



Integrating the Peer Support Workforce

What does it look like and how will we get there?

Supervisor Lunch and Learn

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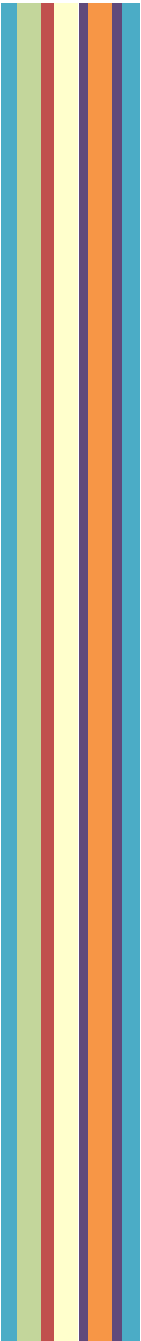
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Partners



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Integration: the process of attaining close and seamless coordination between several departments, groups, organizations, systems, etc.

- www.businessdictionary.com

Integrate:

- * to form, coordinate, or blend into a functioning or unified whole ; unite
- * to end the segregation of and bring into equal membership in society or an organization

-www.merriam-webster.com





What does integration of peer staff look like?

- * PSS/FPSS are but one reflection of a recovery focused, trauma-informed organization
- * PSS/FPSS are well trained and workforce-ready
- * Everyone understands the role of the PSS/FPSS
 - what peer/family support specialists do
 - how the PSS/FPSS role interacts with other roles on the treatment team
 - how PSS/FPSS activities specifically contribute to client outcomes
- * PSS/FPSS are deployed to make best use of their skills
- * PSS/FPSS collaborate in assessment, planning and service provision
- * PSS/FPSS experience professional development opportunities
- * PSS/FPSS contributions to program outcomes are formally acknowledged



What does integration of peer staff look like?

- * Regular supervision for PSS/FPSS on their specific roles
- * Visible commitment of agency leadership for peer support
- * Agency has a plan to evaluate and improve its peer support program

