



## DEPARTMENT OF COMMUNITY SERVICES

### Monthly Peer Support Meeting Minutes May 27, 2009

Attendees: Lyn Gordon, Harry Kiick, Debbie Licata, Heather Marshall, Terry Meldorf, Brenda Merrill, and Faith Vaillancourt

AGENDA ITEM	DISCUSSION
<b>Consumer Satisfaction Survey Results</b>	<p>Lyn Gordon gave an overview of the results from the October 2008 Consumer Satisfaction Survey that was conducted on all of the Community Mental Health Agencies funded by the Clark County Regional Support Network.</p> <p>As with previous rounds of the survey, the results were generally positive. RSN-wide overall satisfaction (the percentage of all positive responses to all eight satisfaction survey questions) was 94.6%, a slight decline from last October's 95.1%. Individual agencies' overall satisfaction ranged from 91.9% to 100%.</p> <p>Some additional questions about peer support services were added to the survey cover-sheet for the first time in October. The questions were created by the Enrollee and Stakeholder Services committee and aimed at gauging both the knowledge of and interest in peer support services.</p> <p>38.7% of respondents agreed with the statement: "I heard about peer support services from staff at this agency"            16.7% of respondents agreed with the statement: "I'm already receiving peer support services at this agency"            13.5% of respondents agreed with the statement: "I'm interested in receiving peer support services"            28.2% of respondents agreed with the statement: "I'm not interested"            25.6% of respondents agreed with the statement: "I'd like to learn more before deciding if I want to or not"            8.9% of respondents agreed with the statement: "I'm receiving peer support through another group or organization"</p> <p>Of particular interest are the percentages of individuals who reported current receipt of peer support services and those who were either interested in these services or wished to learn more about them. When added together, these figures suggest there is strong interest in peer support services among individuals and families served by the CCRSN.</p>
<b>Peer Support Guideline Update</b>	<p>An update was given about the progress of the development of a set of guidelines for peer support services funded by the Clark County Regional Support Network. The final draft is complete and the original Recovery Workgroup will be meeting again soon to finalize the guidelines. They will then be presented to the Quality Management Committee for approval.</p>
<b>Upcoming Events/Resource Information</b>	<p><u>Stigma: In Our Work...In Our Lives</u>            Tomorrow the CCRSN and Mental Health Ombuds will co-host a viewing of the video <i>Stigma: In Our Work...In Our Lives</i> followed by a conversation about stigma. The event will take place from 12 to 1 pm at the Center for Community Health. rooms.</p>

	<p><u>Washington Behavioral Healthcare Conference</u>  A number of additional scholarships were given to the Clark County Regional Support Network by the Washington Community Mental Health Council for consumers, family members, and advocates to attend the Washington Behavioral Healthcare Conference in Vancouver June 17 – 19, 2009. These scholarships are different from the ones that are usually available through CVAB. Because of this, folks who are employees within the mental health system <u>do qualify</u> for these scholarships (whereas the CVAB scholarships are for individuals who are not using the training for their jobs). If you or someone you know is interested in attending the conference for free, please contact Melanie Green as soon as possible at (360) 397-2130 or <a href="mailto:melanie.green@clark.wa.gov">melanie.green@clark.wa.gov</a></p> <p><u>Employment PIP Job Seeker Conference</u>  As part of the Employment Performance Improvement Project, the second Job Seeker Conference to be held this year will occur on June 26. More information will be available soon. This event is intended to spread the message that people with mental health challenges can work and that work is an integral part of recovery. In addition, it will provide education about the many resources available to help people get back to work as well as how to minimize the effects of employment on benefits such as Social Security.</p> <p>In addition to the events mentioned above, a list of upcoming conferences, trainings, and other events related to social services was shared. There was also a large assortment of resource information available for folks to take with them.</p>
<b>Job Opportunities</b>	Information was shared about a Peer Support position open at Community Services Northwest as well as a Mental Health Helper position open at Southwest Washington Medical Center.
<b>Announcements</b>	<p><u>Mental Health Hall of Fame</u>  The Clark County Hall of Fame was created to promote mental health recovery and recognize individuals in our community who are fostering recovery in their lives or the lives of others.  Twice per year one individual from each of the following categories are inducted into the Hall of Fame:</p> <ul style="list-style-type: none"> <li>• Individuals who are receiving/have received mental health services within the Clark County RSN provider network.</li> <li>• Family members, natural or informal supports of individual who are receiving/have received mental health services within the Clark County RSN provider network.</li> <li>• Professionals providing mental health services within the Clark County RSN provider network</li> </ul> <p>The next deadline for Hall of Fame nominations is June 26, 2009. The Hall of Fame can be viewed at <a href="http://www.clark.wa.networkofcare.org/mh">www.clark.wa.networkofcare.org/mh</a>. Just click on “Mental Health Hall of Fame.” You can also download nomination forms by following this link.</p>
<b>Role Successes &amp; Challenges</b>	Attendees had the opportunity to discuss any successes or challenges they are having with their roles.
<b>Next Meeting</b>	Our next meeting will take place on Wednesday June 24, 2009 from 11:30 to 1:00 at the Clark County Center for Community Health in conference room C210-C.