

# MONTGOMERY COUNTY PEER SUPPORT TALK LINE

Life isn't always easy, and sometimes, you just need to know that someone is in your corner. Access Services' Peer Support Talk Line is here to help provide Montgomery County adults with hope and encouragement during tough times. Our certified peer support specialists are trained in active listening techniques, motivational interviewing, and recovery support.

**Call**

**855-715-TALK**

(855-715-8255)

**Text**

**267-225-PSTL**

(267-225-7785)

**Monday - Sunday 3:00pm - 8:00pm**

**Callers to other peer talk lines say...**

"It has helped me be more confident."

"It has helped me to keep out of the hospital."

"It helps to talk to a person who can truly relate and understand."

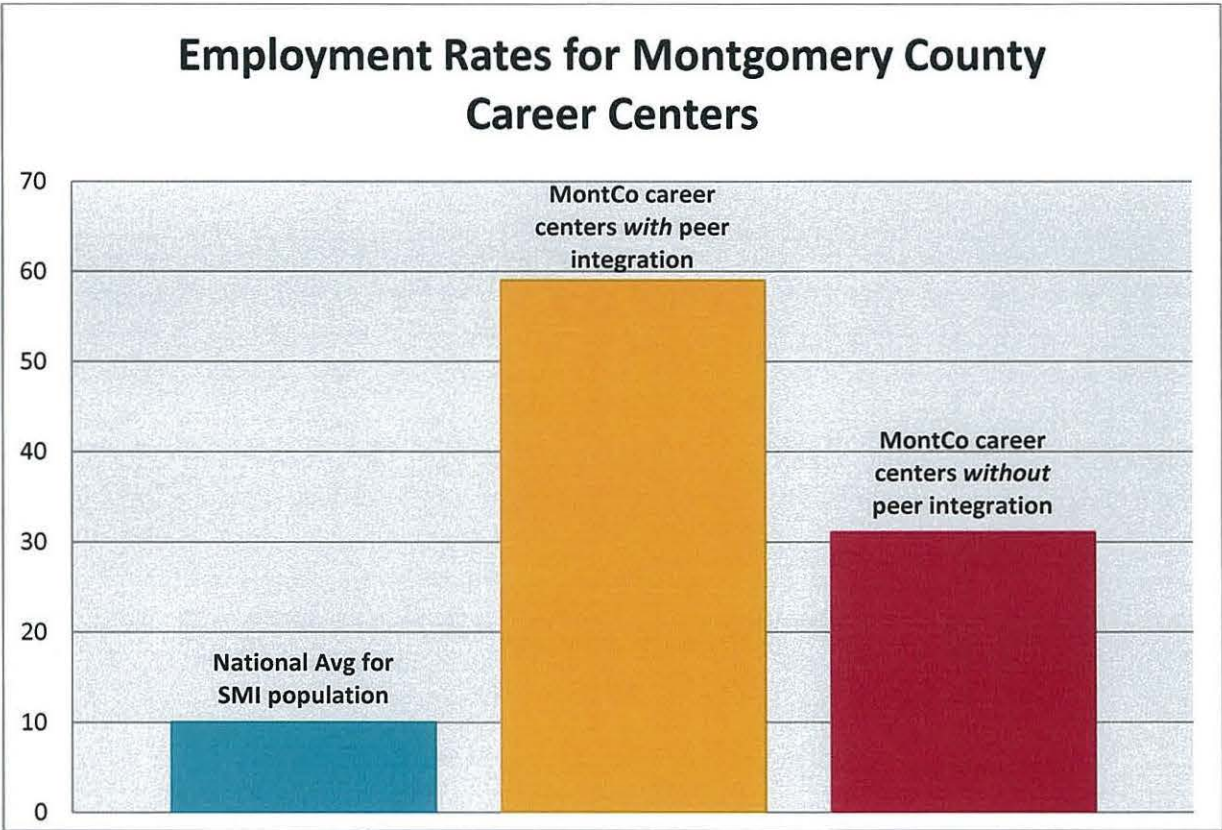
**If you are in crisis, please call Adult Mobile Crisis Support  
at 1-855-634-HOPE (4673)**



