



“Recovery and healing happen in relationship.” - PSL for the 21st Century

A Message from Patty Blum Inspiring Leadership

Crestwood Recovery Resilience Solutions (CRRS) team grows leadership! They grow Peer Support Specialist leaders across the globe, as well as here in California through the Department of Health Care Access and Information (HCAI) grants. They plant the leadership seeds with Crestwood staff, including our Learning Performance Team (LPT), Staff Educators, Recreation Directors, Clinical Directors, Directors of Nursing Services, and Program Directors through in person training and Zooms.

“They set the stage with great intention towards creating safety, promoting humility, curiosity, compassion, enthusiasm and creativity, allowing hearts and minds to open...”

The CRRS team inspires by leading by example and this can be clearly seen in their Recovery Practices for Leaders (RPL) course. The RPL course encourages lifelong learning, shared stories, reconciliation and connection. They set the stage with great intention towards creating safety, promoting humility, curiosity, compassion, enthusiasm and creativity, allowing hearts and minds to open to relationships and introspection during the training.

CRRS' leadership training also places ethics and accountability center stage. What we know is that ethics, integrity, and accountability is often the road less traveled. However, great leadership requires ethical behavior, integrity, and modeling accountability. CRRS' Recovery Practices for Leaders training is paving the way for ethical leadership, integrity in all aspects of life and outstanding leaders for today and tomorrow.



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CRRS Update



By Gloriana Hunter



When I was young, my bike and I were inseparable. Going to a friend's house? Get the bike. Heading to school? Get the bike and the lock. Seeing the older neighborhood kids build bicycle jumps? Get the bike, some bricks and old plywood. Well, I did plant the landing, but not with my bike tires. As I lay on the ground assessing how hurt I was (I wasn't), **I realized that next time, I needed to build a better ramp.**

This life-lesson has guided me throughout my career. Whether I was a boots-on-the-ground Peer Support Specialist, a direct supervisor, or serving in a leadership role as a program administrator, I understood that building a thriving peer support program is a shared responsibility. Whatever role you play, here are ten actions I discovered that will strengthen your program's integrity.

For Program Administrators:

1. **Create** a workplace culture that understands and values the unique contribution of peer support. This will reduce stigma within the organization and prevent Peer Support Specialists from adopting more conventional clinical roles to gain acceptance.
2. **Establish** and communicate clear role definitions for Peer Support Specialists. Emphasize the unique aspects of peer support and outline boundaries between peer and clinical roles.
3. **Place** Peer Support Specialists in your think-tank committees. This cross-collaboration will help you foresee and address challenges to ensure initiatives and innovation align with the best practices of peer support.
4. **Facilitate** ongoing training and professional development opportunities. Look for relevant, skill-based training, workshops, and conferences on effective peer support and recovery strategies. You may want to check out Crestwood's "Recovery Practices for Leaders" and "Recovery Practices for Organizations" delivered by our CRRS team. These workshops include these ten steps and so much more.

For Direct Supervisors:

5. **Conduct** formal and informal check-ins to discuss your team's experiences, challenges, and successes. Regular meetings and an open-door policy are not enough. Build trust and open communication by walking around and asking how they are doing.
6. **Give** immediate feedback. Don't wait for a formal

performance review to communicate expectations. Point out great work when you see it and constructively address things that get in the way.

7. **Give** your Peer Support Specialists a platform to share their recovery stories with other staff. In fact, level-up by inviting them to facilitate recovery-oriented principles and practices training for staff as well.

For Peer Support Specialists:

8. **Lean** into mutuality with empathy – feeling with the person. Without it, we are in danger of assuming a more authoritative position with those we serve.
9. **Freely** share your lived experience. Your story of resilience will connect you closer to the individuals served and reduce organization stigma.
10. **Mutually** uphold the purpose of peer support. Use this specialty to promote the value of peer support within your organization.

These ten actions will help create a more robust ramp where your peer support program will fly and stick the landing – tire side down.

Having a Heart for Friends

by Chris Martin

I popped in the bank to borrow a friend, and the teller coldly told me,

"We don't have interest to lend you a friend, not even so remotely."

I rushed in the library to check out some friends; both clerks gave me quizzical looks.

"We have aisles of topics with beginnings and ends, but you won't find friends, just books."

I ran to the grocers and asked the cashier if they had a friend in stock.

"They're not on our shelves- we don't sell them here; perhaps you can check down the block."

I zipped down to Walmart with hope in my heart, and asked if they had friends in supply.

"We're sorry to share the answer is 'nope.' We don't sell friends; we don't try."

I felt left in the lurch, I gave up my search, and felt no one would ever befriend me.

My neighbor came by and said with a sigh, "To make friends, slow down and be friendly."



By Chris Martin

Way back in the early Sixties, my family had a black and white television with three channels- ABC, NBC, and CBS. (I know what you're thinking.....yes, there really were televisions back then.) Actually, We had four channels, but I and my siblings felt that PBS didn't count. Changing our TV channel was a precarious and time-consuming affair. Because we were poor by most standards, our old television had a broken knob. So, **whenever it was time to switch the station or tune in the picture, either my sister, brother, or I had to do the delicate operation with a pair of plyers.** The negotiations over who would do the tuning and channel changing often took us longer than getting it done.



Then there was also the intricate adjustment of the makeshift antenna which was a wire coat hanger connected to the back of a television screw. My sister, Vickie, had a unique ability to adjust it in such a way as to bring the picture into focus. Any vibration, however, would easily move it out of its precise position, causing intermittent static and rolling lines.

