



THE GOOD, THE BAD AND THE KIND OF UGLY: LESSONS LEARNED WHILE INTEGRATING PEER SPECIALISTS INTO A SYSTEM OF CARE

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Objectives:

1. Understand the flexible planning and implementation process of integrating Peer and Parent Peer Specialists at all levels of the organization.
2. Identify the unique perspective of lived experience and understand the value and necessity of this perspective in program development and growth.



GETTING STARTED

The path toward integration of lived experience

IDENTIFIED NEED

A community in crisis



BUILDING BRIDGES

Lessons learned

Plan

Reality

2 person team

Closet-sized office

Direct referrals

Scour notes

Diversion

After the fact
communication

Integration

SW prioritized

Connections

Cookies

Expertise

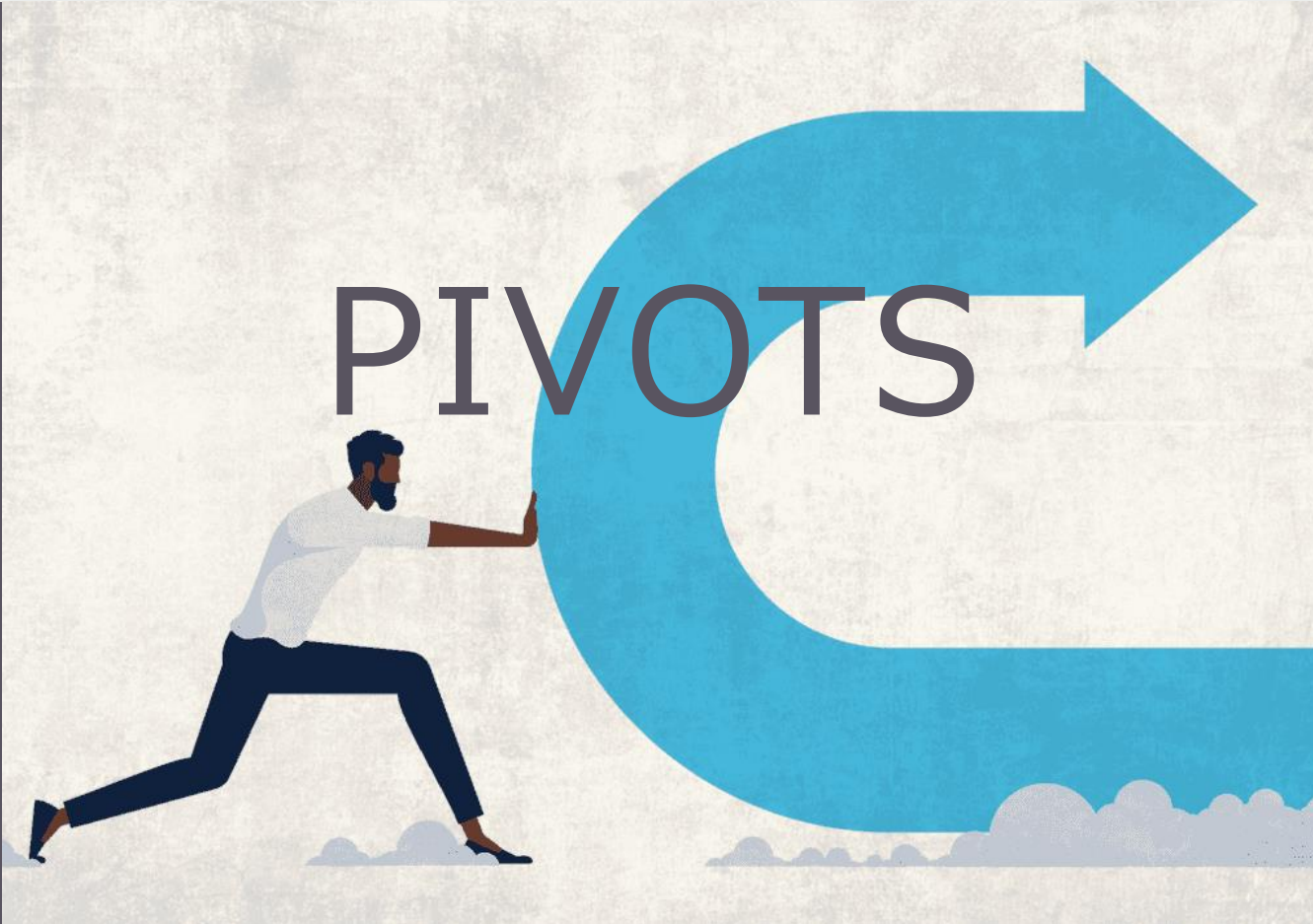
Skepticism and bias

Plan	Reality
Start up dollars	Medicaid funding
Expand PPS	Limited access to training
Increase diversion efforts	Closed
Supplement CC knowledge and engagement	Struggle to find a place, certification requirements

SUSTAINABILITY

SAMHSA System of Care grant

PIVOTS



We don't stop,
we change
course

WHAT SYSTEM FOLKS NEED TO KNOW ABOUT PEERS:

- We offer something you can't in ways we've only begun to explore
- Your professional boundaries can be engagement barriers, our professional boundaries foster engagement
- We know things you were not taught, hear things you don't, and notice things you ignore
- We feel what you may not sense in ways you may not imagine
- We say things you can't or shouldn't in ways that make sense
- Recovery teaches realness
- We speak the language and can translate your jargon
- Timing matters- we bring life to the brochure when people are ready

Advocating for Advocates

- “I’ve been there” opens doors for you too
- PS/PPS is a certified profession with equal value to other team members
- We have tangible and intangible value
- We protect ourselves so you don’t have to, I have already considered all your “what ifs”
- Compensation disrupts tokenism and demonstrates true value
- We will find a way, but if you pave it, we both benefit
- We humanize mechanical processes
- What becomes routine can risk relationship

THE POWER OF PERSPECTIVE

How systems change

PERSPECTIVE TAKING ACTIVITY

What did you learn about that person's experience?

What perspectives shifted?

Was words did you use that you may not have from your perspective?

WTF

Blaming/Shaming, System Driven Language	Trauma Informed, Person Centered Language
