

# Welcome to the Peer Support Presentaton

*“PSP makes our world a better place. I am consistently amazed at how emotions blossom in their reality for just a moment, so that our peers are not holding them like flammable material closed in their chest. PSP gives a corner of emotional safety and practical help.”*

- CDCR Employee

*“With all of the departmental changes and additional duties we all have undertaken in the last decade it is truly comforting, heartwarming and reassuring to witness the timely, coordinated and compassionate response with which all of you CDCR PSP professionals use to support our own.”*

- CDCR employee

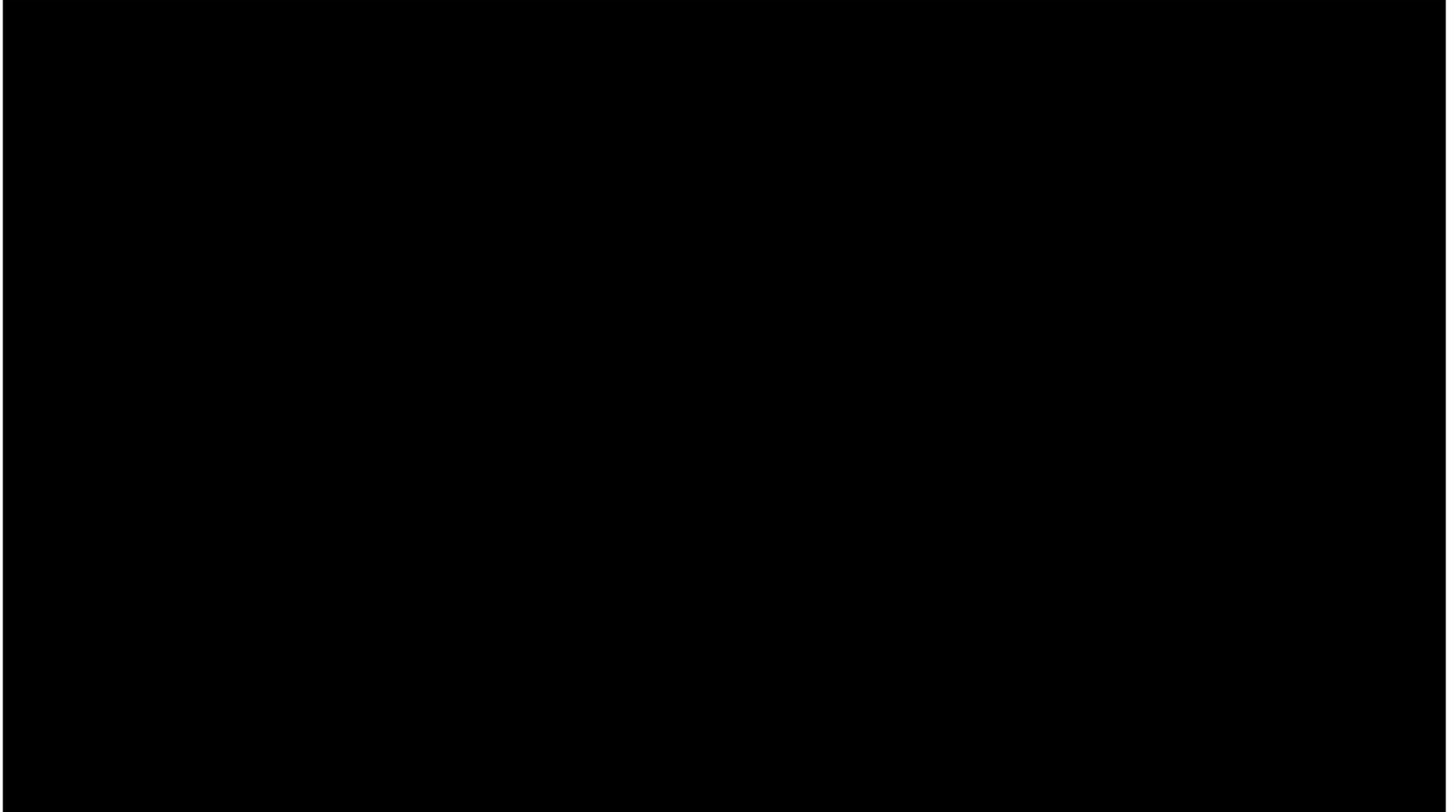


# Peer Support Program



Presented by: Rosanna Rodriguez, Statewide PSP Manager, 916-327-7082

# Video: Looking into someone else's eyes (5 mins)





# Peer Support Program (PSP)

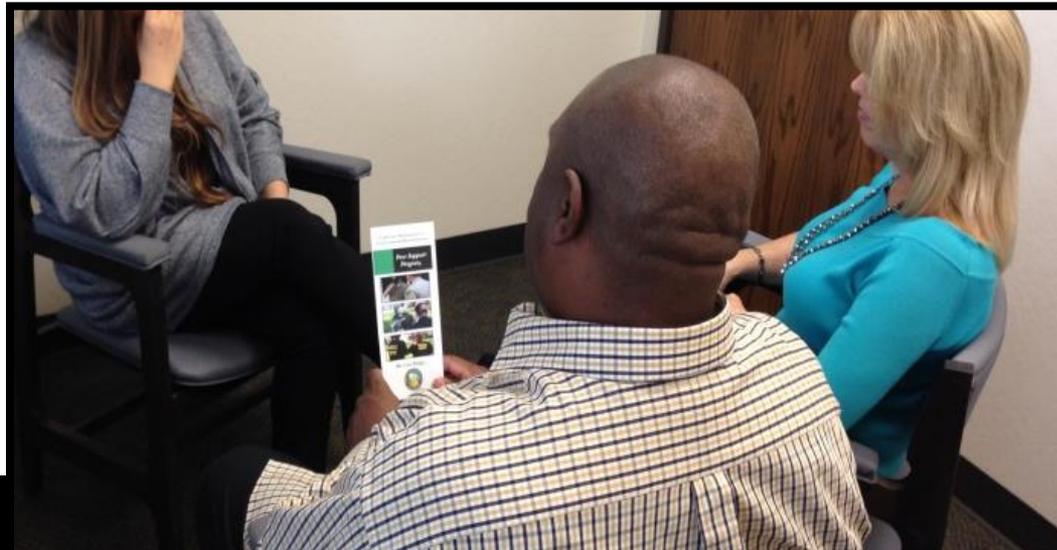
- PSP teams are available at each CDCR location and consist of volunteer custody and non-custody staff who are trained and have the desire and passion to help staff in a time of need.
- CDCR has over **1,200** trained peer supporters statewide.



