

PROJECTS TO EMPOWER AND ORGANIZE THE PSYCHIATRICALLY LABELED, INC. PEOPLE, INC.

Who are we?

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PEOPLE, Inc.

- ▣ A peer run not for profit organization that provides advocacy and an array of recovery centered services to people with psychiatric labels in 6 Counties in New York.



A Continuum of Diversion Services

- ▣ Hospital diversion houses
- ▣ Warm Lines (support Lines)
- ▣ In-home peer companionship
- ▣ Social inclusion (nights out)
- ▣ Emergency department advocacy
- ▣ In-Patient Advocacy and “Hot Spotting”
- ▣ Recovery Center mobile teams

A New Diversion Continuum

- ▣ Rose House's services are designed to help at risk individuals to break the cycle of learned helplessness and recidivism and to move away from what are often long histories of cycling from home to crisis to hospital, year after year.



Hospital Diversion House

- ▣ Over the past 12 years PEOPLE has been developing and practicing pro-active diversion peer run services to assist people from crises and hospitalizations



Diversion Services

- ▣ Hospital Diversion House
- ▣ Warm Line
- ▣ In-Home Peer Companionship
- ▣ Social Structure (Nights Out)
- ▣ Emergency Department Advocacy
- ▣ Partial Hospitalization Advocate
- ▣ Recovery Center Services



Hospital Diversion House The Rose Houses

- ▣ Persons seeking temporary residential care/respite care can stay from one to five nights in a warm, friendly, safe and supportive home-like environment where they can learn recovery and relapse prevention skills.



Peer Warm Line/Support Line

In recent years, PEOPLE, Inc. has developed a “warm line” service aimed at providing phone-based “crisis” support at all hours of the day and night to help people to reduce or avoid emergency room visits or psychiatric hospitalizations.



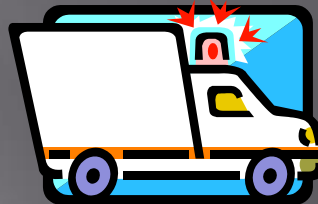
In Home Peer Companion

PEOPLE, Inc. offers in-home peer companionship in the event one does not want to leave one's home. A Peer Companion will visit an individual regularly at his or her home or in the community offering peer support, an empathetic ear and strategies to help the person avoid utilizing hospital services.



Peer Emergency Room Advocacy/Services

- ▣ Peers assist individuals in navigating the often-traumatic process of being screened and admitted/discharged to/from the hospital.
- ▣ a booklet explains the process of the emergency room screening in language aimed at providing words of hope and support to the individual or family.
- ▣ It improves compassionate care and overall outcomes.



Emergency

Nights Out

- ▣ A social event in the community designed to provide weekly activities and/or events structured by participants. Nights Out connects people to each other and the communities natural supports.
- ▣ As people grow socially they seem to become better equipped to focus more on wellness activities rather than symptom related activities.