Client, offender/inmate	Person I serve, people we serve, individuals I serve, participant, resident
Chooses bad behavior, willful, does it on purpose	Adaptive patterns of behavior, do what works, or has worked in the past and became a habit
Anger management issues	Scared, fight/flight/freeze response, threatened (perceived or real)
Acting out	Emotionally dysregulated, needs help calming down, can't self-regulate and needs support
Manipulative	Seeking to get needs met, uses behavior as a tool to get what he needs to feel good
Needs consequences to motivate	Needs effective intervention to heal
Uncontrollable	Needs to be in control to feel safe, needs skills to self-regulate
Pushes buttons	Negative worldview, creating predictability through behavior
Does not follow through, isn't trying to change	Stages of change, fearful or anxious about transition, uncertain of the unknown, lacks confidence or skill to complete the task/change, change brings other change, doesn't have the support needed to take risks that leave his vulnerable
Confrontational or Belligerent	Personal space was invaded, stress response (fight, flight or freeze) was activated, feels threatened, feels unsafe and needs to be in control
Oppositional or Defiant	Mistrusting of others or their intentions, feels threatened or perceives threat,
Doesn't care about anyone else, only himself	Self-protective, protective of resources, lacks a working model for empathy
Just wants her own way	Self-protective, mistrusting or others, has a worldview that assumes hidden agendas
Resistant, noncompliant	Mistrusting of others, doesn't feel heard, self-protective
Attention seeking, needy	Seeking connection, needs attunement, opportunity for co-regulation
Dysfunctional	Adaptive responses no longer fit the current context, generalizes what felt safe or necessary in one environment
Inappropriate	Behavior is misunderstood or displayed outside of the original context where it was appropriate



Ear to the ground

Listening to what people say
about their experiences



Perspective as a process

Transforming a hurtful story into a hopeful story into a helpful story.

Stories of impact



PLANTING SEEDS



Be positive and find hope in
hopeless times

Be real and be optimistic

Can't change people, change how
we react to people

Give grace

Patience is a virtue

Sometimes the sky is green

Take a
LEAP of
faith

Lessons from the living room

QUESTIONS?



THANK YOU!!

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