

# Recovery Innovations of California (RICA)

Peer Liaison Program Focus Group Responses Innovation Project Questions

**Prop. #1 Wellness and Self-Regulation for Youth**

**Prop. #2 Peer and Family Engagement Project**

**Prop. #3 Physical Health Integration Project**

**Prop. #4 Mobility Management**

**Prop. #5 Positive Parenting for Men in Recovery**

<u>Facilities Focus Groups held:</u>	<u>Date</u>	<u>Area</u>
1. Heritage House	6-24-09	North Inland
2. Alpine Treatment Center	6-25-09	East Rural
3. Chipper's	6-29-09	Central
4. Chipper's 2	6-29-09	Central
5. Corner Clubhouse	7-8-09	Central
6. Visions Clubhouse	7-2-09	South Bay
7. Pegasus East	7-6-09	East County
8. Mariposa	7-14-09	North Coastal
9. Casa Pacifica	6-29-09	North Coastal

The answers that follow the questions are noted by number to respond to each facility above where focus groups were held.

## **QUESTIONS:**

- 1. What do you see as the most important thing you, your family, and the County will learn from this new program?**
- 2. How do you think this program will change the way the County and others offer services to clients and families?**
- 3. From your perspective, what do you see as a successful outcome of this program for you and your family?**
- 4. What do you see as a successful outcome of this program for the mental health system as a whole?**
- 5. How would we measure the program to see if it is successful or not?**
- 6. Any other feedback on the proposed programs?**

# Recovery Innovations of California (RICA)

Peer Liaison Program Focus Group Responses Innovation Project Questions

## **Prop. #1 Wellness and Self-Regulation for Youth**

***1. What do you see as the most important thing you, your family, and the County will learn from this new program?***

1. Hope and faith in number 1-the future
2. Interactive and social skills, keep meds down, communication, modernization, other ways to treat youth than meds only
3. We can see how well we can help children. There are other options besides meds. Finding other ways to cope
4. From positive results we learn from children will be transformed over to adults, side effects, and reasoning with them
5. Kids will know what is beneficial to them. Show higher education.
6. Meds put us in la la land. Need to keep kids busy-nutrition keeps persons mentally, physically healthy. Exercise releases endorphins for a sense of well being. Accomplishment vs. sleeping all day. Kids might have learning disabilities and going through psychological stuff, can't concentrate on school stuff. Kids from dysfunctional homes-means family involvement. Self esteem important to respect one another. Need good models. Children need to learn good coping skills.
7. Whether it works on the self esteem on the ones out of this group, new learning on our behalf, because it hasn't been done before
8. They will get a firsthand look at problems for better diagnosis and could help calm hyperactivity. The children would learn better ways to express themselves.
9. None

## **Prop. #1 Wellness and Self-Regulation for Youth**

***2. How do you think this program will change the way the County and others offer services to clients and families?***

1. Satisfaction with services
2. Other things to do, other than meds. Aware of needs.

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

3. Reduced need for medication, activity center, healthy center.
4. Help TAY age youth behave better, people in community would benefit
5. Provide more holistic approach. Broader and more comprehensive. If it works, it might be expanded to adults.
6. Whole family needs to be involved. MHS may change the way they deal with clients, consumers. May carry over to other treatment services. Due to financial setbacks, people don't have resources or know what or where to go to be kept busy as well.
7. Create expansion, create more awareness, additional resources for the families
8. If successful, the County may have these services to all children with similar challenges and have better behavior programs enacted.
9. Increased knowledge of Spirituality, and education in military schools, Skate board parks and Summer Day Camps  
It could offer Martial Arts for kids that don't like team sports. There could be more Boys and Girls Clubs. Play Therapy would be very helpful to them.

### **Prop. #1 Wellness and Self-Regulation for Youth**

#### ***3. From your perspective, what do you see as a successful outcome of this program for you and your family?***

1. Easier to mainstream in society to minimize stigma
2. Fewer side effects/fewer meds. Harmony in family, healthier ways to subdue symptoms
3. Improved mood, less increased care, more fun
4. Reduction in medication, better behaved kids, learn better, behavior and education, children will be more responsible adults, not fall to peer pressure, jail system reduced, more hope for future, not ostracized
5. If relating to trauma, this will allow them to be more open to their illness.
6. Reduction in truancy, jails, pregnancy, fewer kids in foster care, abusive board and cares, child welfare.