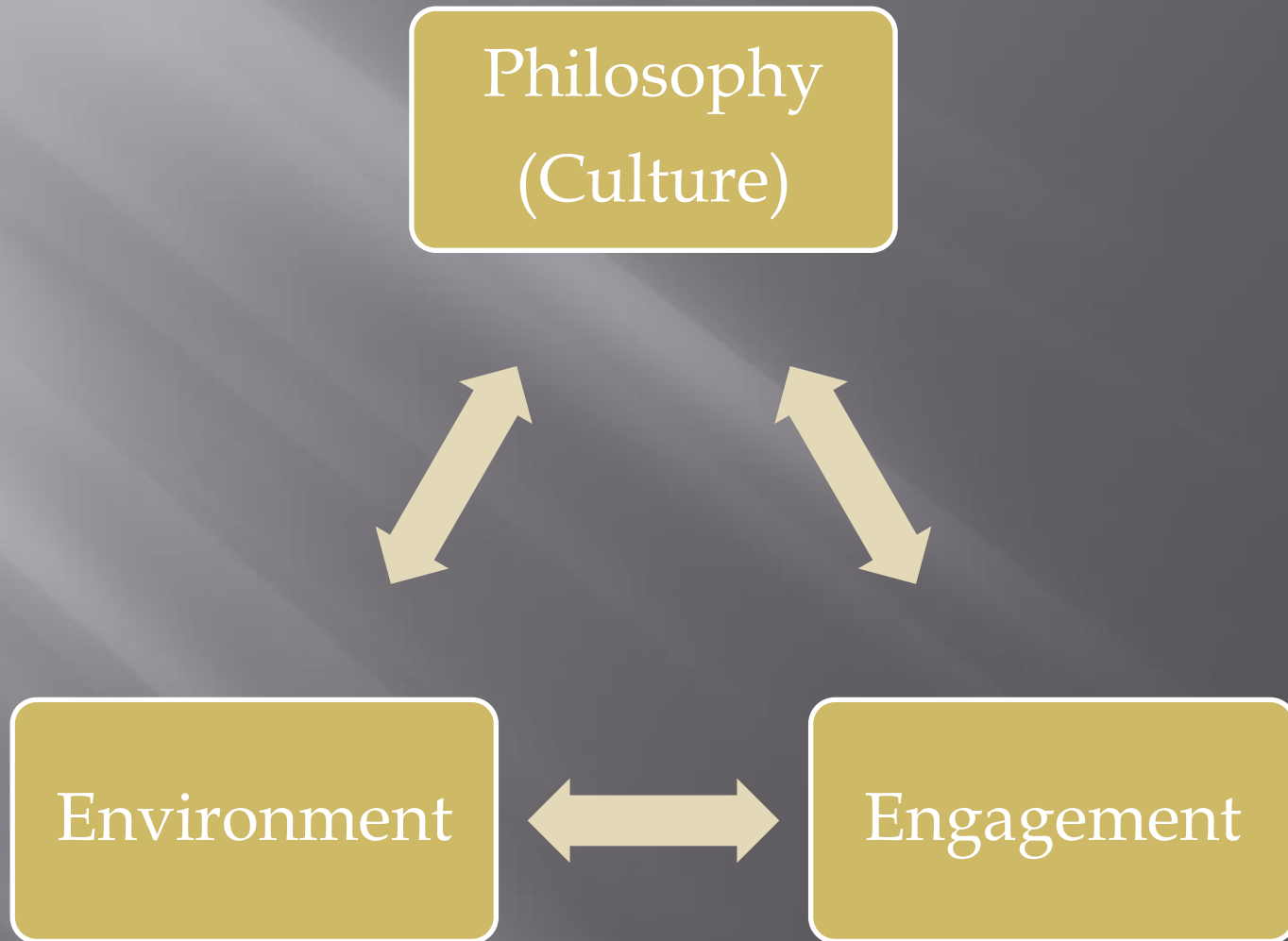
Partial Hospitalization Advocate

- ▣ Assisting people in the partial program about the wellness model and recovery possibilities
- ▣ Offering linkage to “natural supports” that may support wellness
- ▣ Offering linkage to PEOPLE’s recovery Center to offer additional supports:
 - ▣ Mutual support
 - ▣ Employment education and support
 - ▣ Social inclusiveness
 - ▣ Health Home education and advocacy

Diversion Partners

- ▣ We have partnered with a private clinic and local govt. diversion team
- ▣ The purpose of our presence at the clinic is to provide wellness navigation to people that walk in on open access days
- ▣ The three partners are focused on whole health and wellness and deliver immediate access to our services

