

# **Integrating Peers in the Workforce Strengthening Organizational Culture**

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# Peer Specialists as Defined by Substance Abuse Mental Health Services Administration (SAMHSA)

“A peer specialist is a person who uses his or her lived experience of recovery from mental illness and/or addiction, plus skills learned in formal training, to deliver services in behavioral health settings to promote mind-body recovery and resiliency.”

# Roles and Titles of Peer Specialists

- Certified Recovery Specialists
- Certified Peer Support Specialist
- Recovery Coach
- Youth Peer Specialists
- Community Health Worker
- Whole Health Coach
- Peer Educator
- Parent Support Partners
- Peer Advocate
- Peer Navigator
- Peer Counselor
- Peer Advocate
- Consumer Provider
- Recovery Support Specialist



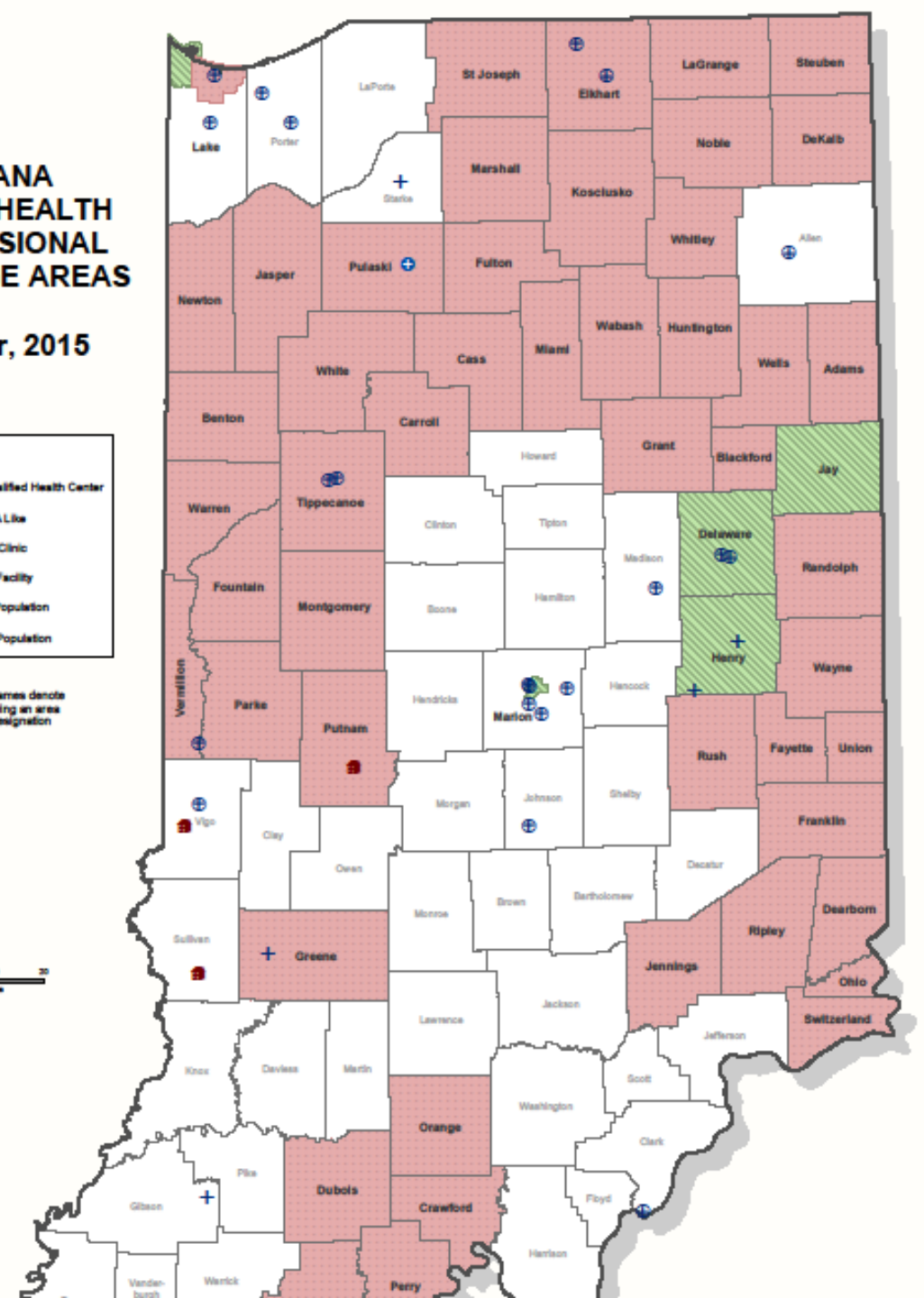
Indiana has the fourth largest shortage of substance abuse specialists, with just 18 providers for every 1,000 adults who have an addiction, Pew Charitable Trusts found. The national average is 32