# Peer Support Program (PSP)

## What is Peer Support?

- A peer who will listen, answer questions, offer resources and help an employee deal with his/her situation in a confidential environment.



# Peer Support Program (PSP)

## Team Member Role

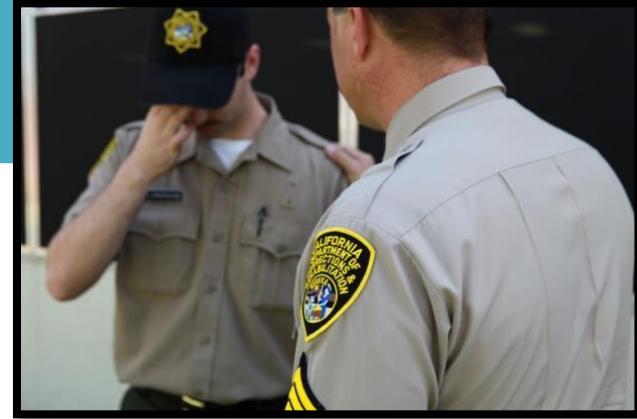


- Demonstrate active listening skills.
- Offer practical assistance and information to help employee address their immediate needs and concerns.
- Validate reactions and/or feelings.
- Provide support and resources.
- Follow up with the employee.

# Peer Support Program (PSP)

**Reasons for activation of PSP include, but not limited to:**

- Physical/Sexual Assaults
- Riots
- Shootings
- Hostage incident
- Death of an employee or family member
- Employee experiencing suicidal thoughts or emotions
- Direct involvement in a critical incident
- Personal or work-related stress



# Peer Support Program (PSP)



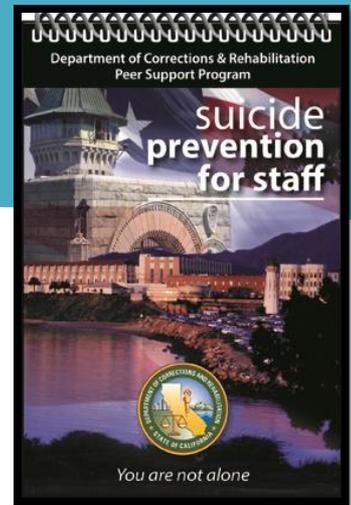
## Military Peer Support Program

- Provides information, support, and resources for military service employees and their families during pre-deployment and post-deployment to military duty.
- Military team members are veterans who have experience with military deployment and have the ability to relate to the employee.

