

Peer Support Design Charter

October 10, 2012

Problem Statement:

It is recognized that the whole mental health system is moving from a medical model to a recovery model. Consumer input is necessary. Wellness and Recovery should be the norm rather than the exception. The Santa Clara County Performance and Quality Improvement Committee Charter calls for “person centered treatment planning” in order to help “individuals in our community affected by mental illness and serious emotional disturbance in achieving their hopes, dreams and quality of life goals”. The problem statement in this charter states that these “goals, aspirations and desires are primary drivers of every aspect of service delivery”.

The problem to be addressed by the Peer Support Design group involves accountability, effectiveness and integration of the consumer perspective on wellness and recovery as it pertains to all inclusiveness in reaching PQIC’s goals by bridging the gap between theory and practice by utilizing the lived experience of those who have navigated the system. These are some considerations for system transformation:

- Accountability-How could QI tailor a system overhaul without accountability to those affected (consumers)?
- Effectiveness- What kind of person centered policy would emerge from those that do not have lived experience unless we have direct input from those who do have lived experience?
- Integration- What kind of remote decisions would emerge about mental health consumers without the direct input of those who have navigated the system established and achieved their own recovery goals and at the same time have the ability and experience to analyze, and express opinions relevant to this vital PQIC mission.
- Stigma within the system.

These are the problems that the ongoing efforts of the Peer Support Design Group would alleviate.

AIM:

In this ongoing consumer operated workgroup, we will work collaboratively with PQIC as a team to tailor a system overhaul. We will effectively provide consumer input into a person centered integrated system.

Goals:

- Develop supports for consumers in their person centered treatment plan.
- Provide peer support for all consumers in the county at any stage in their recovery.

- Provide meaningful consumer informed guidance for program development, program modification and program evaluation based on the information that will be acquired through surveys, focus groups and special studies.
- Influence the PQIC by our lived experience.
- Promote a consumer culture that promotes recovery.
- Contribute to the achievement of a system-wide consumer experience and consumer satisfaction that is respectful, dignified and welcoming.
- Reduce stigma within the System.

Guidance:

1. Fostering a belief in a recovery oriented path to wellness.
2. Encourage a commitment to personal responsibility in one's recovery.
3. Instill hope that recovery is possible.
4. Recognize that resilience and recovery are reciprocal processes.

The Decision Structure

1. **Executive Sponsor:** Nancy Pena
2. **Decision Executive:** Deane Wiley
3. **Review Body:** PQIC
4. **Program Director:** Jennifer Jones
5. **Program Manager:** Jennifer Jones
6. **Project Team:** the Peer Support Design work group
7. **Other Resources:** Consultants and Ad hoc members