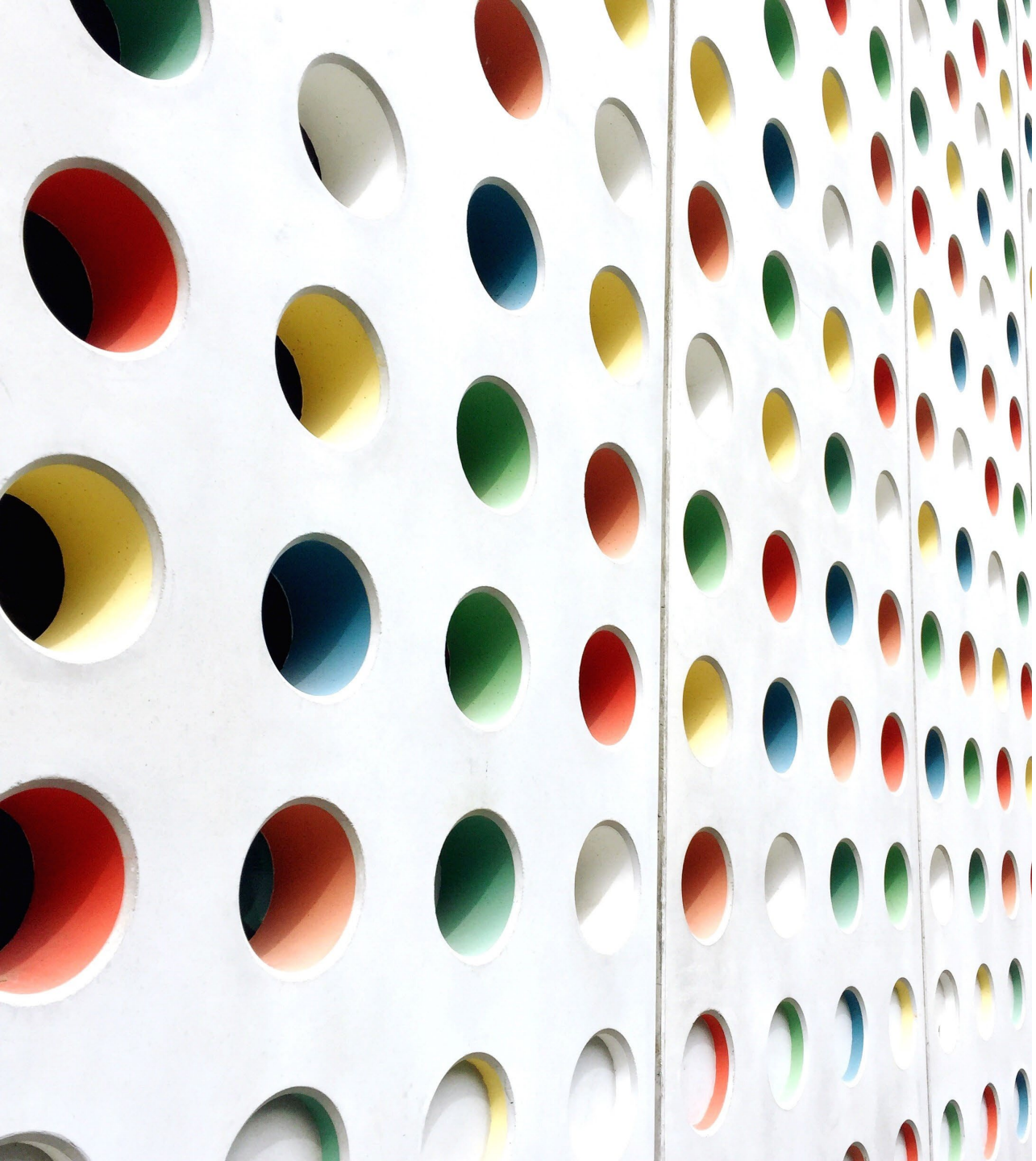

# Certified Peer Support Workers: Incorporating Standards that Strengthen Client Outcomes

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MOSAIC OF RELATIONSHIPS SEMINAR

# Introductions – Who Is This Jay Blackwell, again?

**Title:** Director of Programs at Umoja Behavioral Health in Albuquerque, NM.

**Background:** Expertise in public health, community development and organizational excellence. Consulted with the Office of Minority Health Resource Center (OMHRC) for 14 years where he supported the growth of underserved communities and struggling organizations.

**And Now:** At Umoja Behavioral Health is a counselor, Meditation Facilitator, and participates in several health-focused initiatives throughout the state.