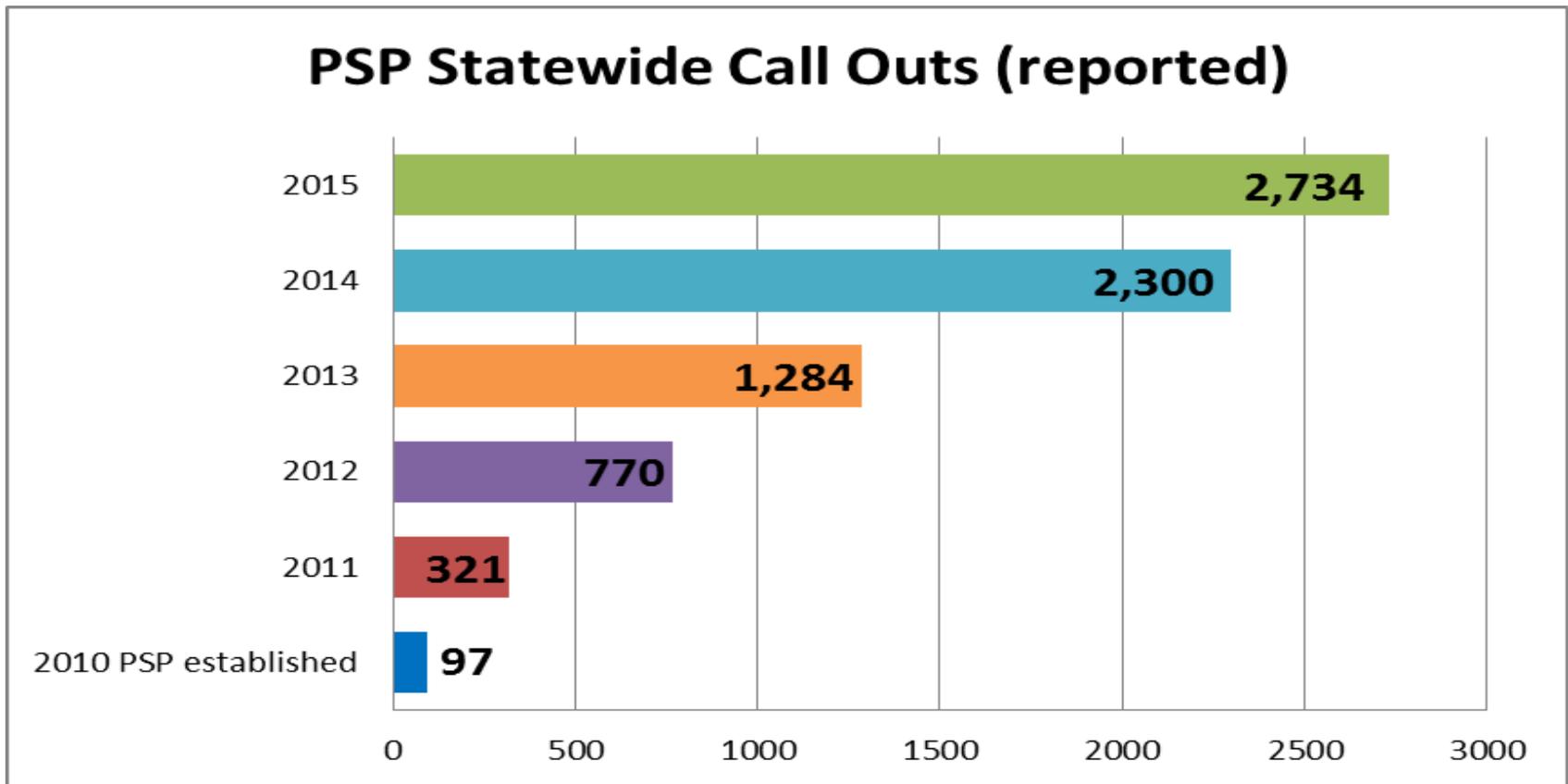
# Peer Support Program (PSP)

