

Peer Support Services Outcomes

Haven for Hope

We sought to examine the context and outcomes of peer support services in Texas. At Haven for Hope, we conducted a peer interview, a staff survey, and analyzed outcomes of individuals who received peer support services.

Interview



We interviewed 2 peers about the programs in which they work, their job roles, and whether they feel supported in their employment. They reported that they:

- felt supported in their employment by supervisors and staff
- were concerned about secondary trauma during employment
- hope that opportunities arise to reduce overlap between peer and clinical roles

Survey



We surveyed all staff at Haven to examine staff characteristics, and recovery knowledge and stigma on mental health and substance use issues. We found that:

- most staff had some type of lived experience
- overall, recovery knowledge was high and stigma was low
- knowledge and stigma did not vary by staff lived experience and/or peer role

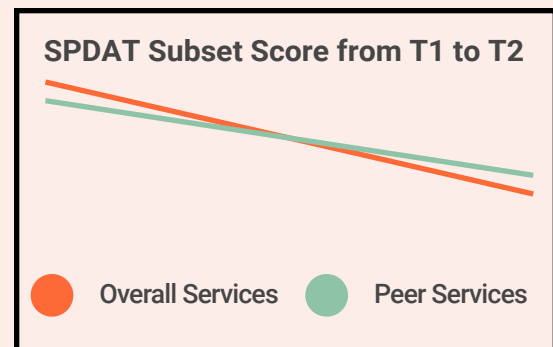
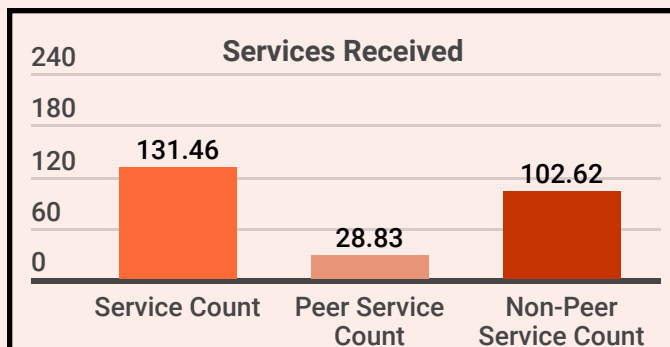


Areas for improvement: "recovery is not linear" & "expectations for recovery"

We analyzed member outcomes for those enrolled in the permanent supportive housing program, examining SPDAT score changes during the course of an enrollment. We found that for members with service data:

- average length of stay was 497 days
- received an average of 131 services: 29 peer and 102 non-peer services
- had decreased SPDAT score from T1-T2 in relation to overall and peer services

Outcomes



See final report for additional details, including limitations.

Peterson, H. L., Kuhn, W., Parkin, S., and Stevens Manser, S. (2019). Peer Services and Individual Outcomes: Haven for Hope, San Antonio, TX. Texas Institute for Excellence in Mental Health, Steve Hicks School of Social Work, University of Texas at Austin.



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