## INDIANA MENTAL HEALTH PROFESSIONAL SHORTAGE AREAS

October, 2015



Bold county names denote counties having an area shortage designation



# Opportunities of Employing Certified Recovery Specialists to Address the Workforce Shortage

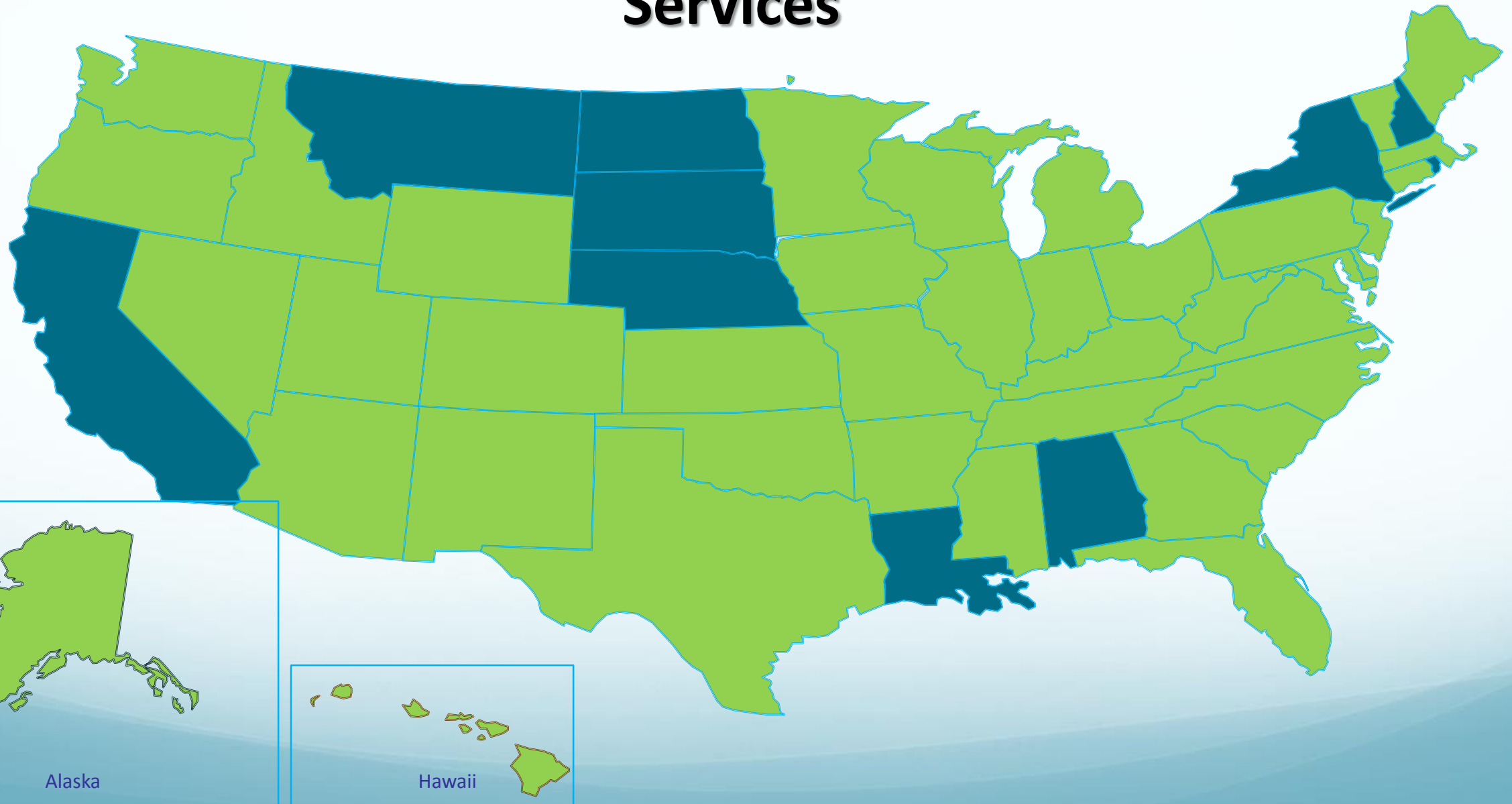
- Employing Certified Recovery Specialists as an early Intervention strategy
  - Would have a direct effect in supporting persons who are on a waiting list for intake
  - Individuals who are unable to see a psychiatrist for 6 weeks would benefit from peer wellness tools including Wellness Recovery Action Planning (WRAP) and Whole Health Action Management (WHAM)
  - Sharing their journey of recovery provides the persons receiving services with hope
  - Individuals could be referred to Key Consumer for warm line peer services and referral to support groups in their community