## Staff Suicide Prevention/Intervention Program

- Provides support, intervention, and appropriate resources to employees who may be experiencing suicidal thoughts and emotions.
- **123 team members trained in *Suicide First Aid*.**
- If you recognize a co-worker who may be displaying warning signs for suicide, please **notify a supervisor immediately** and stay with the employee until support arrives.
  - Supervisor protocol is to activate local PSP.



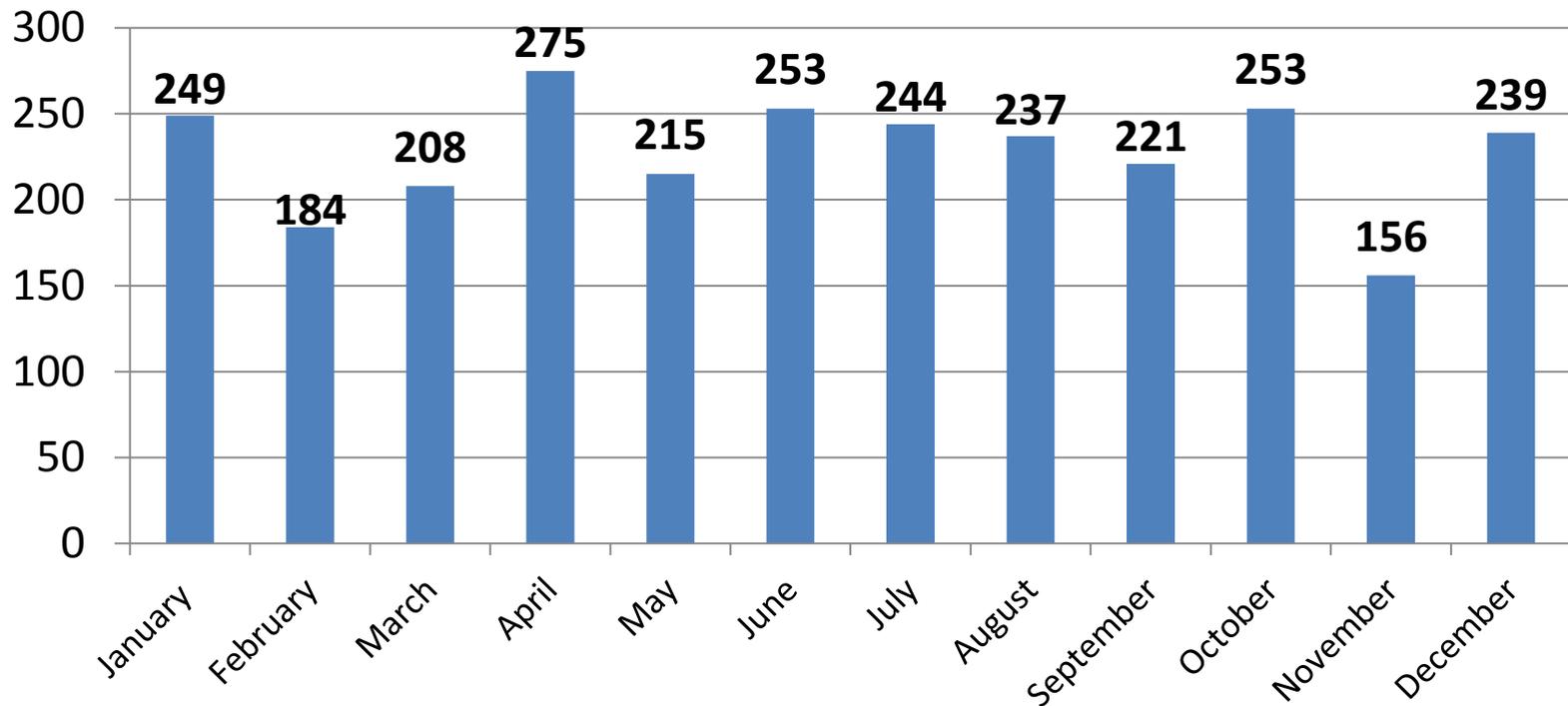
# PSP Statistics 2010 - 2015



**PSP continues to grow each year.....**

# PSP Statistics - 2015

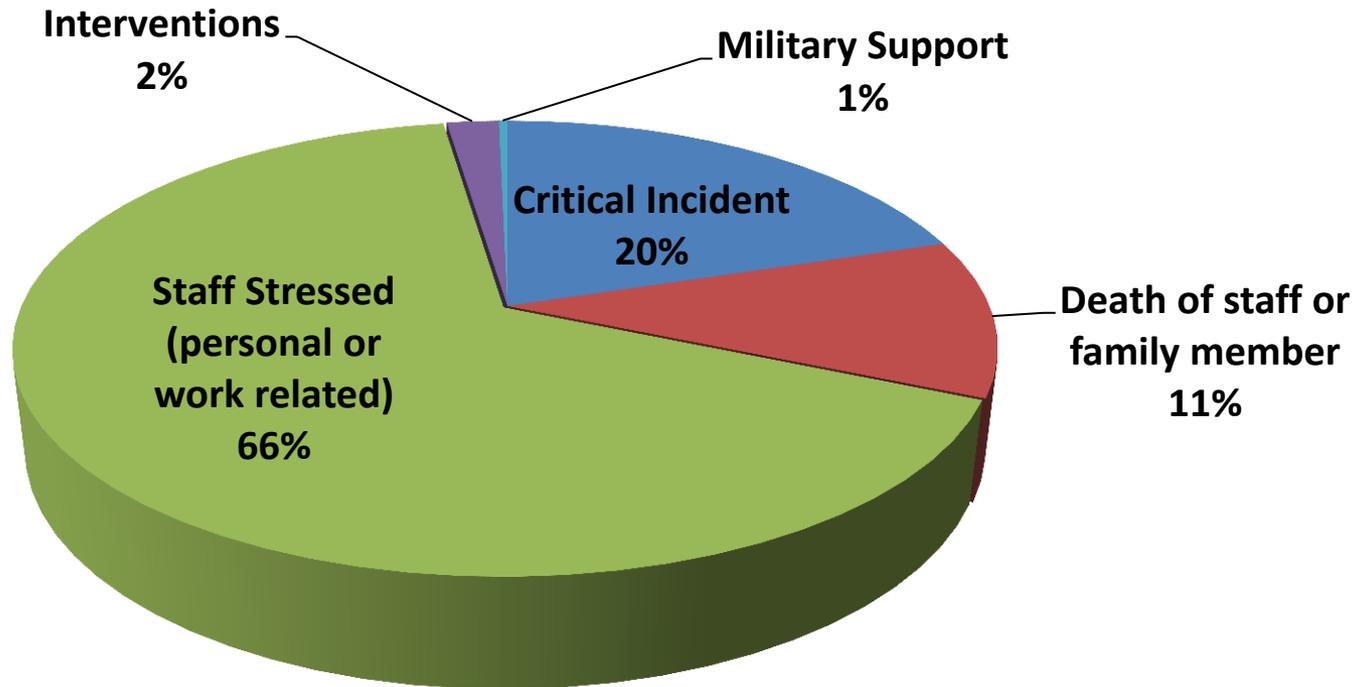
## PSP Statewide Call Outs (reported)



**Average of 227 call outs per month!**

# PSP Statistics - 2015

## PSP Statewide Call Outs by Category



**Total: 2,734 call outs...Wow!**

# NEW PSP Site:

[http://www.cdcr.ca.gov/Wellness/psp.html?utm\\_source=CDCRnet&utm\\_medium=HomepagePost&utm\\_campaign=EHW-CrisisTextService](http://www.cdcr.ca.gov/Wellness/psp.html?utm_source=CDCRnet&utm_medium=HomepagePost&utm_campaign=EHW-CrisisTextService)



California  
Department of Corrections  
and Rehabilitation



Employee Health & Wellness

## Peer Support Program

This program was established to ensure CDCR staff involved in work-related critical incidents are provided with intervention and available resources to cope with the immediate effects of a traumatic incident.

