



Project Return Peer Support Network

www.prpsn.org

Hacienda of Hope Innovation Program

Services Provided and Overview

- ▶ Peer Support available 24/7
- ▶ Self-Help Groups
- ▶ 1-1 support
- ▶ Independent life skills such as budgeting, cooking, and maintaining an organized environment
- ▶ Paperwork
- ▶ Based on the annual report we learned that the role of a peer was instrumental in the recovery journey of our guests.
- ▶ Establishing trust with individuals being served was essential. This helped create a nurturing environment between individuals.
- ▶ Empowering guests to find or strengthen their motivation and passion in their recovery, career and life.
- ▶ Developing a sense of belonging: a community among each other, learning from both the commonality and diversity in experiences, cultures and strengths.
- ▶ Having peer staff with diverse lived experience that work together effectively allows guests to establish a meaningful connection.
- ▶ We've seen guests and visitors progress and come back, meaning their connections and lessons learned at the Hacienda has left a tremendous impact in their recovery. We've received various of phone calls, verbal statements and letters that state their gratitude and the magnitude of positive change their stay has had on their life.



Lessons Learned by Fiscal Year

▶ Year 1 (2013-2014)

- ▶ Establishing relationships with other service providers
- ▶ Networking
- ▶ Establishing a steady referral source(s)
- ▶ Hiring staff
- ▶ Establishing House Guidelines
- ▶ Training staff
- ▶ Establishing services

Lessons Learned by Fiscal Year

▶ Fiscal Year 2 (2014-2015)

- ▶ Ongoing staff development and support
- ▶ Major changes at PRPSN (executive management, legal entity etc.)
- ▶ Expansion of services
- ▶ Establishing waiting list
- ▶ Understanding length of time at house

Lessons Learned by Fiscal Year

- ▶ Fiscal Year 3 (2015-2016)
 - ▶ Decrease in length of stay
 - ▶ From 27 days to 14 days
 - ▶ Additional Services Provided
 - ▶ People being served while on the waiting list
 - ▶ After Care Services
 - ▶ Staff Development
 - ▶ Ongoing and refresher trainings
 - ▶ Casting a wider net
 - ▶ Expanding our services further into the community

Continuum of Care

▶ Engagement

- ▶ Providing Supportive services to individual while on the waiting list
- ▶ Providing After Care services as a means of support to help individuals reintegrate into the community
- ▶ Reduction in jail and hospitalizations and mental health urgent cares
- ▶ Increase capacity from 9-11 bedrooms (2 additional rooms which are also handicap accessible)

Lessons Learned

- What we take for granted.....may be of high importance to them
 - Support during the holiday season is invaluable to them
 - Supporting vs. doing for them are 2 different things
- Accept where they are, not where you think they should be

Having different peers with different styles allows for them to connect with someone

- Collaboration with other agencies is vital to their overall health
 - Showing up for them is step one
- Understanding where they've come from to get them to where they need to be
- Meet them where they are at and provide support for where they want to be