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

7. 50/50 success rate, a lot depends on the illness and each individual; success may get people off SSI, SSDI and back to a successful citizen.

8. Children would be better able to get along with classmates and if in special education classes may be able to return to the standard classroom setting. There would be an increase in self esteem of the child and they would be happier. The child would be better able to participate in school sports they are interested in. Parents would be pleased with the child's improved behavior and better educated about their child's diagnosis.

9. None

### **Prop. #1 Wellness and Self-Regulation for Youth**

#### ***4. What do you see as a successful outcome of this program for the mental health system as a whole?***

1. It's about time to see ways to improve

2. Less anger as youths, less violence

3. More social activities, more money for other things, healthier people, funding for activities, horseback riding, ice skating, art, community gardening

4. Not seeing people in jail, hungry, see change, opportunity for education and jobs

5. Information best used to apply evaluations and renew. Will there be a lot more info generated at target specific programs with evaluations done? Shows whole person needs to be worked with.

6. Improved economy, less drain on tax payers

7. Become functioning adult, integrated into community

8. Some children may no longer need Special Education Classes decreasing the strain on overcrowded programs.

9. None

### **Prop. #1 Wellness and Self-Regulation for Youth**

#### ***5. How would we measure the program to see if it is successful or not?***

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

1. Observation, psychological testing, questionnaires, interactions with the children, peers, recovery contacts.
2. Clinical trials, asking questions, tracking individuals in sports, questionnaires, test the trial 100 youths against general population over the years. Surveys
3. Happier, improved lives, more active lives, decreased use of mental health services, a survey (outside research), innovation, like Chipper's
4. Surveys, ask community scouts, organizations that interact with these children, parents, parent surveys
5. Evaluations. As additional info provided, questions can be created. Three year follow up on an individual's plans/goals. Evaluations are done individually. Evaluations could be done separately from goals. Evaluate improvement in living environment. Cannot evaluate improvement independent of environment. Discuss evaluation of environment of child.
6. Performance of children in school (grades), personality changes, periodic updates to observe behavior change
7. Grey area question, need baseline
8. Have the parents fill out a questionnaire before the start of the program and then after.
9. None

### Prop. #1 Wellness and Self-Regulation for Youth

#### *6. Any other feedback on the proposed programs?*

1. None
2. None
3. None
4. None

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

5. Hope it won't add to children's trauma. Should provide semi-spiritual dimensional focus, not necessarily religious spiritual bend. Does the term "family" just consist of family, or anyone they consider family? Any improvement in living environment is good. Need to discuss environment of child.

6. None

7. None

8. None

9. None

### **Prop. #2 Peer and Family Engagement Project**

#### ***1. What do you see as the most important thing you, your family, and the County will learn from this new program?***

1. That there is help out there. That there will be a chance to learn from the situations that come up out there. Help, not only to keep the family together, but, also to reunify the families.
2. Getting people to follow through in treatment, going to a higher level of care, consistency
3. People helping others is most important, learning skills for independence, cooking, shopping, cleaning, and managing money. Families providing better support, understanding that something is going to work. The County will have better resources and outlook, save money for people to work.
4. Improvement, calms you down, lets you relax, speak your mind
5. More information given as much as you can
6. Convenience is key. Reminder phone calls and help with transportation to get people to their appointment. Club members attached by another member.
7. Be able to tell if it works or not, might be difficult because you may not want anyone to know what's going on with you. May be threatening, not treatment for

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

private person. Also, might be good for non-traumatic people who may feel very supported.

8. That it is very important and a good idea.

9. To have someone to talk to and to explain the process. To help find the smoking area and not lose their place in line to be seen. Loan an IPOD to help relieve strong symptoms while waiting. Offer food or snacks.

### **Prop. #2 Peer and Family Engagement Project**

#### ***2. How do you think this program will change the way the County and others offer services to clients and families?***

1. Hopefully they will get the time needed.

2. Continuous involvement or access of family or peer family to come, check up on them.

3. Will now support us more willingly, change services provided, better understanding, lower case management ratios due to increased wellness and recovery.