We've all come a long way today! Many of us have a hundred stations or more, and changing the channel is quick and easy. We simply push the remote button, and it's done. Some remotes even provide buttons to sharpen the focus. And a few of us may not know where the "on and off" buttons are on our televisions. Changing the channel and the picture is now truly within our reach.



In this new year of 2024, we'll have 365 days to change our lives to any channel we want. The remote we can use is merely our intention to focus our attention. Mindfulness has a way of sharpening our connection and removing the static. We can fine

tune ourselves to be more loving family members and friends; better stewards of our time, energy, and finances; more attentive to the people we serve; more supportive of our teams and community; and more deeply committed to recovery, resilience, and wellness.

In order to get us started, here are the first ten channels you might want to check out.

Channel 1: Schedule time to spend one full day with a loved one and make it solely about them.

Channel 2: Invite an old friend you haven't seen in a long time out to lunch.

Channel 3: Visit someone you know and someone don't know who both live in a nursing home.

Channel 4: Do an inventory on how you are spending your free time each week to reflect on opportunities.

Channel 5: Do something extraordinarily kind for a neighbor you rarely talk to.

Channel 6: Instead of making your next purchase from Amazon, buy it or order it from a local store.

Channel 7: Write a letter to a mentor on why they are important to you and then read it to them.

Channel 8: Practice doing 3 random acts of kindness every week.

Channel 9: Volunteer to do something that will make a difference in your neighborhood or community.

Channel 10: Set aside time each week to deepen your spiritual connection and/or meaning and purpose.



Kimberley C., Peer Support Learning alumni, recently shared that she passed the California state exam and got full-time job as a CMPSS in San Diego. Kimberley added, *"You guys truly set me on the right path. Two years ago, I was unemployable, isolating, using drugs and hopeless. I'd lost my family, too. Now I live with my Mom and Dad, and Daughter!"* We celebrate with you, Kimberley!

Viva la Evolution!

A new podcast on Growth, Resilience, and Transformation

- ◆ Promote the recovery process with individuals and teams.
- ◆ Shift your organization's culture to a recovery focus that builds resilience.
- ◆ Listen to interviews with important leaders in the recovery field and hear from people who are in recovery and how they got there.
- ◆ Discover unique ways peer support specialists can support your team and enhance recovery service outcomes.

Join The Conversation!



Happy February to our readers! Currently, Crestwood Recovery Resilience Solutions is gearing up for our **Recovery Practices for Leaders Bootcamp happening March 6-8 in San Diego at our Peer Employment Learning Center.** We are excited to join with leaders from a variety of recovery organizations both in and out of state. It will be an interactive and exciting three days of exploring Recovery Practices for Leaders and growing organizational cultures into ones focused on the skills and practices of a Recovery way of being. And we'll have a lot of fun along the way, both in the learning environment and also with our CRRS sponsored dinner on the town with nationally recognized leaders in the Recovery movement. We hope that you will join us (see details in this edition of the CRRS Peer Review).

Our **Peer Support Learning for the 21st Century**- an approved Medi-Cal Peer Support Specialist Certification (MC PSSC) training, continues apace with online training events scheduled through the 2024 calendar. Our cohorts are filled and filling through the first quarter of 2024. We are also excited to be hosted for the 80-hour MC PSSC Training by Stanislaus County, Orange County, and Fresno County, from January through March. **We are grateful for the continuing commitments of these leading Recovery-focused agencies in the State in bringing this intensive Peer Support Specialist training program to their agencies.**

CRRS has also begun our facilitation work with LA County DMH's Crisis Care Mobilization Unit teams and this work will continue throughout 2024. It is both rewarding and exciting to support LAC

DMH's integration of Peer Support Specialists on each of their Crisis Care Mobilization Unit teams. The integration of Peer Support Specialists in these settings will enhance Recovery outcomes by recognizing the value that lived recovery experience brings to a person experiencing challenging circumstances. **Through their shared experiences, the Peer Support Specialist brings connectedness, hope, and healing in real time.**

There is a lot more in store for Crestwood RRS in 2024! We are excited to be both engaged in the work we have on our calendars and also in the new opportunities that will present themselves this year.

- Jim Ritchie, CRRS Director of Operations



Recovery Practices for Leaders Bootcamp



Re-imagining Recovery Service Leadership for the 21st Century

Tuition: \$1,500 per person, or \$1,200 per person for agencies that register three or more people.

Join us **March 6-8, 2024** for a fun, exciting, and engaging action packed three-day professional recovery leadership development workshop in beautiful San Diego, CA. Crestwood's Recovery Resilience Solutions Team ensures you will:

Restore, re-energize, and re-ignite the passion for your work as a recovery service leader.

Gain certification as a Resilient Culture Playbook Coach.

Receive confidential/ anonymous 180 feedback from your direct reporting staff on your recovery leadership skills.

17 Continuing Education (CE) units authorized by the National Association of Social Workers (NASW) and Board of Registered Nursing (BRN)

<https://www.surveymonkey.com/r/RPLBootcampPreRegistration>

- Pre-workshop assignment to customize your learning experience
- Post-workshop technical support at 30, 60 and 90 days

Contact Us to Register

Jim Ritchie | James.Ritchie@cbhi.net

209.313.4511

RecoveryResilienceSolutions.com

When: March 6, 7, & 8, 2024 | 8:30AM - 5:00PM

Where: The Peer Employment Learning Center at 4085 Colts Way, San Diego, CA 92115