# Session Highlights – Peer Providers

PEER SUPPORT WORKERS WITHIN NEW MEXICO AGENCIES

STANDARDS OF CARE FOR PEER SUPPORT WORKERS AND PROVIDERS

RESOURCES FOR YOUR REVIEW

# Peer Support Workers…

DEFINITIONS, TYPES, POSSIBILITIES IN SUPPORT OF THE THERAPEUTIC MIX

# 3 Definitions of Peer Support Workers

**SAMHSA** = Peer support workers are people who have been successful in the recovery process and help others experiencing similar situations through their shared understanding, respect, and mutual empowerment.

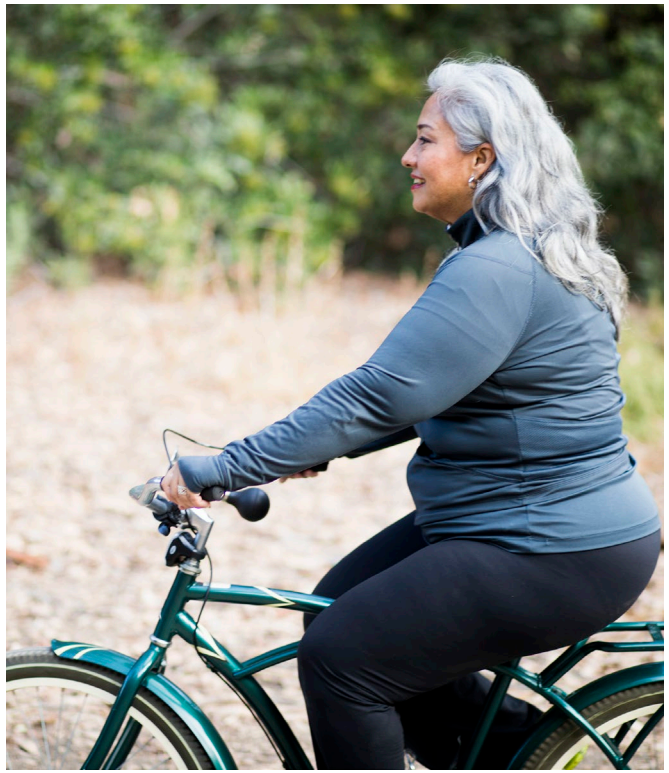
**OPRE** = The Peer Worker is an integral and highly valued member of a multi-disciplinary team. They provide formalized support and practical assistance to people who have or are receiving services to help regain control over their lives in their own unique recovery process.

**Wikipedia** = A peer support specialist is a person with "lived experience" who has been trained to support those who struggle with mental health, psychological trauma, or substance use. Their personal experience of these challenges provide peer support specialists with expertise that professional training cannot replicate.

# What We Hope to Emphasize Today

- Lived Experience
- Multidisciplinary
- Recovery
- Additional Assistance
- Diverse Needs & Responses
- Regulatory, Credentials
- Standards of Care

- Client Success
- Substance Use Disorder
- Serious Mental Illness
- Reimbursements, 1115 Waiver
- Underutilized Talent
- Untapped Resources
- Positive Outcomes
- Perceptions of Value



# Who Are Peer Support Workers?

Peer Support Specialists

Peer Support Workers

Peer Coaches

Recovery Coaches

Peer Advocates

Community Health Workers

# Who Are Peer Support Workers?

- Experienced Survivors
- Trained Professionals
- Invested in Health
- Resiliency Models
- Advocates for Patience, Inclusion
- Determined
- Interested in Client Success

# *Sort of* Cutting-Edge Care?

Georgia was the 1st state to setup payment systems inclusive of Peer Services in 1999.

I'm uncertain when New Mexico began utilizing Peers, however now it is required that applicants:

- 18 years of age or older.
- Self-identify as a current or former consumer of mental health and/or substance abuse services.
- High School Diploma or GED
- A minimum of three years in recovery.
- A CPSW candidate must complete 40 supervised hours of volunteer or paid work with direct client contact in a behavioral health agency.

# CPSW Coverage Across NM

As of *June 2022*, the **NM Office of Peer Recovery & Engagement (OPRE)** reports;

- **174 Organizations**, Clinics, and Sites include CPSW in their treatment milieu
- Each of NM's **33 counties** has at least 1 active CPSW certified agency to provide Peer Services to the Community.
- Peer Providers are compensated by organizations, practices, and clinics. Although peers provide an array of services, or will volunteer their time, payment requires supervision and a BHSD billing mechanism.

# Who's Using Peer Providers in the US?

**SERIOUS MENTAL ILLNESS (SMI)**

In/Out-Patient Facilities

FQHCs

Licensed Practitioners

Community Mental Health Centers

Tribal Entities

Groups & Associations, etc.

**SUBSTANCE USE DISORDER (SUD)**

Hospitals & Clinics

Vocational Rehabilitation Facilities

Transitional Housing Facilities

Residential Facilities

Computerized Treatment

Outpatient Detox Facilities, etc.