# Center for Medicare and Medicaid Services Guidance and Direction

- Peer Support is an evidence-based practice which consists of a qualified peer support provider who assists individuals with their recovery from mental illness and substance use disorders
- Recognizes that the experiences of peer support providers, as consumers of mental health and substance use services, as an important component in a state's delivery of effective services and supports
- Commitment to state flexibility, increased innovation, consumer choice, self-direction, recovery, and consumer protection through approval of these services
- Accomplished by using a variety of state financing structures



# States that provide Medicaid reimbursement for Peer Services





# National Overview

## Pillars of Peer Support 2009 – 2014

- **Pillars 1** Transforming Mental Health Systems of Care Through Peer Support Services
- **Pillars 2** Expanding the Role of Peer Support Services in Mental Health Systems of Care and Recovery
- **Pillars 3** Whole Health Peer Support
- **Pillars 4** Establishing Standards for Excellence
- **Pillars 5** The Role of Peers in Building Self-Management Within Mental Health, Addictions, and Family/Child Settings
- **Pillars 6** Peer Specialist Supervision



# 25 Pillars of Successfully Integrating Peer Support Within Agencies

1. Clear Job and Service Descriptions
2. Job Related Competencies
3. Skills based Recovery and Whole Health Training Program
4. Competencies Based Testing Process
5. Employment Related Certification
6. Ongoing Continuing Education
7. Professional Advancement Opportunities
8. Expanded Employment Opportunities
9. Strong Consumer Movement

# 25 Pillars of Peer Support

- 10. Unifying Symbols and Celebrations
- 11. Networking and Information Exchange
- 12. Media and Technology Access
- 13. Program Support Team
- 14. Research and Evaluation Component
- 15. Peer Workforce Development
- 16. Comprehensive Stakeholders Training Program
- 17. Consumer Run Organizations