4. Peers for additional purposes

5. Make services more approachable. Someone who has experience helps someone else; it takes some of the fear and anxiety away.

6. The importance of support. Peer support team brings more understanding. The more support is given, the more people go to services and benefit from services. County saves in long run.

7. More choice options, more advertisements of services, market availability of services

8. They will learn the value and expand the places the programs are offered.

9. None

### **Prop. #2 Peer and Family Engagement Project**

#### ***3. From your perspective, what do you see as a successful outcome of this program for you and your family?***

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

1. Great. If it works. More personable and progressive.
2. Two years may not be long enough to see through system. Longer term may be necessary.
3. Success
4. More relaxed feeling in last week, confident with peer nurse
5. Will be helpful, change of outlook, will be able to see effectiveness. CMS has been doing the same thing for a long time.
6. Priorities will be recognized. More community, greater sense of belonging.
7. Loving, more caring, safer environment
8. It would help make sure your right to not be restrained would be respected unless required to prevent harm to self or others. It would be a great source of support when family members or friends cannot. Ease people's fears
9. None

### **Prop. #2 Peer and Family Engagement Project**

#### ***4. What do you see as a successful outcome of this program for the mental health system as a whole?***

1. Domino effect of services.
2. Feeling of more concern for the individual, person gets more support
3. More people get help, healthier people
4. Follow up appointments, better get along with each other
5. Hope, less fear, more go back to work, less stigma all around.
6. Taking advantage of Visions Clubhouse taught me about coping skills, triggers, decision making skills, moral support. Support is the key.
7. People might be more obliged to keep appointments and follow through, information availability



## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

8. Similar services may then be offered to other groups and the elderly. More people may keep their appointments

9. None

### **Prop. #2 Peer and Family Engagement Project**

#### ***5. How would we measure the program to see if it is successful or not?***

1. Word of mouth of reviewing their files with treatment team.

2. Database-phone in 10 years to see how they are doing -6month intervals-raise interval lengths, etc, amount of hospitalizations. Entries into crisis houses.

3. Survey, more people with jobs/careers and now recovery is an expectation.

4. Feedback from the clients, better attendance, doctor's surveys

5. Track from beginning to end individually, track # of drop outs, provide happiness scale.

6. How many people are always going to appointments? How many are avoiding hospitalization?

7. Only future will tell

8. Request feedback from those receiving services.

9. None

### **Prop. #2 Peer and Family Engagement Project**

#### ***4. Any other feedback on the proposed programs?***

1. None

2. None

3. None

4. None

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

5. Hardest to get family support when getting treatment when it is like being in jail. What is the scope of the project? Is the team at all County facilities or just specific sites? Have sensitivity training for PERT team. PERT Academy adapted to Peer Support Specialists. Have training collaboration with existing programs like PERT. Peer Support Specialist working as a medium to professionals- providing language training to professionals and staff. Peers go through confidentiality training.

6. None

7. None

8. None

9. None

### **Prop. #3 Physical Health Integration Project**

#### ***1. What do you see as the most important thing you, your family, and the County will learn from this new program?***

1. They would learn how to successfully treat us

2. Holistic approach, new learning, does it extend life expectancy, is it worth a try, reduced stigma, putting heads together can affect new solutions.

3. Improved communication, weight loss, better self care, lowered blood pressure, services @ activities center-cooking

4. Try and see what happens, saves transportation

5. Limitation and physical health care

6. Primary care doesn't want responsibility. Psychiatric symptoms can cause physical symptoms and vice versa.

7. Improve what to focus on to spend the most amount of money

8. None

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

9. Be able to talk more about meds taken. To have temperature, blood pressure and other vital signs taken

#### **Prop. #3 Physical Health Integration Project**

##### ***2. How do you think this program will change the way the County and others offer services to clients and families?***

