



Rose House

What makes diversion services work?





Putnam Rose House

Core Values

Hope

Resiliency

Respect

Genuineness

Specificity

Empathy

Positive Expectation

Integrity



Three Components to Success

1. The Environment
2. Philosophy/Values
3. Staff/Training



Environment

1. Comfortable
2. Accessible
3. Safe
4. Clean
5. Home-like
6. Offer opportunities or Activities
(structure)



Safe Comfortable Environment



Philosophy

- The *philosophy* and values must firmly adhere to the practice that recovery is possible and that crisis is an opportunity to learn and grow in one's community



Staff & Training

- Staff must possess characteristics that promote a recovery based environment
- Training is designed to teach listening skills, recovery model, Values, Mission, Vision, Engagement skills, Service flow and Team Agreements



Great Staff!

How does one open a house?

See handout

PEOPLE's Continuum of Services

- ◉ Hospital Diversion
- ◉ In-Home Peer Companions
- ◉ Peer Warm Line
- ◉ Peer Emergency Room Services
- ◉ Clinic-based Peer Advocates
- ◉ Night's Out