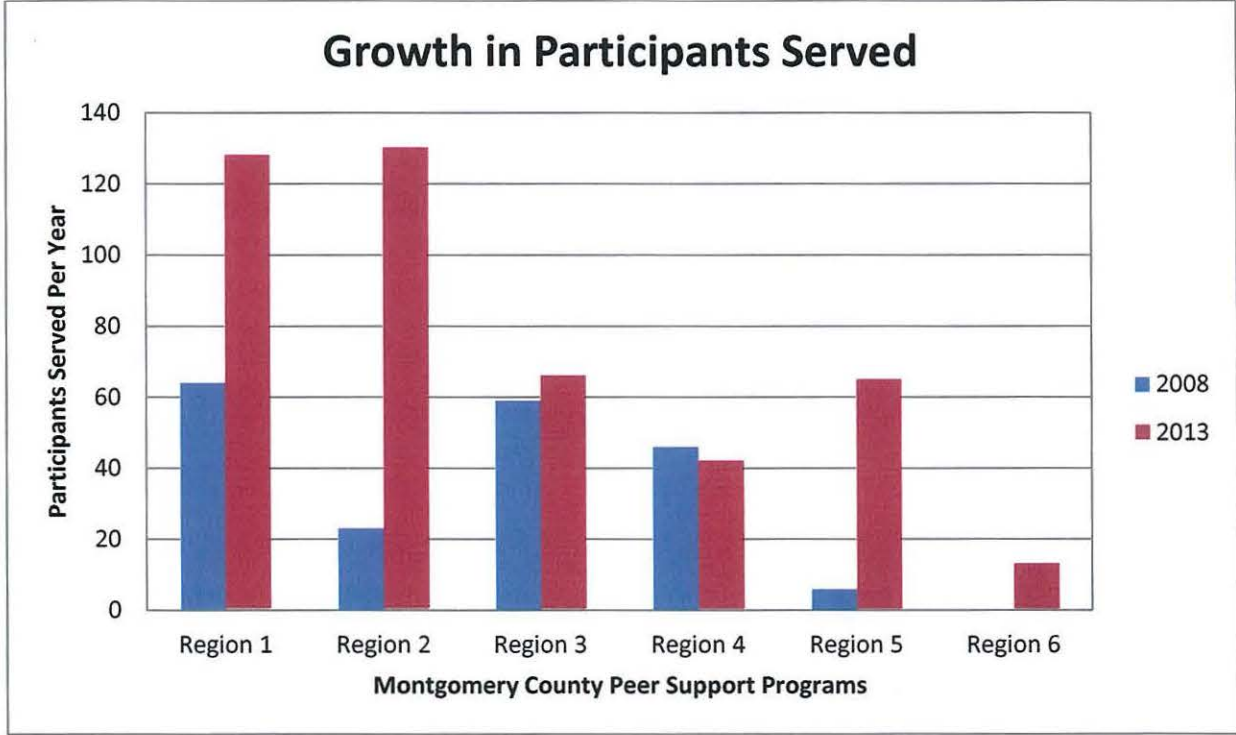
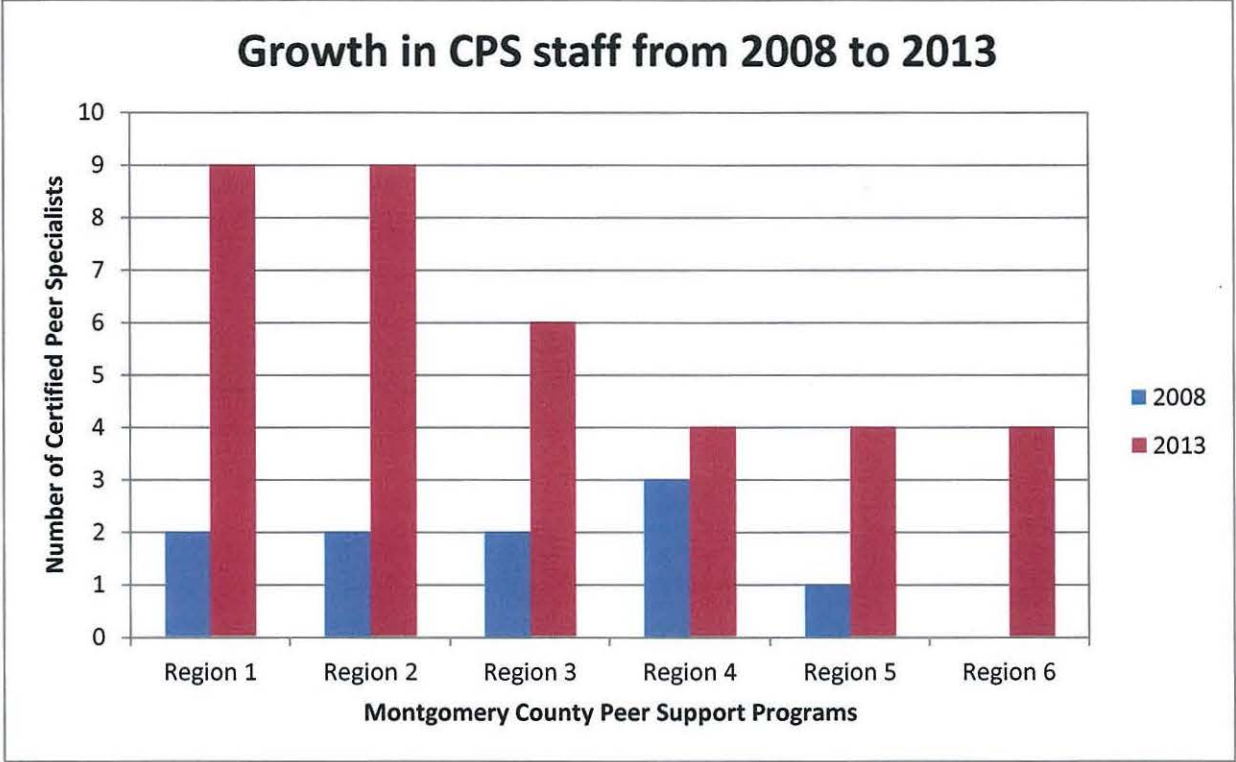
**ACCESS  
SERVICES**

