



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

A Message from Patty Blum

Activate

CRRS creates solutions to optimize and sustain organizational resilience and wellness.

The Oxford Dictionary defines activate as to make (something) active or operative; to set in motion; to initiate; to ignite; and to start up.

At CRRS, we **activate** the flame of recovery through training, facilitating, mentoring, and sharing our own recovery stories. **We welcome each person where they are.** We know that the trauma and pain we have experienced may hold us back and silence our voice. At CRRS, we recognize the gifts that come from our pain and trauma. We look for ways to set the gift in motion or initiate healing through sharing our experiences, strength, and courage.

CRRS and Peer Support offers a way to turn on our recovery and set the path to healing in place. **We activate recovery through humility, love, and lots of facilitation.** We hope we can touch your life in a way that ignites the fire inside to grow into the flames of resilience as you walk through your recovery journey.

Inside

Page 2

Opening the Door to Recovery
- Michael Zeeb and Chris Martin

Page 3

San Diego PSS' Get Onboard
- Chris Martin

Recovery Is Possible
- Alyssa Torres

Page 4

CRRS Update

Page 5

Recovery Practices for Leaders Bootcamp





When we ask open-ended questions of the people we serve, we open the door to them being the experts in their own lives. We give them the key to exercise their voice and choice; they begin to remember who they are. **They start to connect to their own meaning, purpose, hopes, and dreams.**

Although closed-ended questions that elicit a “yes/no” response can support critically needed information, when we only ask closed-ended questions, we close the door to people’s needs and ideas. We can keep them from remembering who they are and guide them to be who we think they are or need to be.

Open-ended questions invite people to elaborate about their feelings, choices, and ideas. They encourage people to search themselves, think critically, and come up with their own solutions. As people answer such questions, they begin to realize they have their own best answers. A sense of self-efficacy results.

- Open-ended question about feelings: “**How** have you been feeling since you received this news?”
- Open-ended question about choices: “If you could have this situation turn out the way you want it to, **what** would that look like?”
- Open-ended question about ideas/solutions: “**What** steps can you take to achieve what you want?”

In courtroom dramas, we sometimes hear litigators

say: “Objection, your honor! Opposing counsel is leading the witness!” Attorneys do sometimes ask “leading questions” in the form of closed-ended questions to try to guide the witness to answer in a way that aligns with their agenda. This can help lawyers win their case and get the outcome they want. **It does not, however, create a space to fully hear what the witness has to say.**

At times, recovery service providers might ask leading questions too. Sometimes this is intentional and useful in urgent situations. For example, a person calling a crisis line might say they are having very distressing thoughts about suicide, and then they say they want to hang up. The provider might say: “I want to make sure you’re safe. **Would you be willing to stay on the line with me to talk about what is happening and what support could help?**”

Although this question is a “leading” closed-ended question, its intent is to provide for the person’s care and safety. Therefore, it makes sense to “lead” the caller to answer in this way.

It’s important to be aware that open-ended questions can also be leading if we’re not intentional about keeping them fully open. Which of the following do you think would be the most “non-leading” and empowering open-ended question for someone seeking help to save their relationship?

Option 1: “What do you think about marriage counseling to help you out here?”

Option 2: “What kind of professional support might help you and your spouse?”

Option 3: “What do you think might help you work things out with your spouse?”

Bearing Witness and Being a Witness

Our primary job is to open our hearts and bear witness to a person’s pain, feelings, and experiences. In doing so, we open ourselves to their agenda, not ours. And as we become more skilled in asking open-ended questions, we will be a witness to their remembering who they are; becoming the expert in their own lives; and connecting to their own meaning, purpose, hopes and dreams.

Crestwood's San Diego PSS Faculty Get Onboard for the Journey

By Chris Martin



On May 7th, a team of 10 peer support specialists (PSS) who work at the San Diego MHRC campus completed their onboarding train-the-trainer process for the **“Next 40 Days to a Resilient Journey of Meaning & Purpose.”** This fun-filled, recovery-oriented course along with many others will soon be delivered by the PSS staff at the MHRC. The San Diego PSS team is the largest faculty (total of 11) of PSS' working at the same facility in the Crestwood Organization.

