CONSUMER AFFAIRS
CLINIC & SELF HELP CENTER PEER SUPPORT

Jennifer Jones, MA, ASW
We offer peer support in several clinic settings:
- Narvaez, Downtown,
- CWBC, and Sunnyvale FQ

We have two self help centers:
- Zephyr and South County Self Help.

Educational support groups and provide individual support with clients/consumers.
Clinic – Based Peer Support

- **Sunnyvale Behavioral Health**
  - WRAP–Wellness and Recovery Action Plan
  - Depression Support & Education (co-lead with a clinician)
  - Positive Thinking
  - Meditation

- **Central Wellness & Benefits**
  - WRAP
  - Meditation

- **Downtown Mental Health**
  - WRAP
  - Tobacco Cessation

- **Narvaez Mental Health**
  - Drop in Peer Support
Peer support helps consumers better understand their mental health challenges, enjoy social activities with their peers, and empowers them to set and achieve meaningful recovery goals. As team members working with licensed staff, we offer individual and group support at four county clinics as a compliment to the clinical services they receive.
Helpful to me
Felt connected
I liked the topic
Included me
Made me feel better
Like the format

Legend
0 = does not apply
1 = Strongly Disagree
2 = Disagree
3 = Neither Agree nor Disagree
4 = Agree
5 = Strongly Agree
Sunnyvale Positive Thinking
September 2013 Data

Ethnicity
- White: 50%
- API: 36%
- Mixed: 14%

Age
- 26-59: 64%
- 60+: 36%

Gender
- Female: 71%
- Male: 29%
Sunnyvale Depression Support & Education September 2013 Group Evaluation

Legend
0 = does not apply
1 = Strongly Disagree
2 = Disagree
3 = Neither Agree or Disagree
4 = Agree
5 = Strongly Agree
Sunnyvale Depression & Support
September 2013 Data

**Ethnicity**
- White: 67%
- API: 33%

**Age**
- 26 - 59: 43%
- 60+: 57%

**Gender**
- Female: 43%
- Male: 57%
1:1 Clinic Peer Support

Clinic Peer Support Contacts
July to September 15, 2013

Clinic Peer Support Contact Minutes
July to September 15, 2013

TOTAL = 379

TOTAL = 7890
Self-Help Centers
Unduplicated & Duplicated Data

- For 2 ½ months July–September 2013

- Zephyr—3.5 FTE plus 1.5 FTE Peer Interns
  - Unduplicated—276
  - Duplicated—919

- South County—1.5 FTE
  - Unduplicated—30
  - Duplicated—182
## Visits to Zephyr

<table>
<thead>
<tr>
<th>Day</th>
<th>Morning</th>
<th>Afternoon</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>131</td>
<td>46</td>
<td>177</td>
<td>21%</td>
</tr>
<tr>
<td>Wednesday</td>
<td>113</td>
<td>47</td>
<td>160</td>
<td>19%</td>
</tr>
<tr>
<td>Thursday</td>
<td>260</td>
<td>37</td>
<td>297</td>
<td>35%</td>
</tr>
<tr>
<td>Friday</td>
<td>167</td>
<td>42</td>
<td>209</td>
<td>25%</td>
</tr>
<tr>
<td>Total</td>
<td>671</td>
<td>172</td>
<td>843</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Number of Consumer Visits at Zephyr by the Day of the Week and Time of Day

![Graph showing the number of consumer visits at Zephyr by the day of the week and time of day]
South County Visits

Number of Consumer Visits at South County by the Day of the Week and Time of Day

<table>
<thead>
<tr>
<th>Day</th>
<th>Morning</th>
<th>Afternoon</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>20</td>
<td>10</td>
<td>30</td>
<td>33%</td>
</tr>
<tr>
<td>Wednesday</td>
<td>29</td>
<td>6</td>
<td>35</td>
<td>39%</td>
</tr>
<tr>
<td>Thursday</td>
<td>13</td>
<td>10</td>
<td>23</td>
<td>26%</td>
</tr>
<tr>
<td>Friday</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>64</td>
<td>26</td>
<td>90</td>
<td>100%</td>
</tr>
</tbody>
</table>
Self Help Groups—Zephyr

- Check-in
- New Beginnings
- Positive Thinking
- Men’s Group
- Women’s Group
- Older Adults
- Mood Surfing’
- Beading
- Healthy Boundaries

- WRAP
- Creative Expressions
- TGIF
  (Thank Goodness It’s Friday)

Groups from Tuesday through Friday
South County Groups

- WRAP
- Women’s Group/Beading Group
- Mindfulness/Meditation
- Positive Thinking
- Client Empowerment
South Co. WRAP Evaluation July–August 2013

Legend
0 = does not apply
1 = Strongly Disagree
2 = Disagree
3 = Neither Agree or Disagree
4 = Agree
5 = Strongly Agree

Bar chart showing responses for different aspects:
- Helpful to me: 4.9
- Felt connected: 4.7
- I liked the topic: 4.8
- Included me: 4.7
- Made me feel better: 4.9
- Like the format: 4.6
- Facilitators worked well together: 5.0
South County WRAP Data
September 2013

Gender
- Male: 50%
- Female: 50%
- Gender: 0%

Ethnicity
- White: 75%
- Latino: 25%
- Other: 25%

Age
- 18–25: 25%
- 26–59: 75%
Legend
0 = does not apply
1 = Strongly Disagree
2 = Disagree
3 = Neither Agree or Disagree
4 = Agree
5 = Strongly Agree
Zephyr Positive Thinking
September 2013

Ethnicity

- Latino/Hispanic: 25%
- African American: 25%
- White: 50%

Gender

- Male: 40%
- Female: 60%

100% Age Range 26–59
Older Adults Group at Zephyr

Older Adult Group—a snapshot of a popular group

- Unduplicated: 23
- Duplicated: 83
OLDER ADULTS Group EVALUATIONS
JULY–AUGUST 2013

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4 = Agree
5 = Strongly Agree

11 Responses
Zephyr Older Adults Group Demographics

**Ethnicity**
- API: 25%
- Latino: 25%
- Mixed: 25%
- White: 25%
- Native American: 12%
- Total: 13%

**Age Range**
- 26-59: 67%
- 60+: 33%

**Gender**
- Male: 67%
- Female: 33%
Healthy Boundaries Evaluation
July–August 2013

Legend:
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3 = Neither Agree or Disagree
4 = Agree
5 = Strongly Agree
Summary

- We will be using this data to continue to improve our delivery of services in Consumer Affairs.
“Who then can so softly bind up the wound of another as he who has felt the same wound himself?”
Thomas Jefferson