Supervising Peers & Integrating Peer Resource Toolkits

B4
Primary Resources & Toolkits

R.O.S.C Definition
(2009, 2010)

Peer Worker Core Competencies
(2015)

Peer Integration Toolkits
Worksheet (A) ➔ First Impressions

- Take a moment to reflect on your first experience with peer support

- Capture your impressions in the space provided
A long time ago, in a far away place...

1978

Elmira, NY
“Where are your toolkits?”

“Huh?”

A "toolkit" is a collection of related information & resources, or tools that can guide users in planning efforts to follow evidence-based recommendations or meet evidence-based specific practice standards.
A "tool" is an instrument (e.g., survey, guidelines, or checklist) that helps users accomplish a specific task that contributes to meeting a specific evidence-based recommendation or practice standard.
Toolkits provide action-oriented guidance for practitioners or policymakers to apply research and prior experience to their work.
#1

www.williamwhitepapers.com

Articles and monographs authored by William White on the new recovery advocacy movement, recovery management and recovery-oriented systems of care
#2

**CCAR Recovery Coach Academy**
(2013 Connecticut Community for Addiction Recovery)

Experiential workshop based on the William White document (2006) titled: *Sponsor, Recovery Coach, Addiction Counselor: The Importance of Role Clarity and Role Integrity*
What do we know from the research? (2015 HHS, SAMSHA)

Establishes and presents a baseline of existing research upon which the treatment and recovery field can continue to build an understanding of recovery and recovery-oriented systems of care.
#4

**R.O.S.C. Resource Guide**
(2015 SAMSHA, Partners for Recovery)

Shares an overview of R.O.S.C. concept and illustrates how these systems are an integral part of the new health care environment
Identifies critical knowledge, skills and abilities (leading to core competencies) needed by anyone who provides peer support services to people with or in recovery from a mental health or substance use condition.
Lots of nails

No Tools!
Toolkits provide action-oriented guidance

- Plan
- Coordinate
- Initiate
- Implement
- Monitor
- Evaluate

Toolkits help organizations: accomplish tasks
• Health services management perspective
• 30,000 foot view – overview, recap to-date
• Mental health & substance use input

• Approaches integration via: “unprecedented opportunities & challenges that face peer-run services during the implementation of national health-care reform.”

• Early adopter orientation
Toolkit Example #2

- Educational & Health system view
- “On the ground” experience
- Mgmt. implementation resource

- Designed for organizations that serve populations that benefit from peer support services
- Provides tools (worksheets, checklists, guides) for development and implementation of peer support services
- Step-by-step instructions for planning, implementation & sustainability
• Governmental perspective
• Distillation of >10 year investment
• Exhaustive

• Designed for treatment organizations that hire and integrate peers into support roles
• Digital UI
• Four sections
  >Organizational Preparation
  >Recruiting & Hiring Peer Staff
  >Service Delivery
  >Supervision & Retention
Peer Support toolkit

1. How to Use This Toolkit
2. A Word from Dr. Evans
3. A Word from Dr. Achara-Abrahams
4. Acknowledgments
5. Background and Purpose
6. Is This Toolkit for You?
7. Why Integrate Peer Staff?
8. A Brief History of Peer Support in Behavioral Health

- Module 1: Preparing the Organizational Culture
- Module 2: Recruiting and Hiring Peer Staff
- Module 3: Service Delivery
- Module 4: Supervision and Retention

- Digital (.pdf)
- Interactive (customize UI)
- 267 pages
- Hundreds of >Links
  >Worksheets
  >Prompts
Toolkit Example #4

- SME input & development
- Specific – Peer Supervision

- Created for training purposes
- Supports knowledge, skills and attitudes (KSA) development
- Classroom, F2F delivery
- Four sections
- Twenty competencies

Training design & implementation are organization dependent
**Competency Sixteen: Accessibility** Supervisor is accessible, maintaining regular supervision appointments and providing consistent availability for crisis support. Supervisor practices good time management and demonstrates respect for the importance of supervision by keeping supervision appointments and being present and accessible to peer workers.

<table>
<thead>
<tr>
<th>Self-Assessment ✓ Checklist</th>
<th>Competency #16 Checklist: Accessibility</th>
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<tbody>
<tr>
<td>☐ Supervisor maintains regularly scheduled group and individual supervision sessions.</td>
<td></td>
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<tr>
<td>☐ Supervisor is consistently available through phone, email, text messaging, and within the facility.</td>
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<tr>
<td>☐ Supervisors engages with peer staff and resists the culture of the traditional behavioral health care system of “absentee supervision” where attending meetings, state/county meetings, administrative meetings, and administrative compliance is the primary function of the supervisor.</td>
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</tbody>
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Review the headers on worksheet (B)

In pairs, **explore via a short discussion:** the resources available to initiate & sustain peer recovery services at your organization
Peer Integration and the Stages of Change ToolKit

- Government Agency
- Engages & challenges leadership

- 2018
- Stages of Change to qualify
  > Mindset of organization
  > Resources available
  > ROI worksheets
  > Clarify commitment
“Meet them where they are.”

Where are you?
Pre-contemplation

• Leadership lacks understanding of peer support services

• Discounts research, value and trends
• Leadership begins considering feasibility of adding peer support services

• “Where to begin?” research
• Leadership determines viability of peer support services within the organization

• Mission alignment, fiscally responsible, etc?

• Participant benefit? Desire? Readiness?
Action

• Leadership anxiety
  (hiring, liability, supervision, cultural integration)

• Peer skills development & CE resource investment
  (training, practice, ethics, role & model fidelity)

• Challenges leadership to design & deploy resources
  (change management investment)
Consistent  \> Supervision  \> Improvement

Measure  \> Outcomes  \> ROI

Advocacy & Mentorship

Share your Toolbox
Thank You
Resources

- www.williamwhitepapers.com
- www.ccar.us
- https://www.mentalhealthamerica.net/sites/default/files/Peer_Services_Toolkit%204-2015.pdf
- https://www.bhwellness.org/toolkits/Peer-Support-Program-Toolkit.pdf
- https://dbhids.org/peer-support-toolkit/