Creating better ways to serve  
people with special needs

# Montgomery County Peer Support Program



# Montgomery County Peer Support Program



## Peer Support Talk Line Stats

- Since April 2013 (Talk line Start Date) 1713 calls have been received by the talk line
- 172 individuals have utilized the talk line
- Talkline has experienced a monthly growth rate of 21%
- 37% of the calls were related to symptoms of anxiety and depression
- 73% of callers reported a reduction in the severity of their issue/symptom and as a result of their use of the peer talk line did not need to utilize a higher level of care

# Where Pennsylvania is as of 12/ 2013?

- Number of Certified Peer Specialist: 3212
- In Montgomery County 252

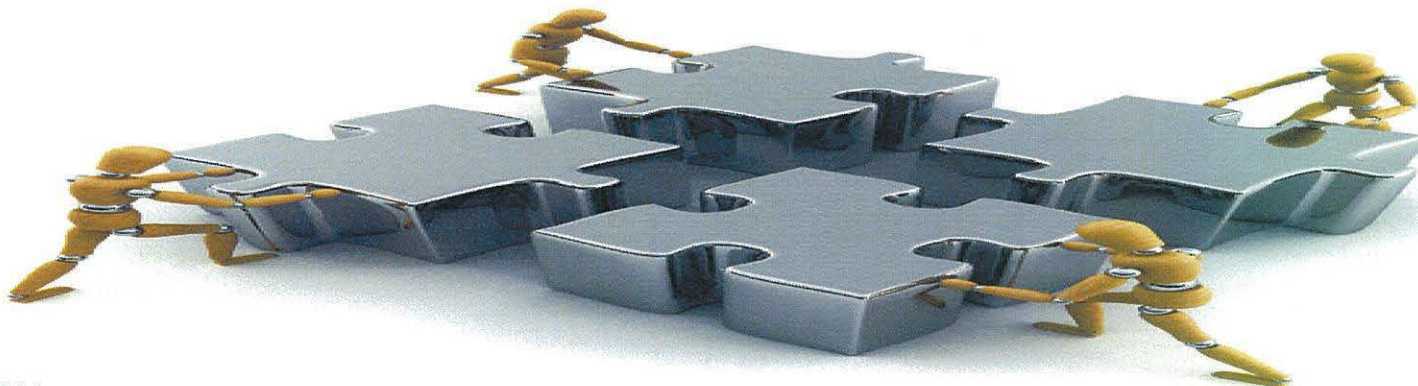


## Where are we today?

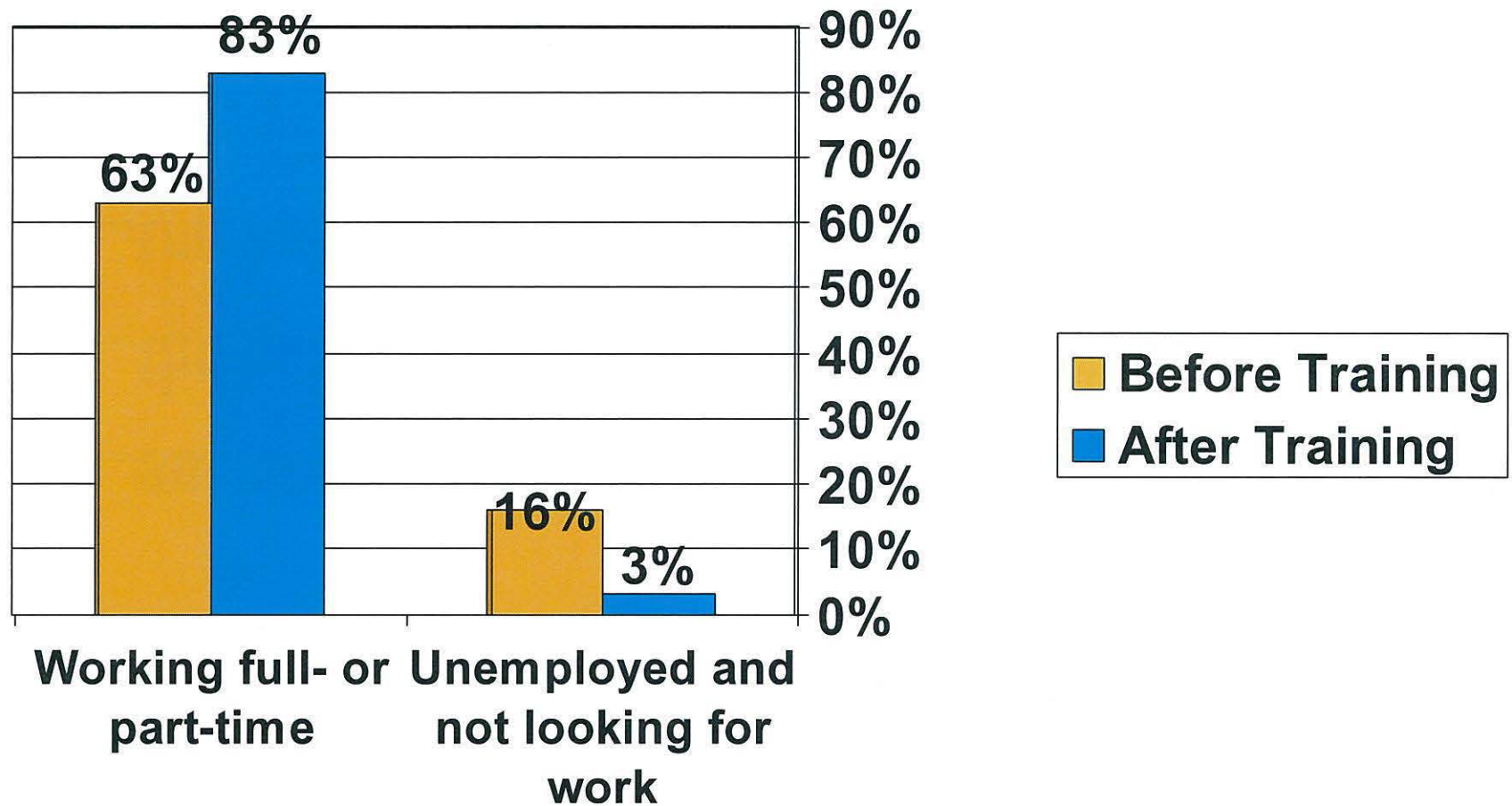
- In 2010, the DMHSAS, OVR, Temple University and the PA Peer Coalition conducted our 1<sup>st</sup> statewide Certified Peer Specialist survey!
- Take a look at some of the results...