The PSS team understands first-hand the importance of how fun, inspiring, and engaging recovery groups and classes can infuse hope and energy. It takes higher levels of hope, inspiration, and positive energy to raise the lower levels of boredom and the humdrum of hopelessness. According to one of the PSS staff, “Recovery is more than pacing the floors; watching TV; waiting for the next meal; or napping throughout the day. **It is to realize that we have a meaningful life right here waiting for us and one that is calling us beyond these four walls.”**



The peer support specialists' credential of ITE (I'm The Evidence that recovery is real) along with their passion and purpose to support others gives them a type of charismatic credibility to engage with other peers. **Their**

special ability to mutually engage with San Diego MHRC residents has been recognized by other staff who note that incidents and restraints have decreased while **participation in groups and classes led by PSS' are often full.** Two popular classes presently facilitated by the PSS faculty are Tai Chi with Chai Tea and Recovery Topic groups. Soon the San Diego PSS faculty will be adding to their weekly programming the Next 40 Days, Reel Recovery in the Movies, Building Bounce Back Families; Resilience Living Plan, and the Ready for Prime Time Theater Production – Best Side Story.

One thing is for certain... when the residents at our San Diego MHRC get onboard with the PSS' classes and groups, they won't get off bored. **Their destination is that life changing place called recovery and resilience.**

To find out more about the “Next 40 Days,” training, visit our website at recoveryresiliencesolutions.com

Recovery is Possible

Alyssa Torres

We have traveled a journey that not everyone does.

We have encountered adversity and at times lost self-love.

We have faced challenges that could have defeated us at any time.

But we rose above the circumstances and we have risen and shined.

We have lost our way maybe once or twice,

We have gotten discouraged throughout this fight.

We have questioned ourselves and the abilities we had.

But in recovery we learn to love, laugh and dance.

Having hope in our hearts will light the way.

No matter the time, no matter the day.

The journey is never over but I promise it does get better.

Recovery is possible as long as we stick together.



CRRS has spent **May is Mental Health Awareness Month** celebrating all the new graduates of the **Peer Support Learning for the 21st Century** – a Medi-Cal Peer Support Specialist Certification Training with an onsite class graduation in Fresno on May 3, and an online class graduation on May 17, while getting ready to start a new online class on May 20. We've also provided the 6-hour online **Recovery Practices in Ethics and Law for Peer Support Specialists** for Santa Barbara and LA Counties. Each CMPSS is required to complete a minimum of 6 hours of Law and Ethics, along with at least 14 continuing educational hours each 2-year certification renewal cycle. Please reach out for information on how to sign up for the 6-hour CRRS Law and Ethics seminar.

In May we were also on the road providing our Recovery Practices for Leaders training to one of our county partner agencies, while gearing up for many Recovery Culture practices trainings after county budget cycles renew in July.

In early May, several folks from the CRRS team participated in developing some new video material specifically designed to support our curricula in Mobile Response Team training. **CRRS is also looking forward to our upcoming Recovery Resilient Solutions Bootcamp, July 29-30 in San Diego.** We would love to see you there! Please reach out to us for more information on cost and discounts available.

We're excited about some new work we've begun and hope to be able to share with you some great new training tools and opportunities to support our **rapidly growing Peer Support Specialist workforce.** In the meantime, we hope to hear from all of you, our partners and readers, about opportunities, developments and needs that you would like to see addressed. We'd love to support your goals and brainstorm with you on ways to collaborate, calibrate, and recharge each other in this amazing Recovery and Resilience work! All the best to you and your communities!

- **Jim Ritchie, CRRS Director of Operations**

Viva la Evolution!

A 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!





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 in the near future 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 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)

- 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: July 29 - 31 | 8:30AM - 5:00PM

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



Inaugural Recovery Practices for Leaders Bootcamp training. San Diego, CA. March, 2024

What our Bootcamp leaders have to say:

“Thank you! An unexpected, informative fun, and a new start opened my perception of how to be a leader.”

“Classroom learning is hard for me. It is difficult for me to sit in one spot for too long or maintain focus. I was dreading an 8-hour classroom day for this reason. My expectations were far exceeded. The class was engaging and actually fun. It was not just information dumping which will help me retain more of it.”

“Wonderful leadership workshop and amazing insights.”

“Amazing workshop, and great team-building, I learned an abundant amount of knowledge to bring back to my own facility.”

“One of the most informative trainings I've been to. Great work you guys.”