### Resource of the Month: Crisis Text Services

Crisis Text Service: **741-741** ([more information](#))

Veterans Crisis Text: **838-255** ([more information](#))

## Contact Information

### Employee Health & Wellness

916-327-8570

855-897-9822 (toll free)

[WellnessNews@cdcr.ca.gov](mailto:WellnessNews@cdcr.ca.gov)

### Statewide Peer Support Manager

Rosanna Rodriguez

916-327-7082

[Rosanna.Rodriguez@cdcr.ca.gov](mailto:Rosanna.Rodriguez@cdcr.ca.gov)

### Statewide PSP Team Leaders Roster ([download roster](#))



## Peer Support Programs

Peer Support Program (PSP)

Military Peer Support Program

Suicide Prevention / Intervention Program

## Statewide Resources

Law Enforcement Resources

Grief Resources

Cancer Support Resources

Other Local Resources in Your Community

## Employee Resources

- Employee Health & Wellness
- Peer Support Program (PSP)
- Employee Assistance Program (EAP)

## Other CDCR Programs

# We are here to support you!



# Employee Assistance Program



---

Employee Assistance Program

# Employee Assistance Program

## Confidentiality

- Strictly maintained as required by law
- Legal exceptions
  - ✓ child or elder abuse
  - ✓ intent to commit homicide or suicide
  - ✓ court order

**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Eligibility

- Active State employees, their lawful spouse or registered domestic partner and unmarried dependent children.
- Children, natural, adopted, or step children under age 23, or any age if incapable of self-sustaining employment due to mental or physical disability.
- Dependent children in military are not eligible.

**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Types of Services

- Emotional health
  - ✓ Face-to-face, telephonic and Tele-EAP coaching
- Work and life
  - ✓ Face-to-face and telephonic
- Resources and information
  - ✓ Online

**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Emotional Health

(Problem Types)

- Substance abuse
- Alcohol abuse
- Marital & family issues
- Emotional, personal & stress concerns



**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Common Reasons People Use EAP Services

- Manage stress
- Relationship difficulties
- Conflict with a supervisor or coworker
- Help to cope with change
- Anger issues
- Alcohol or drug problems
- Sleep disturbance
- Grief and loss
- Depression
- Lack of support
- Anxiety
- Work-life balance concerns

**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Work-life Services



### Childcare and parenting

- Child care
- Adoption
- Child development
- Special needs programs
- Pre/postnatal care resources
- Nanny-find services
- Discounted Medela pumps
- Summer programs, etc.



### Adult care and aging

- Elder/hospice/respice care
- Medicare and Medicaid
- Retirement
- Transportation and meals
- Home safety
- Medication reminder services, etc.



### Education and career development

- Member and dependents
- K-12
- College and graduate school
- Continuing education
- After-school programs
- Financial aid—loans, grants, scholarships, etc



### Daily life

- Child care discounts
- Relocation
- Fitness centers/gyms
- Weight loss programs, etc.

***These services do not count against your clinical sessions.***

**Call EAP 1-866-327-4762**

**Available 24 hours a day, 7 days a week**

# Employee Assistance Program

## Legal Consultations

*Up to 30 minutes per session, face-to-face or telephonic. 25% off hourly rate if you retain their services.*



- Family issues, criminal issues
- Estate planning/wills/trusts
- Real estate, landlord/tenant
- Personal injury/malpractice
- Bankruptcy, small claims

**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Financial Consultations

*Up to **60 minutes** per session to address budget and credit issues, and you are entitled to as many telephonic financial consultations as you need per separate financial issue.*



- Bankruptcy, credit card debt
- Budgeting
- First-time home buying, foreclosure
- Prevention
- Retirement planning
- College fund planning

**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Elder Care

*Up to 60 minutes per telephonic consultation session.*

- Needs assessment
- Referrals to elder care providers
- Identify community resources
- Evaluate financial and emotional stresses
- Review techniques to monitor/evaluate



**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Child Care

*Up to 30 minutes per telephonic consultation session.*

- Assess your needs
- Referrals to child care providers
- Identify community resources
- Learn what to look for



**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Identity Theft Recovery

*30 minutes per telephonic consultation*

- Consultation with a highly trained Fraud Resolution Specialist™.
- Assists with restoring identity and good credit.
- Assists to dispute fraudulent debts related to ID theft.
- Counsels on preventative steps to help avoid future ID theft.

