



NAMI San Diego
– Peer & Family
Support Specialists

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Overview

- Role of Peer & Family Support Specialists
- Current NAMI San Diego Programs
- Employer perspective
- Outcomes

Support Specialist – Family & Peer

- Demonstrated ability to relate to the needs and concerns of individuals seeking mental health services, substance use services or co-occurring disorders services
- Provide messages of hope and recovery
- Provide support, information and access to needed resources and appropriate services
- Provide information about available community resources upon discharge
- Accompany client on first visit to outpatient clinic/program if needed
- Ensure that client has transportation resources to attend first meeting at outpatient clinic/program
- Self-identified as a Peer or Family member
- Appropriate training as designated for Peer or Family member

Current Programs

- NAMI San Diego has 55 employees and 100% identify as peer and family members.
- Next Steps
- In Home Outreach Teams
- Tech Café
- Education programs
- Outreach programs
- Friends in the Lobby
- Over 20 programs throughout San Diego County.

Employer Prospective

- Employment Skills Training
- Disability Leave
- Accommodations
- Company Culture

Next Steps – Hospital program

- team provides clients and family members who visit the county Emergency Psychiatric Units (EPU) and designated mental health clinics with onsite support and assistance with resources for successful recovery and reentry into the community.
- assistance with referrals to community mental health recovery education, support programs and assistance for peers and families.
- NEXT STEPS TEAM:
 - Peer Specialists
 - Family Member Specialist
 - AOD Counselors
 - RN's who have lived experience with serious mental illness and/or drug and alcohol addiction recovery.
- In 6 months:
- 1905 unduplicated peer contacts
- 300 family contacts.
- Peer and Family Support Specialists at County Psychiatric Hospital 8am-9pm, 365 days a year

Next Steps - Outcomes

- EPU utilization reduction of 59%
- Psychiatric Emergency Response Team (PERT) reduction by 14%
- 32% increase in Outpatient services
- 18% increase in crisis residential services

In Home Outreach Teams

- Provides in home and community support to family members and clients most severely impacted by serious mental illness.
- Services to adults living with mental illness who are reluctant to seek treatment and their families/caregivers. (Laura's law criteria and greater than)
- The goal is to assist individuals living with psychiatric and co-occurring disorders to function, socialize, and work in environments of their choice with the least restrictive environment possible and through fostering client self-determination.
- In 6 months:
- Total # of referrals: 198
- Unique Participants in Outreach: 157
- Unique Participants Engaged: 102
- Unique Family Members: 147

Other programs

- Friends in the Lobby – provides trained volunteer family and peer support specialist in the lobby of all the San Diego County Psychiatric Inpatient Hospitals
- Peer Pals – provides a one-to-one friendship
- Upcoming programs:
 - Hospital ER departments