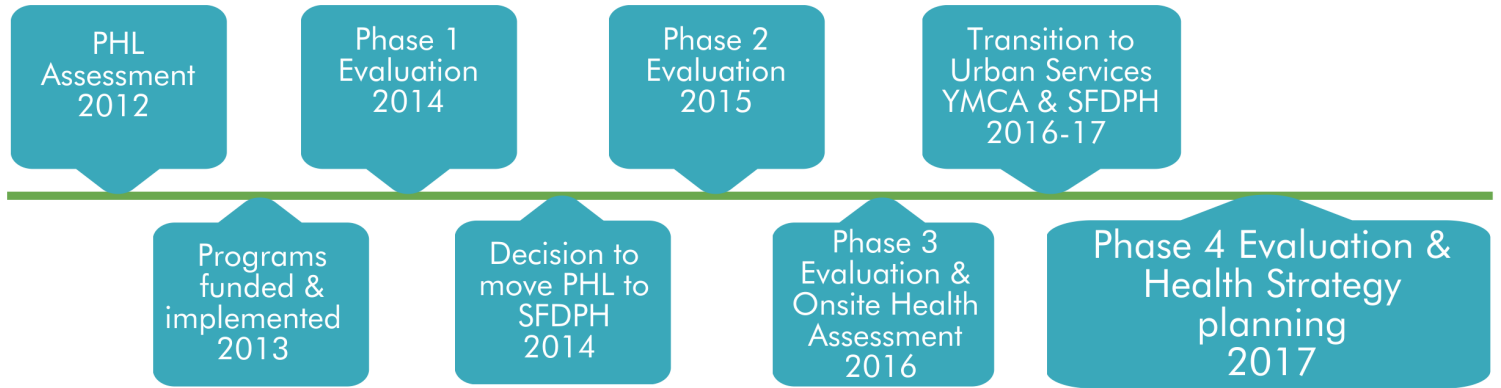


HOPE SF PEER HEALTH LEADERSHIP STRATEGY EVALUATION

Phase 4 Evaluation

This evaluation was conducted by the Health Equity Institute



Major Findings from Evaluation Phases 1-3



Phase 1

- Peers experience personal transformation
- Program structures differ greatly in each site
- Co-location wellness center is promising



Phase 2

- Peers carry heavy responsibility
- Team cohesiveness is protective
- Individual mental health support is desired
- Consistency is key to success



Phase 3

- Depth and focus of activities vary across sites
- Programming has no clear connection to health outcomes
- Outreach and engagement is a primary challenge
- Peers are seen as relatable, accessible and trustworthy

Health Strategy Planning

Peer Health Leader Programs

Activities aim to support growth and development of Peers and engage the community in health activities. Participants will increase knowledge and skills around chronic disease management.

Peer program is integrated into CWP.



Individual personal & professional development of Peers



Health education & promotion (physical activity, nutrition & health curriculums)



Targeted outreach to seniors, non-English speaking residents & home-bound residents



Cross-site team building and consistency in program structures

Community Wellness Program

CWP managed by SFDPH. Staffed by nurses, Community Health Workers, behavioral health clinicians, case managers, Peer Health Leaders & PHL staff.



Four onsite wellness centers in each HOPE SF community



Health Services focused on chronic disease management and mental health



Health education and promotion



Outreach, engagement, community organizing

Short term impact: increase ability of residents to manage own health, trust neighbors, minimize trauma.

Long term community impact: chronic diseases managed, less depression, more social cohesion.

Phase 4 Evaluation Results

Interviews & focus groups with 8 current Peers, 3 site coordinators, 1 program director, and 8 Alumni Peers

Methods

PHL program data analysis (participation, outreach efforts, trainings, supports)

Retrospective analysis of past PHL evaluations

Planning and logic model development with Urban Services YMCA and SFDPH

Program Summary

Staffing & Space

- 8 out of 16 Peers hired
- 3 out of 4 site coordinators hired
- 1 program director hired
- Sunnydale wellness center opened
- 3 wellness centers to open by December 2017

Training & Support

- 11 formal trainings including Psychological First Aid, Check Change Control, Listen First
- Monthly grief processing group facilitated by SFDPH
- Ongoing cross-site training and community building

Outreach & Activities

- 1,372 residents reached through door-to-door and light touch outreach
- 1,215 flyers distributed
- 583 residents participated in activities
- Activities implemented such as smoothies, walking group, conversational English dinners, aerobics

Phase 4 Learnings



Support structures built by Urban Services YMCA were crucial in preventing burnout of Peers



Peers have developed self-care strategies, but still need ongoing support



Advocacy work and trainings show potential for Peer-led community action efforts



Coordinators and director have strong experience in staff development; challenge moving forward is focusing on health outcomes



Challenges arose in staff capacity to start and operate in multiple sites simultaneously



Community perception that these are "new" programs, not continuous as original Peer Health Leadership programs



Transition has felt like a loss to some Peers who started the programs in 2013; perceived lack of recognition of past efforts



Impact from experience in the PHL program has lasted with Alumni Peers; those who have left the program desire ongoing support

Phase 4 Recommendations



DEFINE

Peer program's ongoing role in community health outcomes



ARTICULATE

roles in Peer program and CWP



BUILD OUT

strategies for community organizing and Peer-led collective action



PROVIDE

structured support for "next steps" for Peers



COMMUNICATE

consistent image and message about Peer program to the community



HONOR

the work done before