1. Agree about meds, could prevent ER visits.
2. Someone there to ascertain if symptom is a symptom, a side effect or a medical issue, maybe get 2nd, or 3rd, or 4th opinion.
3. Success, shift in "revolving door"
4. Will they save children too?
5. Placement of PC RB Coordinator at MH clinic challenge
6. Recognize, we need to be treated as a whole being.
7. Subtle advertisement, awareness, communication
8. None
9. Triggers and report progress with recovery

#### **Prop. #3 Physical Health Integration Project**

##### ***3. From your perspective, what do you see as a successful outcome of this program for you and your family?***

1. Knowing that the system cares. Transportation issues are better. Want to see more nurse practitioners.
2. A successful program, what will it look like? too short of time? Do services get reduced? What program can we add to facilitate process?
3. Bringing people back into the community
4. Should improve everything you're looking for as an out come

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

5. People with MH challenge live 25 years less
6. More facilities like it.
7. None
8. None
9. None

### Prop. #3 Physical Health Integration Project

#### *4. What do you see as a successful outcome of this program for the mental health system as a whole?*

1. Early intervention, won't miss appointments, reduce ER visits.
2. Easier transferring data, 1 stop shop
3. Healthier lifestyle
4. In the future, the whole mental system may be running on this system
5. Physical care not neglected, meds cause diabetes and other physical challenges that could be addressed, simply.
6. Better treatment for the patient. Less missed appointments.
7. Positive
8. None
9. None

### Prop. #3 Physical Health Integration Project

#### *5. How would we measure the program to see if it is successful or not?*

1. More confidence in self and system, reducing people from hurting each other or themselves.
2. More follow up
3. Employment, healthier lifestyle

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

4. Get feedback from everybody
5. None
6. Kept appointments.
7. Better results, won't know until were done, numbers
8. None
9. None

### **Prop. #3 Physical Health Integration Project**

#### ***6. Any other feedback on the proposed program?***

1. Less strain on justice system. Less violence.
2. None
3. None
4. None
5. None
6. None
7. Physical education integrated into plan
8. None
9. None

### **Prop. #4 Mobility Management**

#### ***1. What do you see as the most important thing you, your family, and the County will learn from this new program?***

1. Learn about new programs and services, immediate success builds on more success.
2. Excluded for timing purposes

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

3. Keep records on what works
4. Increased self sufficiency
5. Establish peer info network
6. A lot less appointments missed. Making appointments on time. More access to patient services and social activities. Peers who may get driver training may have bad days and not be able to work.
7. Increased participation, learn if more people will show for appointments
8. I would be able to get to more appointments and support groups
9. None

#### **Prop. #4 Mobility Management**

***2. How do you think this program will change the way the County and others offer services to clients and families?***

1. Provide feedback, may find that one bus is always late and may have to do something about it.
2. None
3. Long travel times/barriers
4. Maybe decreased fees for transportation
5. Affordable transportation based on low income
6. A person is going to be depressed if they cannot make their appointment
7. People will be more likely to get into more programs
8. None
9. None

#### **Prop. #4 Mobility Management**

***3. From your perspective, what do you see as a successful outcome of this program for you and your family?***

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

1. Positive results, more options available, excellence, to feel as a real person again.
2. None
3. None
4. More independent, keeping appointments, less isolated, more cared about by the system
5. Collaboration with other organizations
6. More appointments kept, decreased stress, decreased hospital stays
7. provides options and solutions
8. It would be very important and a very good idea
9. None

#### **Prop. #4 Mobility Management**

##### ***4. What do you see as a successful outcome of this program for the mental health system as a whole?***

1. Reuniting families, or uniting families, creating healthy, productive people.
2. None
3. None
4. Avoiding isolation, getting to social events, social workers and case managers. Helps with self-esteem
5. Mindful of disability
6. Less of taxpayer surplus/system burden
7. Individual, repetition, meetings, and more people may come off state assistance
8. If successful this service might be made available to other groups and elderly.
9. None

#### **Prop. #4 Mobility Management**

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

#### 5. *How would we measure the program to see if it is successful or not?*

1. Questionnaire, some way of tracking the trips how many people go on one route?
2. None
3. None
4. Find out how often the people are using the system. Feedback to doctors for patients showing to appointments.
5. None
6. Fewer hospitalizations, decreased suicides
7. Get it into action
8. Fewer appointments missed. Survey the clinicians to document any improvements to people keeping their appointments. Track how many people use the services and ask them to complete questionnaire or short phone interview about services received.
9. by interviewing people who have received services. Use a peer given survey

