



Safety * Compassion * Recovery

Peer Mentorship

in Recuperative Care

Presenters



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COTS



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Mary Isaak Center Petaluma, CA

- 90-bed emergency shelter
- Enhanced case management
- Rapid ReHousing and Permanent Supportive Housing program
- Mary's Kitchen serves meals 365 days a year
- People's Village Transitional Housing and Recuperative Care



COTS

Recuperative Care

- Six-bed co-ed dorm
- Hospital beds, lockers, ADA accessible bathroom, privacy curtains, laundry room
- Staff onsite 7 days a week for medical care coordination and intensive case management
- Onsite health clinic open three days a week for primary care
- Weekly AA meetings, support groups, and social activities
- Expanding to 20 beds next month!

Peer Mentorship – An impactful mentorship model

A pairing of two individuals in the same situation.

One with a history and knowledge of a particular lived experience, and the other new to the same or similar lived experience.

Commonalities of this particular lived experience can foster a trustful relationship with mutual respect

Helps people recognize that they are not alone in their experience



Why a Peer Mentor program?



Clients discharge from hospital disoriented, scared and distrustful



Arguments and high-tension in congregate dorm



Lack of empathy and understanding for others' situations



Observed impact of organically-formed mentorships

What is the Recuperative Care (RC) Peer Mentor Program?



An opportunity for **client engagement** and **community building** in Recuperative Care! It's when a current client is assigned to welcome a new intake and be their "buddy" for at least their first day in Recuperative Care, but ideally for throughout their entire time in the program together and beyond.



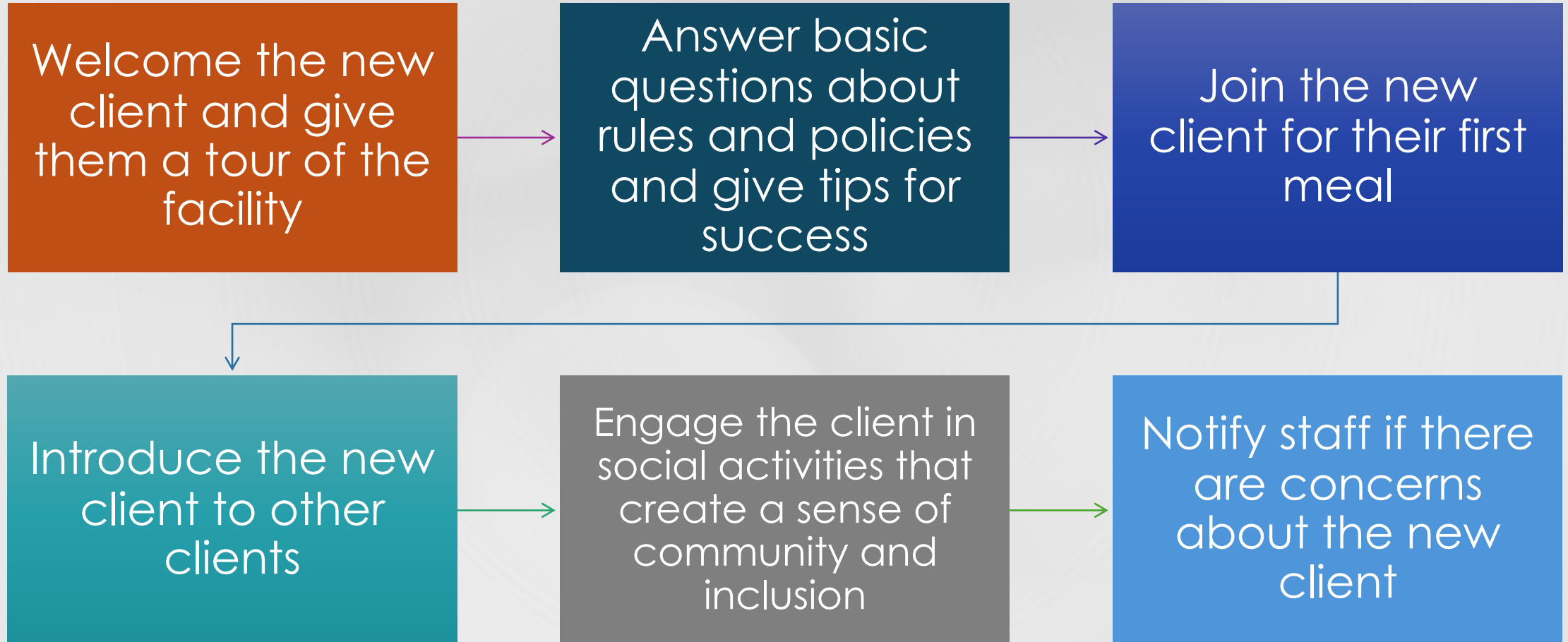
Who is eligible to be an RC Peer Mentor?

Any client who has been in Recuperative Care for at least 48 hours who is willing to take a new client “under their wing” and be an initial or ongoing source of support.

Getting Started

- Staff encourages clients to serve as a peer mentor, regardless of their abilities, attitude, or standing in the program
- Mentor/Mentees are paired based on perceived compatibility
- Gift cards are offered to those who go the extra mile provide outstanding mentorship

What does the RC Peer Mentor do?