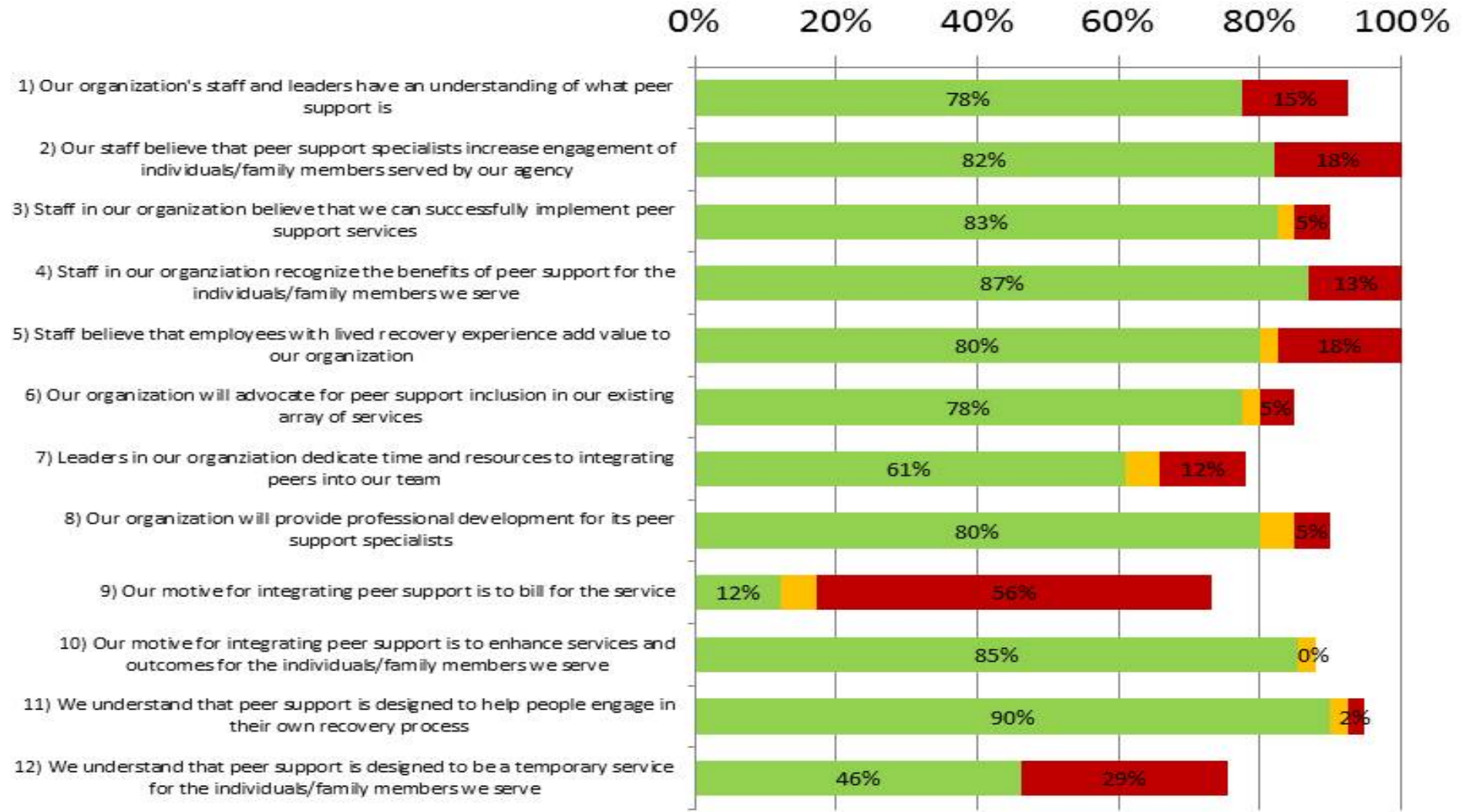


How are we doing?

Agency Readiness Self-Assessment
Survey Results

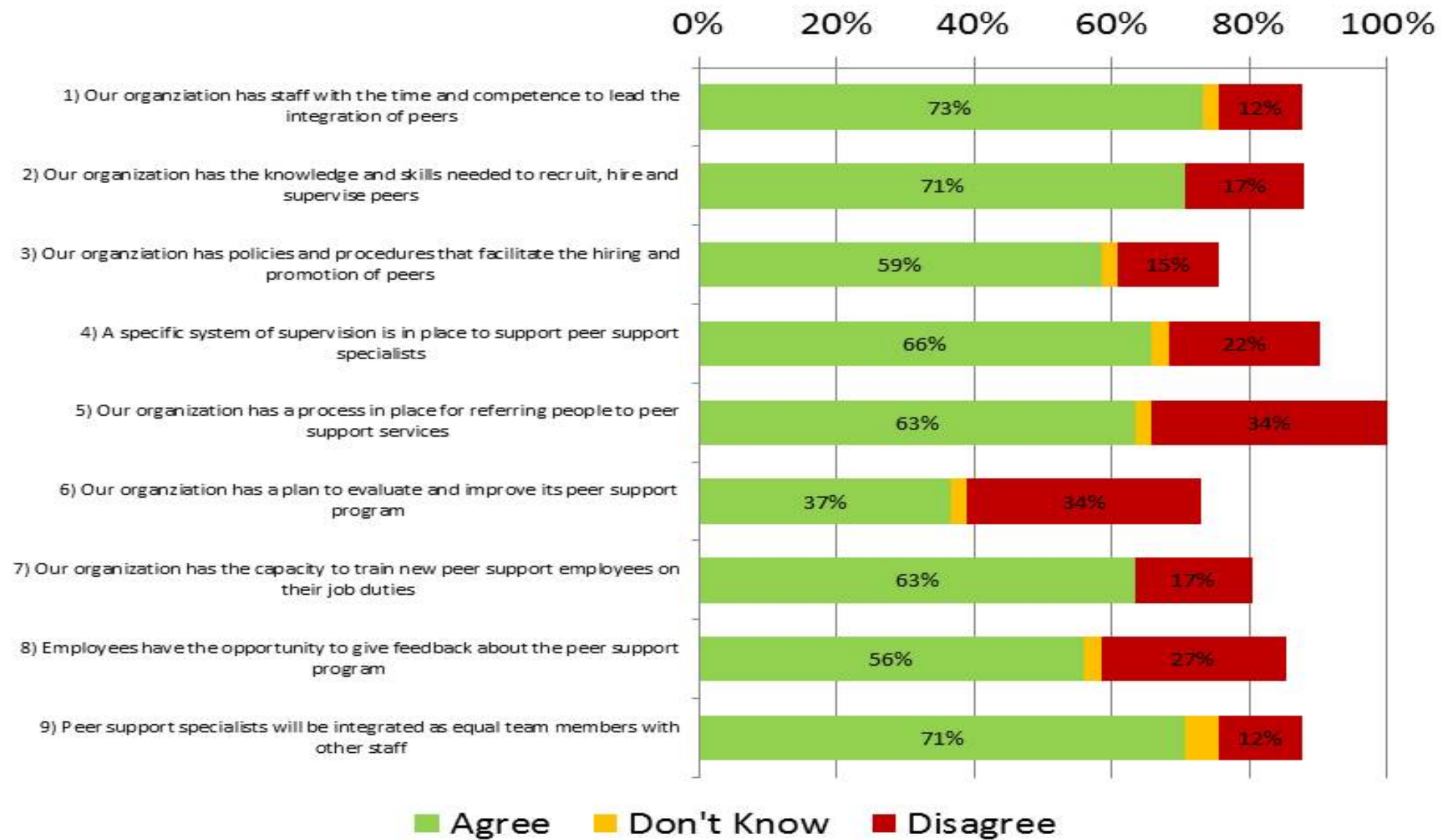
Workforce Expansion Summit, Ames, Iowa
May 2018