#### **Prop. #4 Mobility Management**

#### *7. Any other feedback on the proposed programs?*

1. They are overwhelmed at the good of it.
2. None
3. None
4. Medical wouldn't be billed for so many missed appointments.
5. None
6. None
7. None
8. None



## Recovery Innovations of California (RICA)

Peer Liaison Program Focus Group Responses Innovation Project Questions

9. None

### **Prop. #5 Positive Parenting for Men in Recovery**

1. *What do you see as the most important thing you, your family, and the County will learn from this new program?*

1. Increase in men's self esteem, increases men understands of how central they are to parenting.

2. Raise children better, dads can be good fathers, decrease mental health issues, increase confidence and trust.

3. Men by recovery will be able to pay child support

4. Good program for dads and will apply for other programs. Father will be more involved with children. He will be more responsible. His self esteem will go up a lot. Father's more likely to not leave. Less orphans.

5. Enrichment sources for men

6. Very good idea

7. How well parenting is being administrated

8. None

9. Show them how to instill self esteem in a child. How to discipline a child properly without violence.

Maybe use the computerized dolls that mimic real baby's needs and show them how to care for it.

### **Prop. #5 Positive Parenting for Men in Recovery**

2. *How do you think this program will change the way the County and others offer services to clients and families?*

1. Better parenting services, value as a role model.

2. Dads are more responsible for kids too, expanded focus on children

## Recovery Innovations of California (RICA)

### Peer Liaison Program Focus Group Responses Innovation Project Questions

3. Dads will get child support if appropriate
4. Assume all moms have parenting skills, maybe some others need it. Grandparents, also, can be educated, learn to be supportive.
5. Have challenges with care for children
6. Positive, would help everyone, start in right direction, men have been overwhelmed with responsibility because they do not know how to properly parent.
7. Better, always learn more skills.
8. None
9. None

### Prop. #5 Positive Parenting for Men in Recovery

#### *3. From your perspective, what do you see as a successful outcome of this program for you and your family?*

1. Stronger self image, desire health, bringing them back to life.
2. Less domestic violence outcomes, cross section best studies, decreases absent fathers, decreases orphans.
3. None
4. Everyone benefits. Better families, less challenges, enjoying each other more, less criminal children, less angry youths, less gang activity, children have positive role model, less domestic violence
5. None
6. Stigma reduction, conducive environment
7. Some men didn't have good fathers, need good parenting skills and grand parenting skills.
8. None
9. None

# Recovery Innovations of California (RICA)

## Peer Liaison Program Focus Group Responses Innovation Project Questions

### Prop. #5 Positive Parenting for Men in Recovery

#### *4. What do you see as a successful outcome of this program for the mental health system as a whole?*

1. Whole new sphere of interaction, children will have healthier minds, children's ego will improve.
2. Another area covered, fathers are role models-society benefits, child care promoted, more dads
3. Improved children's behavior, healthier children
4. Helps clients, less consumers later
5. None
6. Healthier children, emotionally and mentally
7. Vary with the individual
8. None
9. None

### Prop. #5 Positive Parenting for Men in Recovery

#### *5. How would we measure the program to see if it is successful or not?*

1. Through example, educate more men, both parents in household, to model how successful it would be to the fathers.
2. Trust-increments of 6-8 -10 months, check in. Keep increasing time length. Talking to children on an ongoing basis.
3. Less violence, less drug abuse, healthier, productive children and youth, more people going back to school.
4. Kids, dads, moms will tell ya, - survey them, or questionnaires
5. Cost of health care will go down
6. None

## Recovery Innovations of California (RICA)

Peer Liaison Program Focus Group Responses Innovation Project Questions

7. Turn out ratio, which is going to be there

8. None

9. None

### **Prop. #5 Positive Parenting for Men in Recovery**

#### ***6. Any other feedback on the proposed programs?***

1. None

2. None

3. None

4. Really good time to try, some really need it

5. None

6. None

7. None

8. None

9. None