Benefits to staff

- Less time spent on orienting the client to the program and facility
- Less time spent answering questions
- Companionship covered
- Peer mentors hold mentees accountable for their behavior and can deter unwanted behaviors
- Improved roommate relations
- Holds staff accountable for providing quality care and modeling good leadership

Client Benefits of Peer Mentorship

Mentee

- Sense of belonging
- Reduced fears of the unknown
- Safe in their environment
- “Let down their guard”
- Build confidence



Mentor

- Sense of purpose/usefulness
- Pride in being a leader
- Increased respect for staff
- Gets them ‘out of their head’
- Leads by example

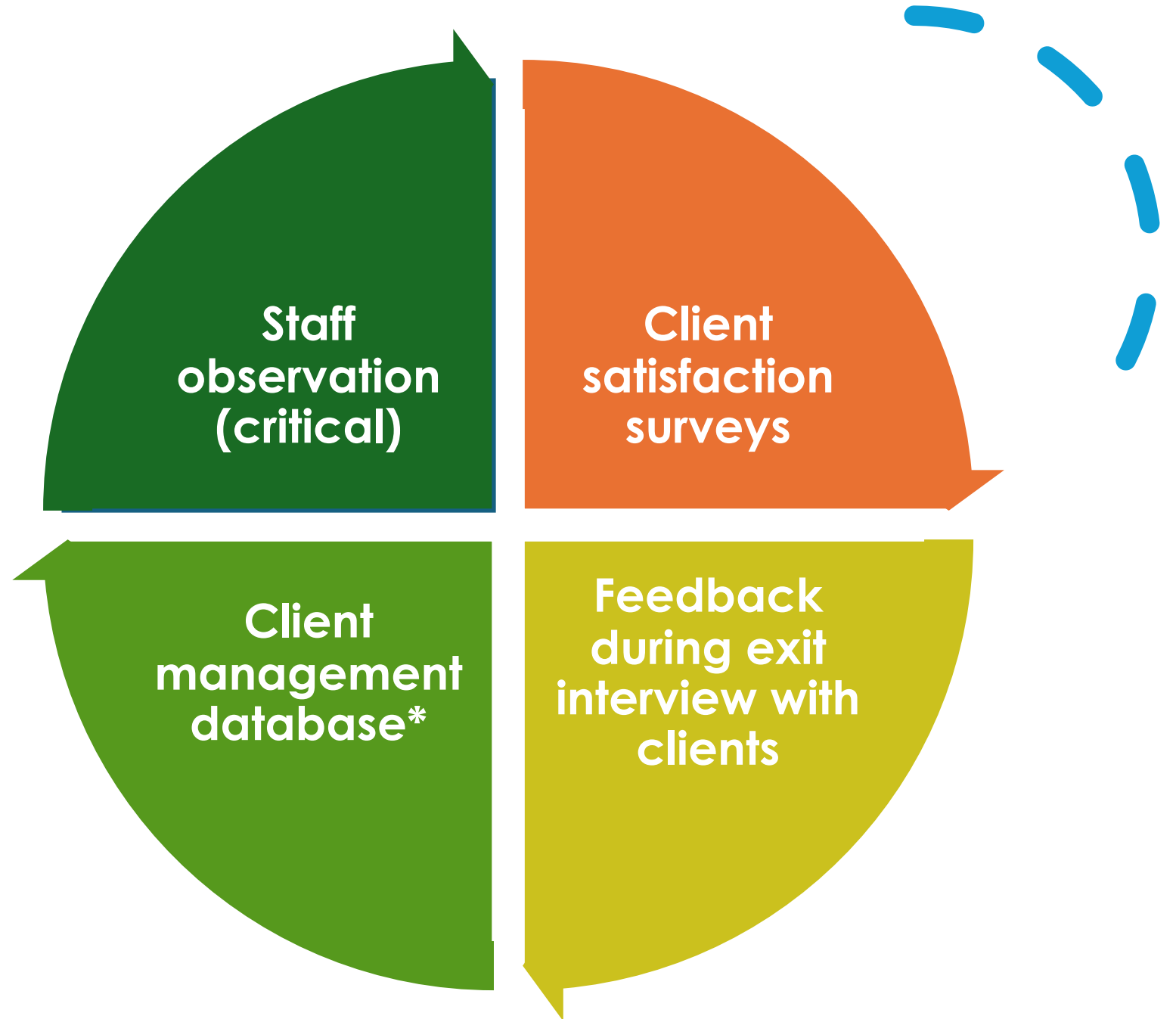



Mentor: Bill R.

of Mentees: 3

The Challenges of Gathering Data

- Track assigned mentors
- Involuntary exits
- Behavioral violations





2024 Peer Mentor Basic Data

85% of Recuperative Care clients were assigned a mentor upon intake

77.5% of Recuperative Care clients served as a mentor.

3 out of 4 mentor/mentee relationships lasted longer than 48 hours.



2024 Peer Mentor Program Results

88% of Recuperative Care clients surveyed reported that **having a mentor helped orient them to being in recuperative care.**

There have been only **six** arguments between recuperative care clients so far this year.

100% of peer mentors indicated that supporting a new client was a **positive experience.**

How to Implement your own internal peer mentor program

1

Identify Goals and Outcomes

2

Train staff on purpose and procedures

3

Support mentors

4

Observe, gather feedback, and make quality improvements



Thank you.



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