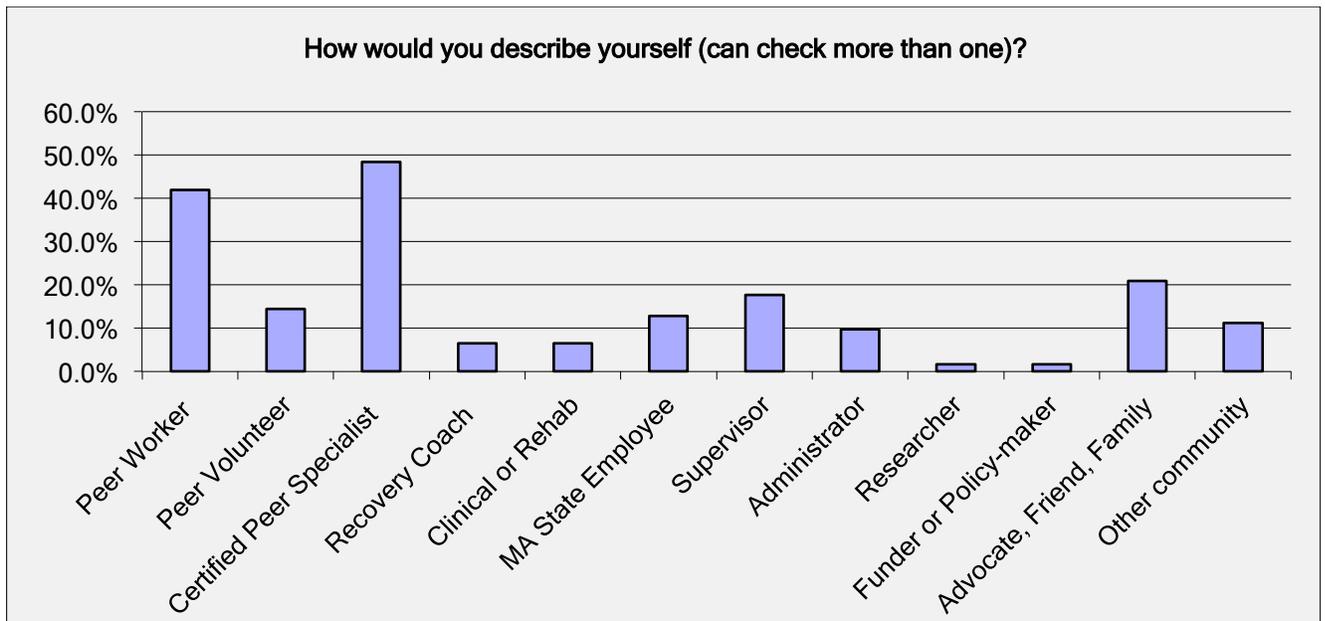


Southeast Community Voice Gathering
 August 11, 2015
 Ricki Silva Gym, Taunton

2016 Recruitment and Retention Report

Who Registered

72 people registered



People were invited to add "Details?" about their role and many did:

- Southeast/Metrowest Regional Coordinator
- I'm a member at the Taunton RCC
- Peer specialist and nurse
- I was taking the peer specialist course but had to stop due to my car problems, looking forward to attend the next class.
- Clinician, dual diagnosis unit, treatment facility and I also teach other Site Coordinators how to use the computer!
- I work at the Quincy Recovery Center. I'm also a leader for Life Community Church's 'Celebrate Recovery' ministry.
- Co-coordinator, Hyannis RCC
- Laughter Machine in the Advocacy Dept.
- I specialize in Substance Abuse, Housing and the Options, Resources, continuation of Medical and Psych treatment (if Necessary) and placement after incarceration whether it be independent or otherwise (Program).

- Significant others/family members of veterans with combat-related PTSD
- Mental illness depression and anxiety issues. Grew up with emotional and physical abuse. Alcohol abuse.
- Veteran/PTSD
- I work with Peers in a Day treatment Program
- I'm a Peer Facilitator at the Taunton RCC.
- I'm a Program Coordinator at the Taunton RCC and work for the SE RLC.
- RLC Community Bridger for New Bedford and Fall River.
- RLC site coordinator
- I work for Vinfen TAY house
- Employment Specialist Cape Cod & Islands
- Peer Facilitator for Brockton RCC and Bridger for Brockton and Taunton RCCs
- Facilitator for Brockton RCC
- Facilitator for Brockton RCC
- Facilitator, CPS
- Program coordinator for Brockton RCC
- Peer Recovery Facilitator for the Plymouth Recovery Learning Center
- I am surprised at the short notice of this meeting. The Commissioner has asked to attend the MBRLC on that date. And I will have to miss her visit to attend this gathering. More notice of these events would be much appreciated.
- Community Worker and Supervisor

What attracted you to the job?

- Passion
- Gratification
- Learning from each other
- Help w/ own recovery
- Teamwork
- Don't have to fix people
- Becoming who I am, not being afraid
- Pay it forward to give back
- Being a part of peer movement
- Fight shame and guilt
- Respect
- Detailed job description
- Leadership is key – “valuing role of CPS/P.S.”
- Modifying language: clinical vs. person
- Flexible – shifts = supportive
- Good pay
- It's good to see more than one P.S. in role
- Training (CEUs needed)

Why People Stay

“Helping others, very rewarding personally”

“I can use my own experience. Good way to stay reminded of how far I’ve come...”