Survey Content:  
How does Certified Peer Specialist training impact...

- **...society?**
- **...the behavioral health system?**
- **...the individuals who receive the training?**

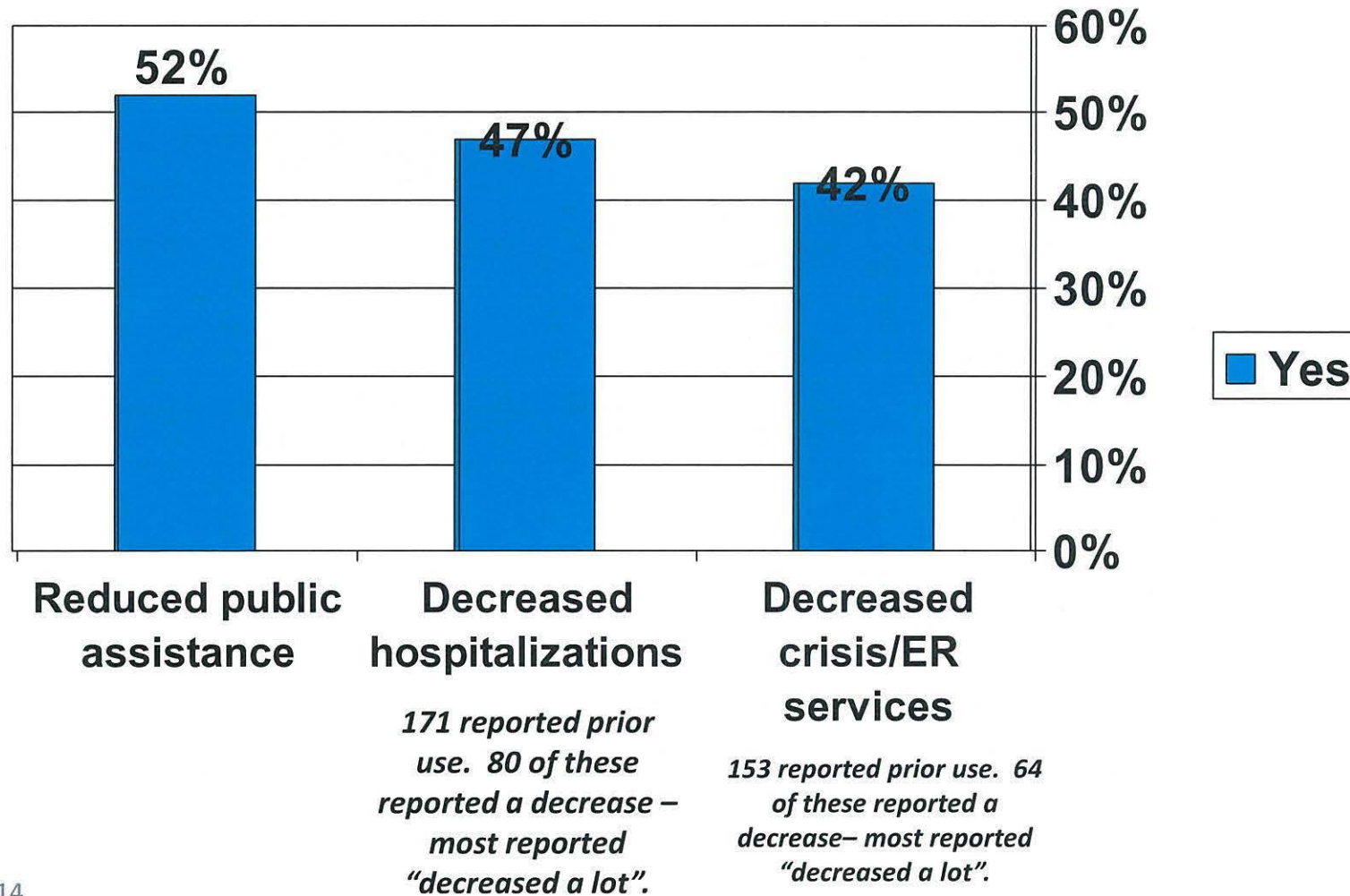


# Societal Outcomes: CPS Trainees are Working More or Looking for Work



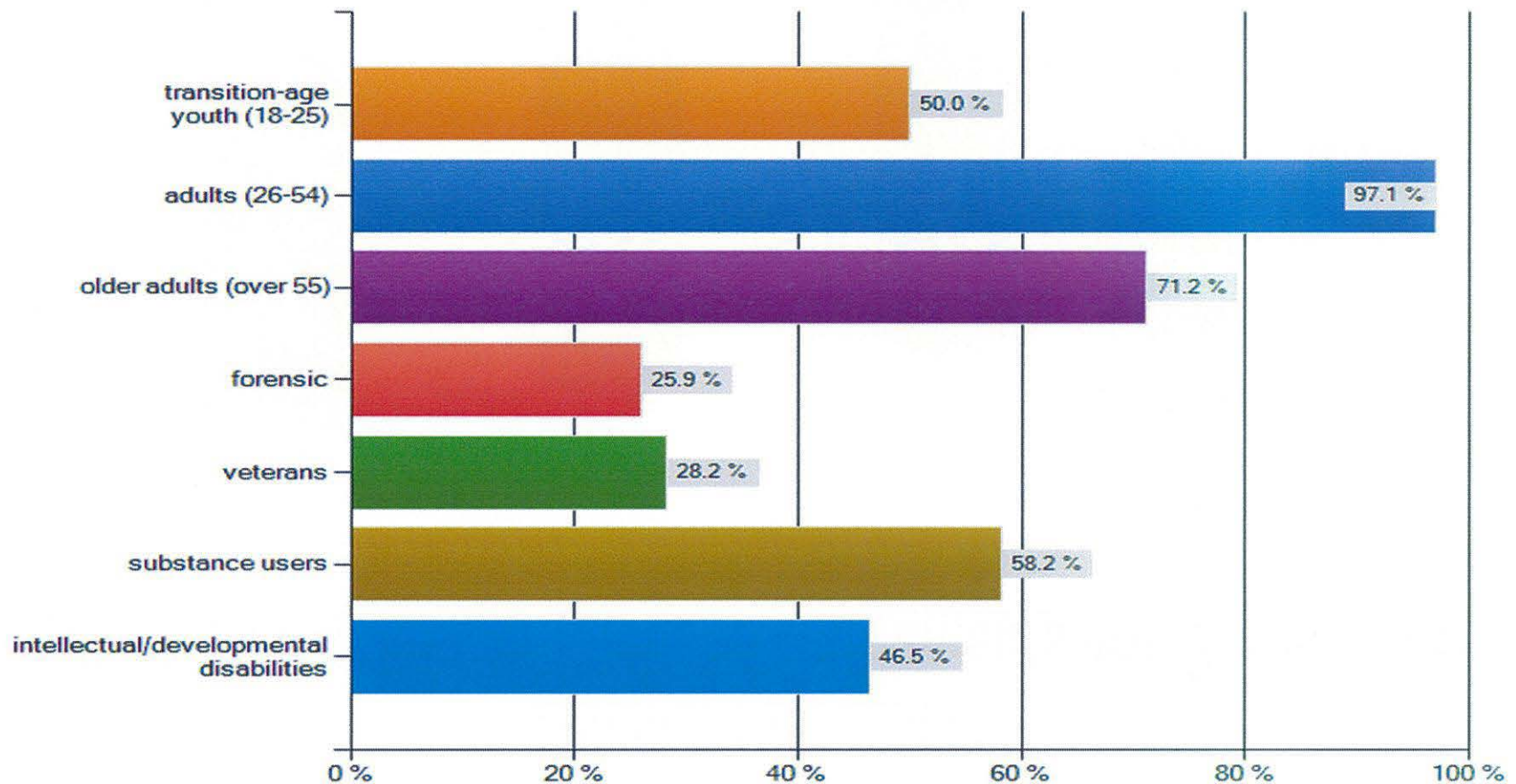


# Societal Outcomes: CPS Trainees Report Reduced