Commitment



■ Agree ■ Don't Know ■ Disagree

Capacity



Culture



■ Agree ■ Don't Know ■ Disagree



Supervisor vs. F/PSS on Agency **Commitment**

- * Our organization's staff and leaders have an understanding of what peer support is
 - 90% of supervisors agreed vs. 65% of F/PSS agreed
- * Staff in our organization recognizes the benefits of peer support for the individuals and family members we serve
 - 100% of supervisors agreed vs. 71% of F/PSS agreed
- * Leaders in our organization dedicate time and resources to integrating peers into our team
 - 70% of supervisors agreed vs. 47% of F/PSS agreed



Supervisor vs. F/PSS on Agency Capacity

- * Our organization has the capacity to train new peer support employees on their job duties
 - 70% of supervisors agreed vs. 53% of F/PSS agreed
- * Peer support specialists will be integrated as equal team members with other staff
 - 85% of supervisors agreed vs. 53% of F/PSS agreed
- * Our organization has staff with the time and competence to lead the integration of peers
 - 70% of supervisors agreed vs. 82% of F/PSS agreed



Supervisor vs. F/PSS on Agency Culture

- * Our staff believes in the possibility of recovery for all individuals and family members
 - 75% of supervisors agreed vs. 88% of F/PSS agreed
- * Our staff use language *with one another* that it is encouraging and hopeful in conversations regarding the individuals and family members we serve
 - 70% of supervisors agreed vs. 88% of F/PSS agreed
- * Our organization values the growth potential in peer support specialists
 - 80% of supervisors agreed vs. 44% of F/PSS agreed

Discussion





How do we get there?

- * [City of Philadelphia Department of Behavioral Health and Intellectual disAbility Peer Support Toolkit](#) is an excellent guide to integration of peer staff.
- * [Future Lunch and Learn topics](#)



Summit Action Steps

ALLOCATE - CONGREGATE - EDUCATE - CELEBRATE

Focus on EDUCATE

- Utilize the data regarding effectiveness, cost savings
- Focused outreach to educate specifically about peer support
- Expanding knowledge and understanding, identify various audiences
- Share success stories about peer support – media/social



The evidence base for Peer/Family Peer Support

- * [SAMHSA BRSS TACS – Peer Support Flyer](#)
- * [SAMHSA BRSS TACS – Family Peer Support Flyer](#)



Resources for Supervisors

- * <http://www.iowapeersupporttraining.org/agencies/supervisor-resources/>
- * [PSS Scope of Practice](#)
- * [FPSS Scope of Practice](#)



For more information or to discuss technical assistance

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Barriers to integration of the peer support workforce

- Lack of appreciation for the value of peer support
- Lack of role clarity/unclear job descriptions
- Challenges of supervising a new role
- Desire for boundaries between professional mental health providers and former/current clients
- Gaps in employment may affect peer's workforce readiness
- Concerns about potential need /impact of accommodations
- Previous experience with a PSS/FPSS who was not well trained or who was not in stable recovery
- High peer staff turnover
- Agency/staff may not be as recovery-oriented as they think they are/want to be
- Educational status gap
- Staff bias/stigma of mental illness