



WOMEN'S
RECOVERY
ASSOCIATION

Peer Mentorship

**# Increasing
Client
Continuation
Rates in
Women's
Substance
Abuse
Treatment**



**Women's Recovery Association
San Francisco Bay Area
Burlingame, CA**



WRA: The Organization

Programs:

- # Treatment
Readiness
- # Intensive
Outpatient
- # Outpatient
- # Residential
- # Continuing
Care
- # Adolescent
- # Perinatal

Services:

- # AOD
 - # Dual Diagnosis
 - # Trauma
 - # Eating Disorder
 - # Childcare
 - # Individual,
Couple,
Family, Child
Therapy
 - # Vocational
-

“..I was feeling nervous and scared- my mentor really put me at ease. I really like having her there to answer my questions...” ~WRA client

Aim: Increased Continuation Rates

with a focus on Early Engagement

WRA Increased the % of clients who continued from 1st visit in all targeted levels of care:

- IOP Day= 4 visits in 8 days
- Residential = 4 visits in 28 days
- Evening IOP = 3 visits in 8 days



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Why This Focus?

- # Discrepant client continuation trends for Residential vs. Outpatient
- # Program Director met with Outpatient client feedback group to reveal unmet consumer needs
- # Outpatient and Residential clients have different early engagement needs
- # Outpatient clients expressed sometimes needing additional general orientation information, (i.e., which room to go to, etc.)
- # Recognized that Outpatient clients needed a more immediate interpersonal way to connect with the WRA community
- # Research regarding psychological development supports the theory that relationships with others are instrumental in the growth and evolution of women.
- # Peer mentorship is one way to honor and demonstrate the validity of this theory. It offers women a chance to heal via connection with others, which may result in healthier interpersonal relations, a greater sense of self, and improved continuation rates.

*“The idea is to share power
so that we can create more of it” ~ Covington*



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Changes Made

~The word 'mentor' stems from the Greek word meaning ENDURING~



- # Creation and implementation of peer mentorship system
- # System adjustments made with client and staff input
- # Built mentorship process into intake
- # Built mentorship concept into core curriculum
- # Built mentorship activity into treatment completion
- # New client assigned peer mentor and greeted prior to beginning 1st treatment group
- # Client's first group experience is preceded by quality time shared with peer mentor during scripted interview and orientation
- # New client is provided with information/orientation sheet to help create comfort and impart logistics
- # New client introduced by mentor at the start of her 1st treatment group
- # New client is welcomed into the WRA community in a ritualized & meaningful way

Keys to Our Success



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*“Learning is finding out that you already know.
Doing is demonstrating that you know it.
Teaching is reminding others that they know
just as well as you. You are all learners,
doers, and teachers.” –Richard Bach*

- Peer mentorship is integrated into the core treatment curriculum
- WRA cultural emphasis on reciprocity, relational connectedness, collaboration, empowerment, and holism
- Agency parallel process: mentorship is woven into the WRA culture as a norm among staff, interns and clients
- Client-centered feedback as greatest resource in decision-making towards system refinement

“Thus, the sense of connection and participation in something larger than oneself does not diminish but rather heightens the sense of personal power and understanding” ~ Stone Center, Jordan & Kaplan



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Future Plans

- # Sustain changes via continued refinements particular to each level of care
- # Continue tracking and analyzing data over time
- # Goal: increase in number of clients meeting successful continuation criteria across all levels of care by June 1, 2005
- # Residential PI change team expands PDSA cycles toward spreading peer mentorship into later stages of treatment