# How Are Peer Services Being Utilized in Client Care?

Behavior Modification

Cognitive Behavioral Therapy

Couples/Group/ Family Therapy

Intimate Partner Violence Assistance

Integrated Dual Diagnosis Treatments

Dialectical Behavioral Therapy

Somatic/Recreational Therapy

Health Promotions

Case Management Activities

Diet & Exercise Management

Illness Management & Recovery

Motivational Interviewing

Suicide Prevention Assistance

Trauma Supportive Approaches to Care

Relapse Prevention

Mindfulness Practices

**New Mexico Department of Health Office of Community Health Workers**

**CHW Scope of Work: Roles and Related Tasks**

**The Scope of Work** represents the full range of what CHWs can do, recognizes that CHWs may perform *all or some* of these roles depending on their job, reflects the input of NM CHWs, employers, and the results of NM & national CHW workforce studies

ROLE

### Community Outreach

- ☐ Find and recruit individuals & families
- ☐ Utilize community health outreach methods and strategies
- ☐ Promote health literacy
- ☐ Perform advocacy activities
- ☐ Conduct community organizing activities

ROLE

### Community & Cultural Liasion

- ☐ Practice cultural sensitivity & cultural competence
- ☐ *Provide culturally and linguistically –appropriate services*
- ☐ Translate & interpret
- ☐ *Perform advocacy activities*

ROLE

### System Navigation, Care Coordination, & Case Management

- ☐ Connect with clients and families
- ☐ Identify individual strengths and needs
- ☐ Address basic needs (food, shelter, safety)
- ☐ Promote understanding of health information
- ☐ Promote understanding of educational health materials
- ☐ Set goals and provide action planning
- ☐ Navigate health & social service systems
- ☐ Facilitate enrollment in health programs & Services
- ☐ Translate and interpret
- ☐ Coach on problem solving
- ☐ Provide moral support
- ☐ Coordinate referrals, care, & follow-up
- ☐ Provide feedback to medical providers
- ☐ Promote follow-up/ maintenance of treatment
- ☐ Record and document information

ROLE

### Home Based Support

- ☐ Connect with clients and families
- ☐ Conduct home visits and environmental assessments
- ☐ Promote understanding of health information
- ☐ Promote understanding of educational health materials
- ☐ Promote self-sufficiency
- ☐ Provide moral support
- ☐ Teach families how to self-advocate

ROLE

### Health Promotion & Health Coaching

- ☐ Translate and interpret
- ☐ Teach health promotion and prevention
- ☐ Coach on problem solving , self-care, & self-management
- ☐ Support & model behavior change
- ☐ Promote understanding of health information
- ☐ Promote understanding of educational health materials
- ☐ Apply adult learning principles
- ☐ Utilize harm reduction principles
- ☐ Promote follow-up/ maintenance of treatment
- ☐ Lead educational & support groups
- ☐ Record and document information

ROLE

### Community Assessment & Mobilization

- ☐ Identify community strengths and needs
- ☐ Utilize community-based research tools & methods
- ☐ Communicate & represent needs of community to partners & organizations
- ☐ Develop &implement community action plans
- ☐ Conduct interviews
- ☐ Enter data and conduct web searches
- ☐ Record and document information
- ☐ Conduct community organizing
- ☐ Perform advocacy activities

ROLE

### Clinical Support

- ☐ Conduct health screenings
- ☐ Measure and respond to vital signs
- ☐ Promote follow-up/ maintenance of treatment
- ☐ Arrange/provide transportation/ambulance as appropriate
- ☐ Conduct home visits
- ☐ Translate and interpret
- ☐ Link to available health services & low/no cost support programs
- ☐ Document & record information

4/24/15

# NM Office of Community Health Workers Approved Activities for CHWs

# How Do Practices Bill for CPSW Providers?

Since 2018, Medicaid has been authorized by HHS to pay for CPSW services. NM is one of the states that reimburses treatment for both SMI and SUD activities.

On **March 19, 2020**, NM's governor signed the 1115 Waiver. This is Medicaid approval that expands the ability of NM providers to use Medicaid funding to pay for increased services in the community, including telehealth activities.

When states reimburse for peer services, there are several procedure codes used for services provided by peer specialists. *Codes used include:*

*For general services:*

o **H0038**: Self-help/peer services, per 15 minutes

*For specific services:*

o **H0039**: Assertive community treatment, face-to-face, per 15 minutes

o **H0040**: Assertive community treatment program, per diem

o **H0025**: Behavioral health prevention education service (delivery of services with target population to affect knowledge, attitude and/or behavior)

# Practice Considerations Before Bringing Peers Aboard

OPRE is always vetting pre-exposure sites for future CPSW's to acquire experience before certification and is open to all BH providers.

For those considering to implement Peer Support services, you will discover OPRE's provider's request process shared online.

Peers can be utilized to interact with clients and engage them in their progress of recovery *in collaboration with* the practice clinical team.