- It keeps recovery in the forefront of my life
- Prove Recovery is Real, wellness + recovery
- Learning what others do to cope
- Respect for larger agency

Why We Leave

“Pioneering wears on a person; then go back to family, etc.”

“Staff wants to assign person to a traditional role – if the staff weren’t open to changing I would leave. Have to explain and have strength to explain the role.”

“When there is lack of respect from co-workers”

“What are ‘special rules’ they can follow for peer staff. What do I hold the person to?
Sometimes ‘special treatment’ makes the issue worse...”

- Professional advancement = no ladder
- Not enough money
- Period of unwellness
- Conflict in the workplace
- Lack of understanding
- Burnout
- Not enough support

Why there is a lack of respect from co-workers –

“A lot of people are still in 1st-in-agency positions or program – some 6 months, some 2 years – there isn’t leadership to follow.”

“Makes people leave ‘when have two jobs’ – Explain, carve out role & do job”

“Still seen as contrarian voice”

- Disappointment. Misunderstood role/too clinical
- Challenges around benefits (SSI or SSDI)
- Not having all the information
- Power struggle

What Can We Do to Retain Peers

“Greater job choice”

“Recognition”

“Trauma-informed Care”

Career ladder growth in pay & role responsibility

- Let providers talk about what might be challenges for them; make space for mutual learning
- Continuing Education, CEUs, meet-ups, refresher updates
- Secure funding for the roles
- Re: WRAP: one makes individual plan but it is good [for staff to be] prepared for a person to have [this]

Looking at individual agencies who are doing this well & see how they can share best practices and train

- Benefits (5k? SK? Time; VA)
- More research
- Publicity, public awareness
- More training closer geographically
- Rosey D.
- Minimal paperwork, too much emphasis on paperwork

What Is the Solution?

- Forums and gatherings to define positions; role and development support
- Educate the Homeless providers and get grants
- Data/Resources+ impact of CPSs and successes
- Social Media – FB – website – supporting new peer supervisors to get educated on CPSs; (Transformation Center Training)
- Making sure people are using the right hiring practices, are they stable, living in recovery/really change agents
- Communication
- Role model recovery

Evaluation

Comments about the Gathering:

- It was nice
- I'm glad we had this gathering. This is beneficial to have gatherings in the six regions.
- It was very good information
- Comfortable
- Very valuable
- The Gathering helped me feel more comfortable being a peer facilitator because everyone around me had the same job or is affiliated with peers and had good feedback on questions asked about facilitating groups and how.
- GREAT EXPERIENCE. THANKS FOR INVITE.
- This was my first gathering and I learned a lot.
- Great
- Enjoyed interacting with other peers
- Really nice diverse turnout
- It was refreshing to tackle CPS issues with peers and from our perspective.
- Very useful
- Fun Event
- It felt safe and happy, it felt like Community
- It was informative
- I had a great time
- Thank you for all of the work that was invested in this gathering!
- Everything was great!
- I know so many people. It is a true community.
- Great social meeting
- Well organized and well done lots of good thoughts

Specific things you valued, why:

- "Peer Workforce Retention"
- I valued having a voice in the workshops and lectures because it's necessary to have the Peers' voices heard
- The speakers were good
- Liked getting into small groups. I didn't think I would like it but I ended up enjoying it.
- I valued the questions and answers because it helped me realize how my job as a peer facilitator is much needed
- Being able to provide feedback
- Networking
- Networking, hearing about other people's experience.
- I appreciated the suggestion/recommendation for me to attend the RLC's Support for Peer Workers Group as peer supervision.

- Well-conducted last session – informational
- Talking about creating a parade yeah I got this
- Small group discussions
- Discussing topics for the 2017 Continuing Education
- Breakout groups – great forum for ideas to be shared in small groups (less stressful)
- The time spend with my peers was very valuable
- Support. The fact that things are being looked at for job satisfaction and retention.
- Interactive Exchange

Specific things you would change, how:

- Make it mandatory the supervisors of peer workers attend a “peer” training once in a while.
- I would like the Gatherings to have more tables involving crafts and resources. It’s nice we had a table of resources at this Gathering.
- None
- I would have more conference meetings amongst the CPS + peer facilitators so that we could explore new ways to cope and bring new ideas for groups.
- A LITTLE NOISY AND TOUGH TO HEAR EVERYONE IN SMALL GROUPS
- Incorporate some breaks
- Temperature!
- More topics could have been covered w/ allotted time. Final group was very good
- Having the person who was facilitator of ethics know more about it
- More nearby meetings
- More cookies

Topics & Suggestions for Future Community Voice Gatherings

- - Resistance in the peer environment. – Having a topic of peer worker burnout. – People with mental health conditions being incarcerated.
- Education + Guidance for supervisors/administrators about how to best support peer support specialists.
- Some topics should be creating new workshops for smoking, abuse, addictions, parenting.
- More info on supervising + supporting peers
- Self-care, leadership
- Conflict resolution, public education re the peer movement
- Professional relationships/boundaries
- Suggestion for talk to Drs. And Psychiatrists – Conference 2016 “Don’t Miss the Metaphor”...(if listening to story + client, reported thoughts, deeds, etc. may contain important clues about why crisis arose in the first place. E.O’B.
- More recovery stories and more community resources that peers may be unaware of
- Real peer stories, How we’ve helped – what’s the value?