# 25 Pillars of Peer Support

18. Multiple Training Sessions

19. Train the Trainer

20. Sustainable Funding

21. Multi-Level Support

22. Peer Specialists Code of Ethics and Code of Conduct

23. Culturally Diverse Peer Workforce

24. Competency Based Training for Supervisors

25. Peer Support Whole Health Services

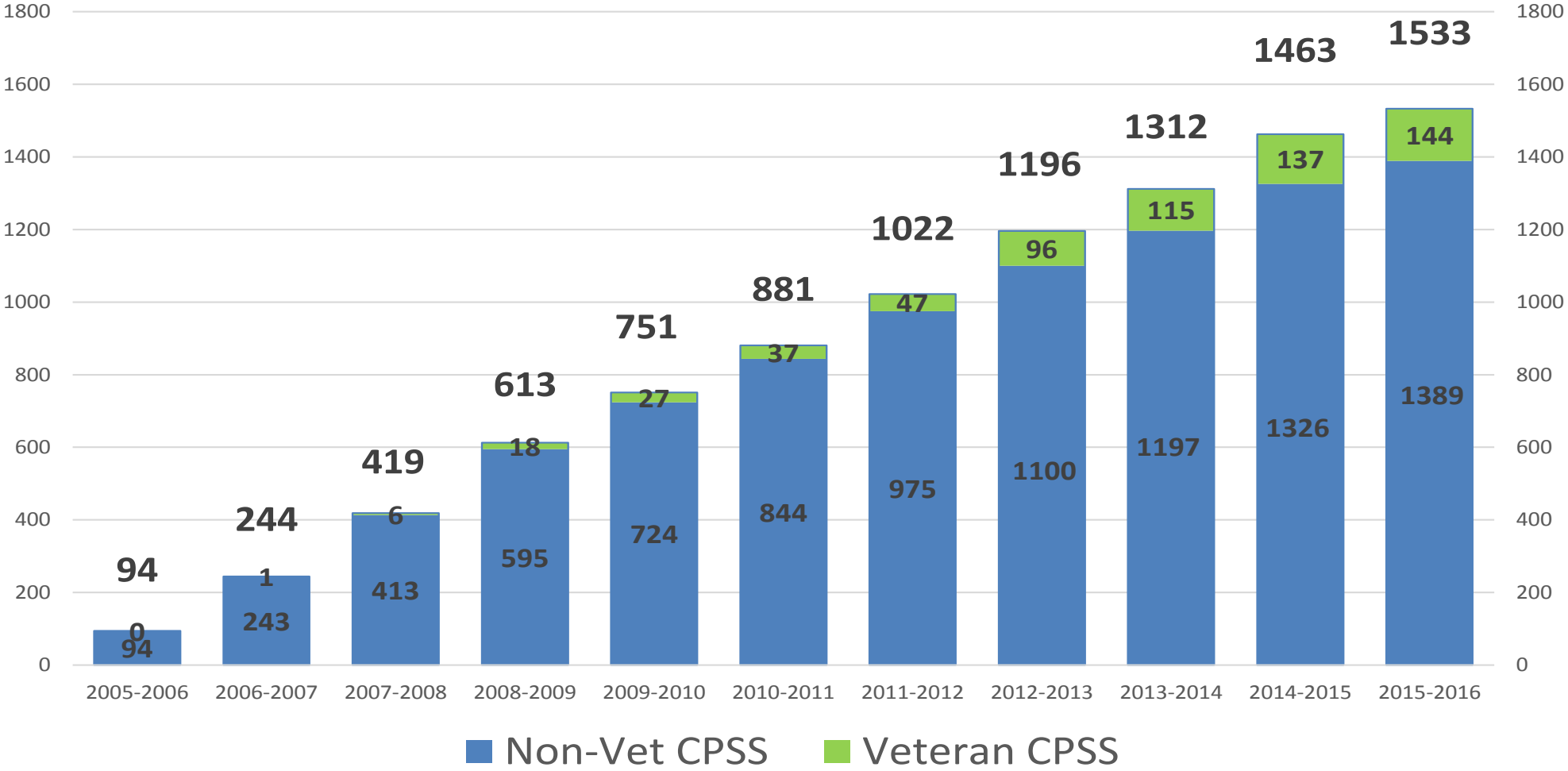
# The Michigan Experience

- 1590 Individuals in mental health and/or co-occurring conditions trained and certified since 2006
- 56 hour training program resulting in 3 Lansing Community College credit hours
- Peer workforce and specialty certification for broad range of ages and disability groups
- In partnership with Michigan Department of Corrections 45 Individuals are certified at two prisons
- Self-directed care initiative with Certified Peer Support Specialists as Independent Support Brokers
- Finalization of Recovery Coach Curriculum and Credentialing process

# Medicaid Provider Requirements for Certified Peer Support Specialists

- Individuals must have:
  - a serious mental illness with at least one year of receiving a diagnosis
  - Be employed for at least 3 months at a minimum of 10 hours per week
  - Have a high school diploma, GED or have meet the entrance criteria for attending a community college
  - Provide a copy of their job description
  - Work duties that meet the description of the provider manual
  - Documentation of peer services in the Individual Plan of Service (IPOS)

# Michigan Certified Peer Support Specialists Trained and Certified 2005 - 2015







# Statewide Networking







# Benefits of a Peer Trained Workforce

- Peer support programs have been shown to be effective in a variety of studies. Results have shown positive effects by both participants and providers including increased empowerment, social inclusion, hope and engagement in treatment
- Peer specialists have a natural ability to quickly engage individuals who are most resistant and/or alienated from the healthcare system
- They often facilitate their own recovery and deepen their sense of resiliency and self-efficacy in their service to others





We rise by **lifting**  
**others.**

-Robert Ingersoll

# Certified Community Behavioral Health Clinics (CCBHC) Scope of Services

Crisis mental health services, including 24-hour mobile crisis teams, emergency crisis intervention services, and crisis stabilization

Outpatient mental health and substance use services

Outpatient clinic primary care screening and monitoring of key health indicators and health risk

**Peer support and counselor services and family supports**

Targeted case management

Psychiatric rehabilitation services

Intensive, community-based mental health care for members of the armed forces and veterans

# Certified Community Behavioral Health Clinics (CCBHC) Peer Services

The CCBHC is responsible for peer specialist and recovery coaches, peer counseling, and family/caregiver supports.

- Peer services may include: peer-run drop-in centers, peer crisis support services, peer bridge services, peer trauma support, peer support for older adults or youth, and other peer recovery services. Potential family/caregiver support services that might be considered include: family/caregiver psycho-education, parent training, and family-to-family/caregiver support services.



# Michigan's Vision

Peer specialists as a respected evidence-based practice will support individuals in leading self-determined lives with a focus on health and wellness to increase quality of life and life expectancy for individuals in their pathway of recovery

"Any one of us could be affected by an unexpected life event or illness where peer support will be vital to our recovery and wellbeing"