Peer services don't have to be limited to recovery, relapse groups, or activities like time management, relapse prevention, or a 12-step introduction.

Placing value on creativity and personal skills sets is the opportunity Peer Support Workers are seeking.

# Peer Support Supervision is Required

OPRE suggests supervisors utilize intrinsic and extrinsic rewards with Peers and to ensure a career model exists within the organization for the Peers to move up or advance.

Clarity around scope of work, and reimbursement are made clear to the PSW.

OPRE suggests job offers are drafted and made public in such a way to capture the emotional investment required to do the job.

OPRE suggests providers be familiar with recovery principles and supervision, as Peer Support is not strictly a clinical service.

# Peer Support Worker – Standards of Care

1. Peer support is voluntary
2. Peer supporters are hopeful
3. Peer supporters are open minded
4. Peer supporters are empathetic
5. Peer supporters are respectful
6. Peer supporters facilitate change
7. Peer supporters are honest and direct
8. Peer support is mutual and reciprocal
9. Peer support is equally shared power
10. Peer support is strengths-focused
11. Peer support is transparent
12. Peer support is person-drive

# More About Peer Support Services

## Co-Learning

Co-learning (collaborative learning) is a situation in which two or more people attempt to learn something together.

More specifically, collaborative learning is based on the model that knowledge can be created within a population where members actively interact by sharing experiences (Cronise, 2016).

Collaborative learning refers to methodologies and environments in which learners engage in a common task where everyone depends on and is accountable to each other (Randstad, 2019; Cornell, 2020).

# More About Peer Support Services

## The Peer Support Relationship

The qualities that make an effective peer supporter are best defined by the individual receiving support, rather than by an organization or provider of care.

Matching peer supporters with peers often encompasses shared cultural characteristics, such as age, gender, ethnicity, language, sexual orientation, co-occurring challenges, experience in the military or with the criminal justice system or other identity-shaping life experiences that increase common language, mutual understanding, trust, confidence, and safety.

Peer supporters encourage people to move beyond their comfort zones, learn from their mistakes and grow from dependence on the system toward their chosen level of freedom and inclusion in the community of their choice.

## FOCUS ON THE PERSON, NOT THE PROBLEMS

Peer supporters encourage those they support to make their own decisions.

• Peer supporters, when appropriate, offer options to those they serve.

• Peer supporters encourage those they serve to try new things.

• Peer supporters help others learn from mistakes.

• Peer supporters encourage resilience.

• Peer supporters encourage personal growth in others.

• Peer supporters encourage and coach those they support to decide what they want in life and how to achieve it without judgment.

## THE SUPERVISOR ROLE IS TO

Provide an environment where specialists are empowered to move beyond comfort zones and learn from their mistakes.

• Reframe unexpected outcomes as opportunities for personal growth, recovery, and resilience.

• Assist peer support specialists in identifying areas for personal growth and creating professional development plans.

• Recognize when the issues a peer support specialist brings up in supervision are beyond the supervisor's role; and suggest constructive ways to obtain help for these issues.

# Resources for Peers, Providers, and Supervisors

# National Resources

**SAMHSA Materials**

These are general links to SAMHSA materials for Peers, including materials for Peer Supervisors.

- https://www.samhsa.gov/brss-tacs/recovery-support-tools/peers
- https://www.samhsa.gov/brss-tacs/recovery-support-tools/peers/core-competencies-peer-workers

The link to this toolkit is for practitioners wanting to open and support community mental health services. The toolkit provides guidance on evidence-base interventions and practices, wiith additional training materials such as a brochure, presentation, and introductory video.

- https://store.samhsa.gov/product/Consumer-Operated-Services-Evidence-Based-Practices-EBP-KIT/SMA11-4633

# National Resources

**NAPS (National Association of Peer Supporters):** This is a wonderful resource that provides national support to Peers and those who want to work with them. They also sponsor a yearly conference.

https://www.peersupportworks.org/

**University of Michigan, School of Public Health, Behavioral Health Workforce Research Center**: Completed a national survey of Peer Programs across the US. This report is entitled: *National Analysis of Peer Support Providers: Practice Settings, Requirements, Roles, and Reimbursement (August 2019)*

# NM Resources - OPRE

**NM Office of Peer Recovery and Engagement**

https://newmexico.networkofcare.org/mh/content.aspx?cid=8113

The above website is the starting place for practitioners and those interested in becoming Peers to start their journey in research.

This link is the doorway to learning more about applications, strategies, and additional training materials. This includes links to videos, online tools, and research listings.

# Thank You for Your Time & Attention!

If you'd like to connect with me more about Peer Providers and initiating a Peer Program in your practice… reach out!  I will be happy to facilitate a conversation with you or share the insights that our agency is still learning as we initiate and integrate these ancillary services into the **Umoja Behavioral Health** milieu.

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