Entitlements and Service Use



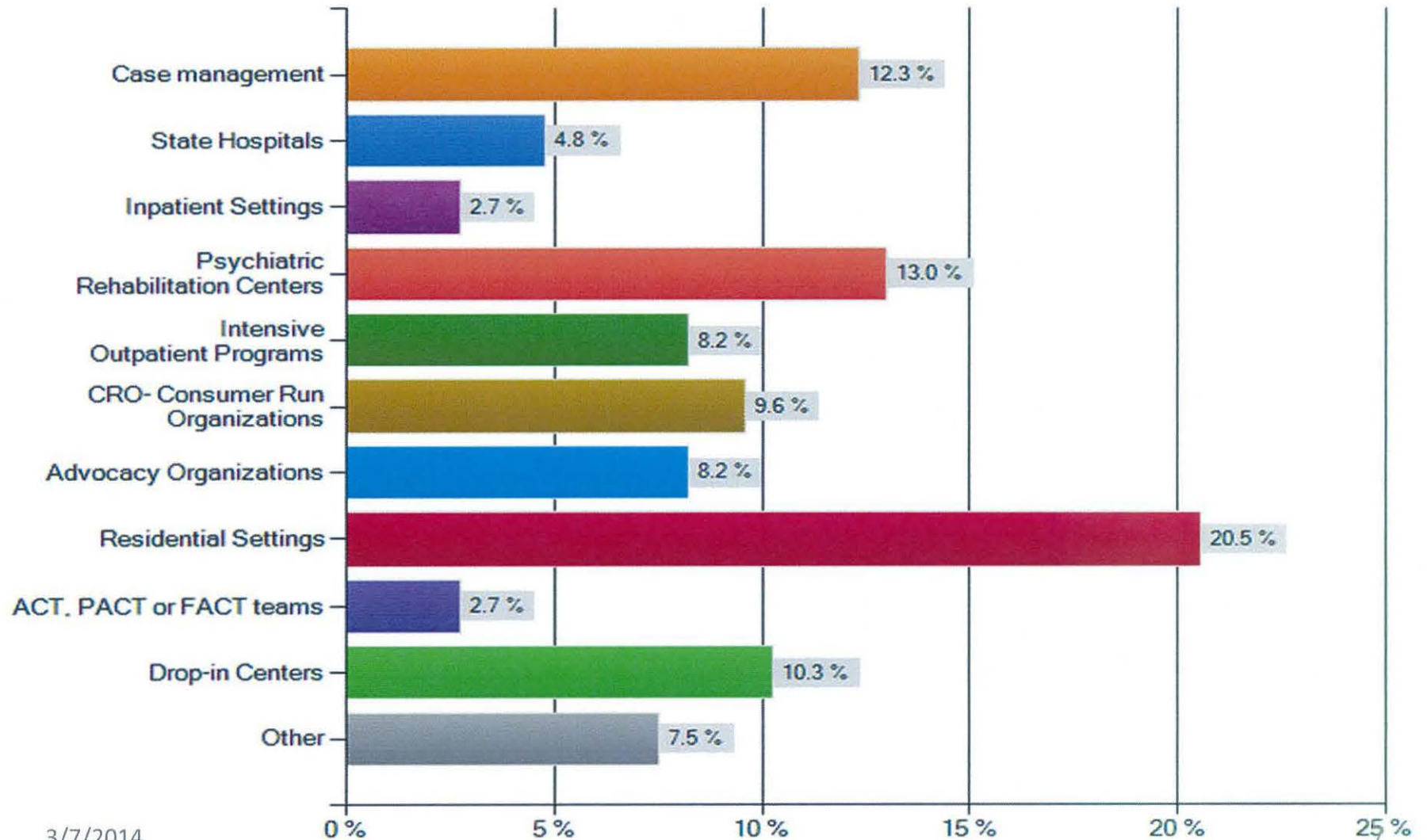
System Outcomes:  
CPS Contribute to the Behavioral Health Workforce by  
Working with Many Different Populations...