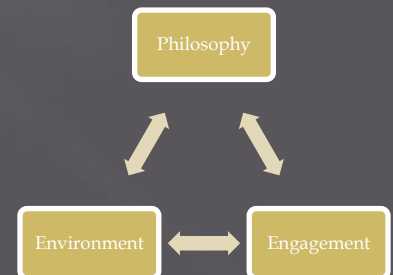
Three Vital Components to Success



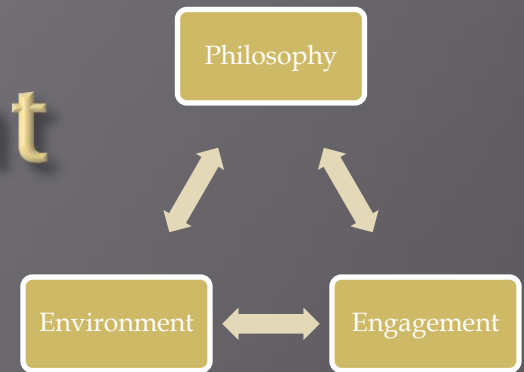
Philosophy



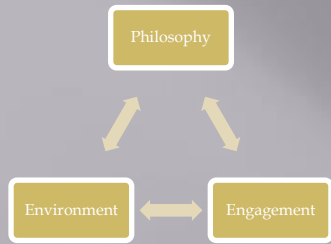
- ▣ Recovery is the expectation
- ▣ Core Values Drive behavior
- ▣ Mutual Respect
- ▣ Transparency/honesty
- ▣ The shared/lived experience can provide hope
- ▣ Re-thinking crisis
- ▣ Well trained and developed Staff



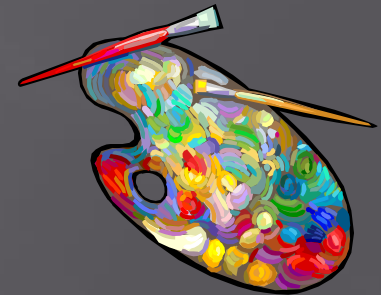
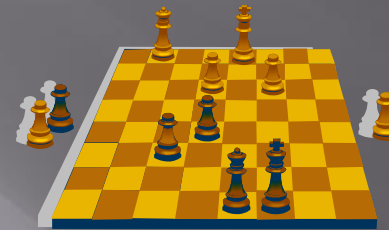
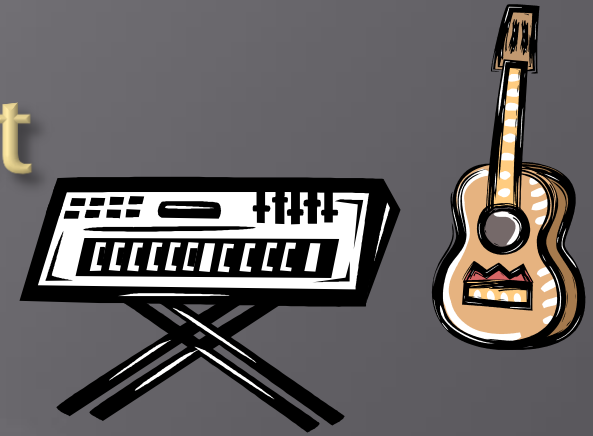
Engagement



- ▣ Building a trusting relationship can promote empowerment in individuals that can lead to more informed and self-determined decisions about ones care and quality of life choices.
- ▣ Good engagement reduces fear of punitive actions
- ▣ Sharing stories in an open and honest environment can make the relationship and experience more meaningful thus provide possibilities for change
- ▣ Well trained and developed Staff



Environment



- ▣ Safe and Inviting
- ▣ Clean and home-like
- ▣ Warm greeting
- ▣ Educational materials available
- ▣ Recreational materials available
- ▣ Privacy
- ▣ Well trained and developed Staff



ROSE HOUSE TOTALS 2012

Total Guests Served	368
Total Residence Days	792
Total Warmline Calls	1048
Total community visits	58

$792 \times \$1,600 = \$1,267,200$ (Local hospital cost)*

Rose House annual cost \$264,000

Unspent Medicaid/Insurance cost \$1,003,200

Unspent medical transportation costs \$60,800**

*Based on average cost of local hospitals

** Based on 152 transports to and from Rose House @ \$400/transport

Two Things

Two things make this all possible:

1. Mutuality (The lived experience)
2. Engagement at all levels

Reason people stay at the Rose Houses

Coping Issues

Relationship Anxiety

Loss

Stress

Abusive relationship

Isolation/Loneliness

Mutuality

WRAP

Depression

Coping with voices

Recovery

Suicidal ideation

General Anxiety

Hospital Alternative

Perceived psychological symptoms

PEACE

Issues & Challenges

- Growth
- Outcomes
- Fidelity
- Replicable
- Infrastructure
- Research



How Diversion fits into the Eight Dimensions of Wellness



Questions?
And

Thank You!

Contact Information

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