

BALTIC STREET AEH, INC.

New York City
A PEER RUN AGENCY

Presenter: Sara Goodman, CPRP

PEER RUN SERVICES

- ▶ 90% of the 130 employees are current and/or former recipients of mental health services
- ▶ 51% of our Board of Directors are recipients of mental health services
- ▶ Working for Baltic Street affords consumers an opportunity to obtain employment in the Human Services field

ADVANTAGES OF BEING A PEER RUN AGENCY

- ▶ Our staff are all people with “lived experience”
- ▶ Our staff are well versed in Human Rights
- ▶ Our staff can offer mutual support
- ▶ Our staff model wellness and recovery techniques and tools
- ▶ Our agency offers employment opportunities to people who often are overlooked by traditional employers
- ▶ Our agency provides opportunities to give back to the community/pay it forward
- ▶ The services we offer fill important gaps in traditional services

OVERVIEW OF BALTIC STREET SERVICES

- ▶ COMMUNITY BRIDGERS
- ▶ PERSONAL AND SYSTEMS ADVOCATES
- ▶ SELF HELP AND MUTUAL SUPPORT GROUPS
- ▶ EMPLOYMENT SERVICES
- ▶ COMMUNITY RESOURCE & WELLNESS CENTER
- ▶ HOUSING
- ▶ SUPPORTED EDUCATION
- ▶ SERVICES FOR OLDER ADULTS

Services flow from one program to another on a regular basis



OUR COMMUNITY BRIDGERS

- ▶ We have Bridgers in a total of 4 hospitals in New York City
- ▶ Peer advocacy and support services are targeted to people currently residing in state psychiatric centers
- ▶ Our peer specialists provide a “bridge” to the community through critical personal support and linkages to resources essential to successful integration into the community of their choice
- ▶ Our peer specialists help people learn and master those skills that will help them maintain themselves and thrive in the community

OUR PEER SPECIALISTS/ADVOCATES

- ▶ We have advocacy services in 3 out of 5 New York City's boroughs
- ▶ Our peer specialists/advocates train people self-advocacy skills that are meant to empower them
- ▶ Our peer specialists/advocates provide information. Referrals and hands on assistance to individuals seeking assistance and linkages to community resources such as food banks, homeless shelters and medical services

SELF-HELP / MUTUAL SUPPORT

- ▶ All of our programs run self-help and mutual support groups
- ▶ Some of our groups include:
 - ▶ Social events
 - ▶ Women's/men's groups
 - ▶ Issues pertaining to mental health and wellness
 - ▶ Leadership training
 - ▶ Stress management
 - ▶ Wellness Recovery Action Plan (WRAP) © training
 - ▶ Freedom Self-Advocacy © training

COMMUNITY RESOURCE & WELLNESS CENTER

- ▶ Our Center is open to all adults over 18 - psychiatric diagnosis not required
- ▶ At the Center, the focus is on holistic healing through the use of creative arts such as:
 - ▶ Music recording - singing groups - music mixing
 - ▶ Painting
 - ▶ Photography
 - ▶ Meditation/yoga
 - ▶ Nutrition / healthy life style discussions
 - ▶ Exercise
 - ▶ Computer classes
 - ▶ Socialization opportunities

HOUSING SERVICES

- ▶ Our agency manages 60 beds of supported housing in the Bronx and 27 beds of supported housing in Brooklyn
 - ▶ Our tenants hold their own lease and are responsible for 30% of their rent as well as their personal expenses
 - ▶ Our housing specialists are in contact with the tenants at least once per month via phone or email
 - ▶ Our staff will visit each tenant at least once quarterly to assess the living conditions and report any repairs to the proper authorities

TRAININGS AND TOOLS:

- ▶ Our staff are trained in and use tools and techniques such as:
 - ▶ TRAUMA INFORMED CARE
 - ▶ MOTIVATIONAL INTERVIEWING
 - ▶ THE WELLNESS RECOVERY ACTION PLAN
 - ▶ THE EIGHT DIMENSIONS OF WELLNESS

TRAUMA INFORMED CARE

- ▶ Realizes the widespread impact of trauma and understand potential paths for recover
- ▶ Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system
- ▶ Responds by fully integrating knowledge about trauma into policies, procedures, and practices
- ▶ It also involves vigilance in anticipating and avoiding institutional processes and individual practices that are likely to re-traumatize individuals who already have histories of trauma, and it upholds the importance of consumer participation in the development, delivery, and evaluation of services

▶ SOURCE: SAMHSA 2014

MOTIVATIONAL INTERVIEWING

- ▶ Motivational Interviewing is a collaborative, goal-oriented style of communication with particular attention to the language of change
- ▶ It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion
 - ▶ Miller and Rollnick, 2013

WRAP - Wellness Recovery Action Plan

- ▶ The Wellness Recovery Action Plan® or WRAP®, is a self-designed prevention and wellness process that anyone can use to get well, stay well and make their life the way they want it to be.
- ▶ It was developed in 1997 by a group of people who were searching for ways to overcome their own mental health issues and move on to fulfilling their life dreams and goals.
- ▶ It is now used extensively by people in all kinds of circumstances, and by health care and mental health systems all over the world to address all kinds of physical, mental health and life issues.
 - ▶ Mentalhealthrecovery.com

THE EIGHT DIMENSIONS OF WELLNESS

- ▶ This tool takes into account all the factors that contribute to whole health wellness
- ▶ The 8 Dimensions include
 - ▶ Emotional
 - ▶ Spiritual
 - ▶ Intellectual
 - ▶ Physical
 - ▶ Environmental
 - ▶ Financial
 - ▶ Occupational
 - ▶ Social

OUTCOMES

- ▶ As part of our Quality Assurance Plan, we conduct annual agency-wide Consumer Satisfaction Survey
 - ▶ Last year, total of 486 surveys were distributed among 13 programs over a four week period
 - ▶ A total of 297 surveys (61%) were returned
 - ▶ It was determined that 93% of the responses were positive. This would indicate a high rate of satisfaction with the serves that we offer

CONTACT INFORMATION

SARA GOODMAN, CPRP

Director of Education and Training

BALTIC STREET AEH, INC.

9201 Fourth Avenue - 5th floor

Brooklyn, New York 11209

718 833-5929

sgoodman@balticstreet.org

www.balticstreet.org