**If yes, what groups of people do you work with in any capacity (e.g., 1:1, group, advocacy, training, etc.)? Check all that apply**



# ...and in Many Different Settings

If yes, what type of program or setting do you work in?



## Survey Question # 28

Please indicate whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Response Count
I developed new skills in the Certified Peer Specialist training that are applicable to my life and recovery	<b><u>60.2 %</u></b> <b>(147)</b>	34.0% (83)	5.3% (13)	0.4% (1)	0.0% (0)	244
The Certified Peer Specialist training <b>DID NOT</b> provide me with the knowledge and skills necessary for me to work with the behavioral health system.	5.4% (13)	8.7% (21)	12.8% (31)	30.2% (73)	<b><u>43.0%</u></b> <b>(104)</b>	242
I feel <b>MORE</b> hopeful about <u>my future</u> as a result of participating in the Certified Peer Specialist training	<b><u>54.1%</u></b> <b>(131)</b>	32.6% (79)	10.3% (25)	2.5% (6)	0.4% (1)	242
I feel <b>MORE</b> hopeful about the <u>future of peers</u> in recovery as a result of the Certified Peer Specialist training	<b><u>52.5%</u></b> <b>(128)</b>	38.0% (92)	7.0% (17)	2.1% (5)	0.4% (1)	242

### Survey Question # 28

Please indicate whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Response Count
<b>The Certified Peer Specialist (CPS) training gave me more confidence that I can do things to further my own recovery</b>	<b><u>52.9 %</u></b> <b>(128)</b>	35.1% (85)	9.1% (22)	2.1% (5)	0.8% (2)	244
The Certified Peer Specialist (CPS) training gave me more confidence to seek employment	<b><u>46.1%</u></b> <b>(112)</b>	27.2% (66)	18.9% (46)	5.3% (13)	2.5% (6)	242
<b>The Certified Peer Specialist (CPS) training gave me more confidence that I can do things to support the recovery of others</b>	<b><u>59.1%</u></b> <b>(143)</b>	35.5% (86)	4.1% (10)	0.4% (1)	0.8% (2)	243
I developed new supportive relationships with others as a result of the Certified Peer Specialist training	<b><u>50.6%</u></b> <b>(123)</b>	33.3% (81)	11.5% (28)	3.3% (8)	1.2% (3)	243