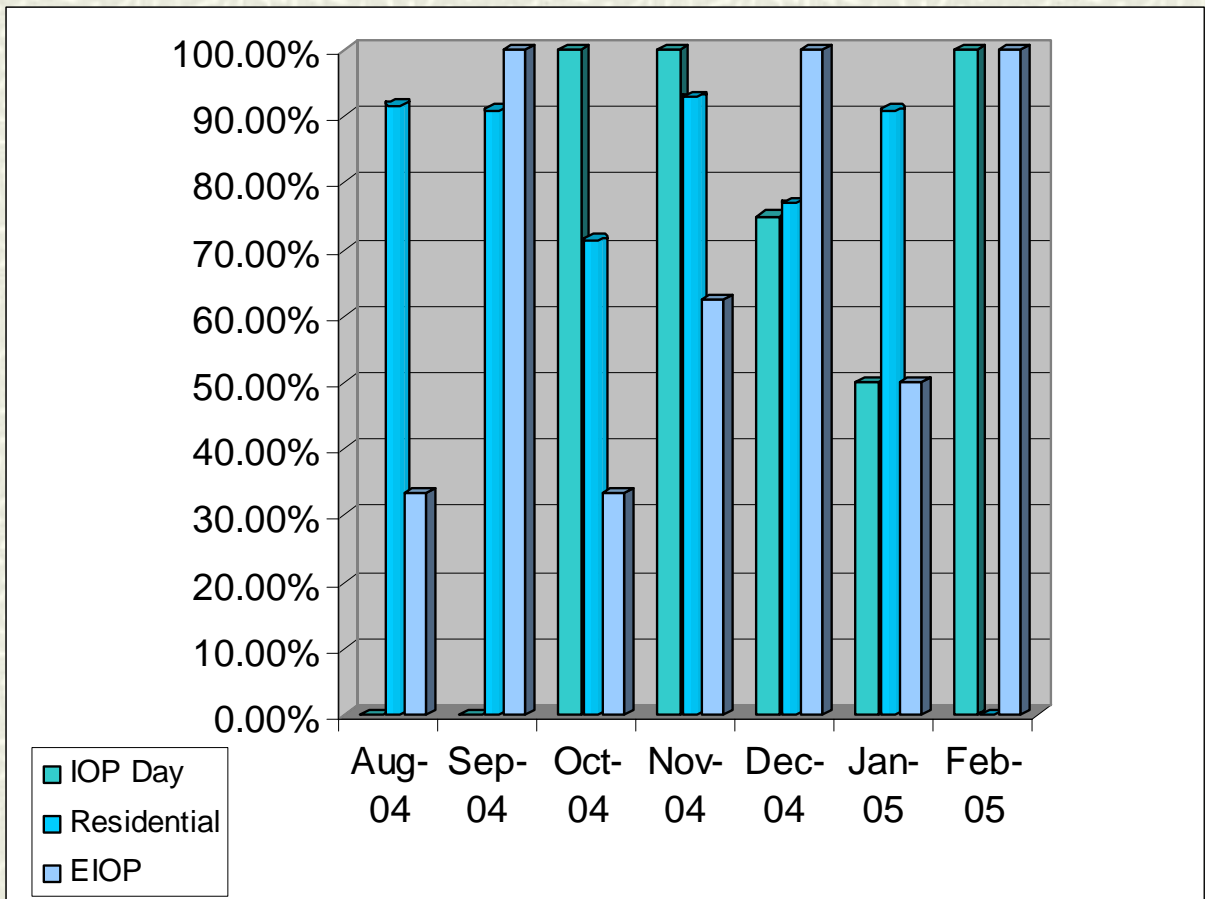
“..It is so nice to be asked what my favorite color is...I feel so cared for....it means a lot to be able to share something like this about myself”

-WRA client



Data

Continuation Rates Month-to-Month Change implemented November 1, 2004

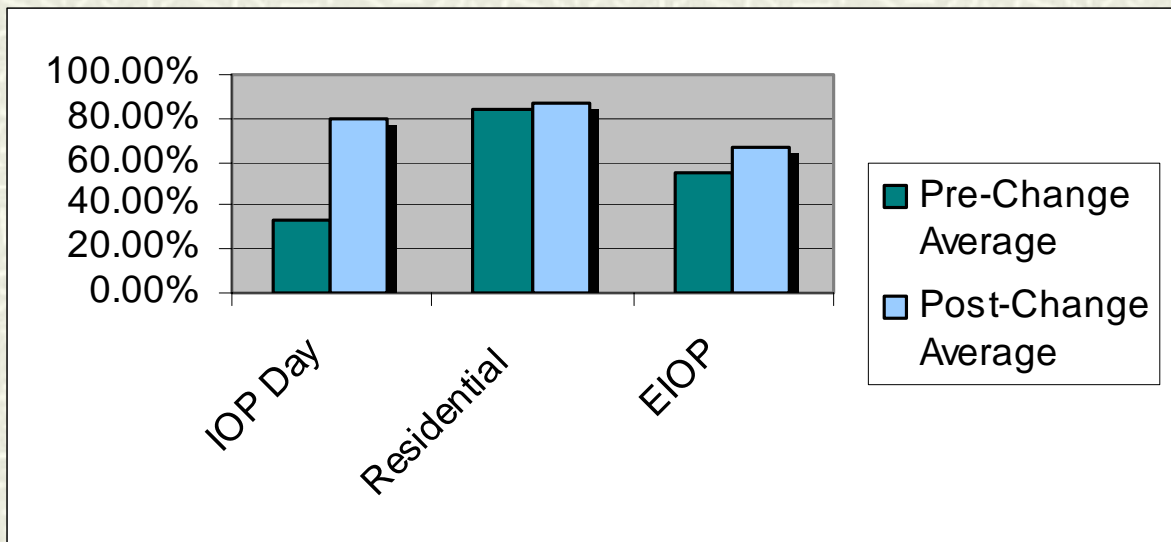


	<i>Aug-04</i>	<i>Sep-04</i>	<i>Oct-04</i>	<i>Nov-04</i>	<i>Dec-04</i>	<i>Jan-05</i>	<i>Feb-05</i>
IOP Day	0.00%	0.00%	100.00%	100.00%	75.00%	50.00%	100.00%
Residential	91.66%	90.90%	71.42%	92.85%	76.92%	90.90%	TBD
EIOP	33.33%	100.00%	33.30%	62.50%	100.00%	50.00%	100.00%



Data Averages

Average Continuation Rates Pre and Post Change



	Pre-Change Average	Post-Change Average
IOP Day	33.33%	80.00%
Residential	83.78%	86.84%
EIOP	55.55%	66.66%

- *IOP Day Continuation increased 48.48%*
- *Residential Continuation increased 3.06%*
- *EIOP Continuation increased 13.68%*