**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

## Tele-EAP Coaching

- Call your toll-free number to request a coaching session.
- A first step to receive support you need.
- Unlimited coaching.
- Coaches are available (8 a.m.- 4:30 p.m.).
- Coach can assist you to develop a personal action plan.

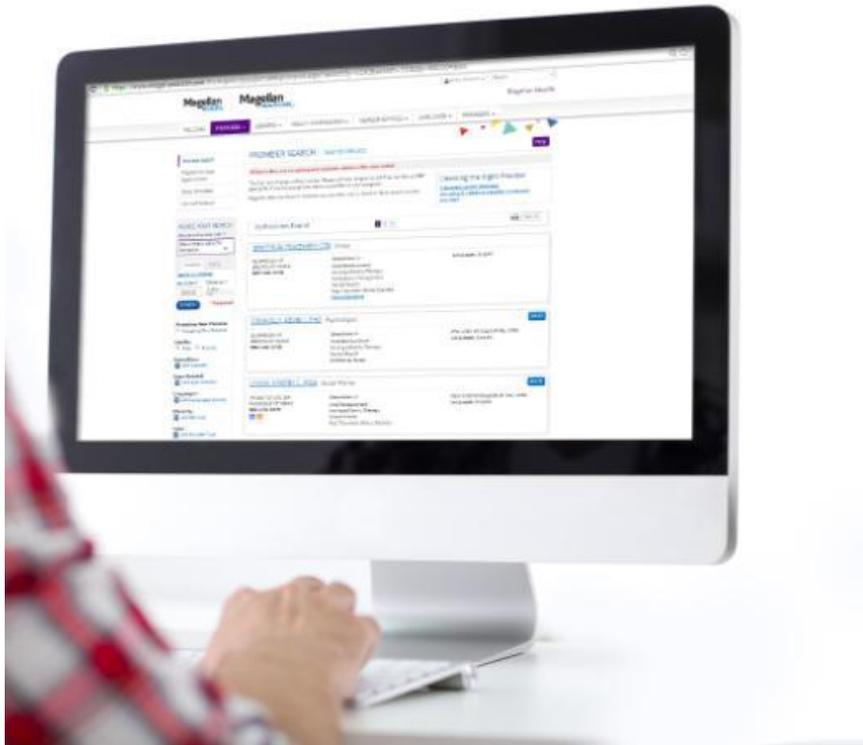


**Call EAP 1-866-327-4762**

Available 24 hours a day, 7 days a week

# Employee Assistance Program

[eap.calhr.ca.gov](http://eap.calhr.ca.gov)



## Online EAP Registration

- No need to call the 800#.
- Get the help you need in a few simple steps online.
- Locate a provider convenient to your home or work.
- You will receive a confirmation allowing you to call the provider and schedule an appointment.

[www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov)

# Employee Assistance Program

## Live Chat

- The help you need is **a click away** with Live Chat.
- Connect instantly with a online specialist **confidentially**.
- Live chat about:
  - Program details
  - Choosing a provider
  - Locating community resources
  - Dealing with depression
  - Loss of a loved one
  - Coping with stress
  - Preparing for counseling



# Employee Assistance Program

## Web-Based Confidential Care

Web-Based programs are available in the following areas:

- Depression
- Substance use
- Anxiety
- Insomnia
- Obsessive compulsive disorder



# Employee Assistance Program



**Have fun** while getting fit



**Get rewarded** for actions and activities



**Self-direct** with tools and gaming



**Talk openly** with health coaches



**Get recommendations** through HRA



**Feel secure** managing health in private environment



**Engage** with peers, team-based activities, blogs

## Café Well Health and Wellness Tools



# Employee Assistance Program

**Available 24 hours a day, 7 days a week!**

**(866) EAP- 4SOC (866) 327- 4762**

**[www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov)**

\*Translation in over 140 languages

**TDD 800-424-6117\***

*For questions contact your EAP Coordinator:*

**CDCR, Office of Employee Wellness**

**1-855-897-9822 (Toll Free)**

**916-327-8570 (Main Line)**

**[wellnessnews@cdcr.ca.gov](mailto:wellnessnews@cdcr.ca.gov)**



# Contact Us

*Employee Health and Wellness*

916-327-8570

[WellnessNews@cdcr.ca.gov](mailto:WellnessNews@cdcr.ca.gov)

