

Wellbeing in Action: Peer Sharing & Program Wrap

On May 30, 2023, SNI hosted a webinar featuring leaders from Contra Costa Health Services (CCHS) and Riverside University Health System (RUHS). Below are key takeaways from the session.

Riverside University Health System: Operation Uplift and TakemyHand

When COVID-19 struck, the increased demand for behavioral health support flooded Riverside County's 211 line. In response, RUHS Medical Center's Behavioral Health Team and Riverside County developed two innovative approaches to meet the needs of their community through peer support.



Operation Uplift

RUHS Behavioral Health developed a 24/7 peer support line offering counseling, resources, and linkages to community services for health care workers, patients, and their families. Peer support staff are also embedded within the Medical Center and community health centers to provide on-demand, in-person support to health care workers.

TakemyHand

In partnership with the State of California, Riverside County introduced the [TakemyHand](#) app — a live chat platform that leverages the power of peer support to facilitate real-time conversations about emotional wellness. The app offers a safe space for anyone seeking emotional support within the community, with language options such as English, Spanish, and American Sign Language.



Contra Costa Health Services' Wellness Team

CCHS Wellness, initially formed as a grassroots initiative during the COVID-19 pandemic, is a group of dedicated employees who coordinate the following events, groups, and resources to support the wellbeing of the CCHS community:

24/7 [Wellness Website](#) available to individuals (inside and outside of the organization) to find.

Recorded videos on mindfulness, cultural appreciation, stress management, movement, nutrition, and more.

125+ practical [Wellness Tips](#)

Wellness Challenges that engage the whole CCHS community, such as the "Breakfast of Champions" healthy eating challenge.

Affinity Groups for staff to come together in smaller communities and engage in topics that are most relevant to them.

Wellness Influencers from across the system who provide content and ideas to drive the work.

Kudos Board for people to share feedback with the Wellness Team and uplift positive interactions with peers.

Examples of Wellness Event Themes

- Stress Awareness Month
- Women's History Month
- Asian American, Native Hawaiian, Pacific Islander Heritage Month
- Caribbean-American Heritage Month
- Black History Month
- LGBTQ Pride Month

Lessons Learned

- Deliver wellness offerings that are **agile, timely and relevant to the current moment** (e.g., acknowledge racial trauma), **multicultural and inclusive**, and **consistent**.
- Highlight providers and members **from within the community**.
- Gather feedback from the community through annual Wellness Surveys and **maintain an open channel for communication** (e.g., a Microsoft Teams channel).

“ **Whatever we're doing is consistent with what the community is doing.**

– Arlene Trimble, CCHS Wellness Team