

Peer Support:
Implementation Best
Practices and Challenges

Lighthouse Youth Services
High Fidelity Wraparound

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High Fidelity
Wraparound

- High Fidelity Wraparound is a team-based planning process. It is used to support the young person and families in creating individualized service plans.
- High Fidelity Wraparound works because it brings people together to see the youth & family differently and uses a structured planning process to make new, creative, alternative agreements. It is a way to make sure the young person's voice is heard and aims to help create a tool box of skills for their life. The team will work together to discuss how to provide help that works.
- High Fidelity Wraparound is divided into Four stages
 - Engagement
 - Planning
 - Implementation
 - Transition

Four Phases of
High Fidelity
Wraparound

- **Engagement (Hello):**
 - Bringing families into the process and establishing the team
- **Planning (Help):**
 - One or two facilitated meetings to establish a family, needs, and strengths driven plan
- **Implementation (Healing):**
 - Refining and adapting the plan to improve the fit between "need" and "help"
- **Transition (Hope):**
 - Summarizing progress and determining the next level of support, if any

Goals of a "Youth Peer Support" in High Fidelity Wraparound

"Youth Peer Support Partners help youth to think through what they want to say and practice what they want to say and help them find their voice so that they can share it in a meaningful way."
The goal is to help the youth develop their own abilities to advocate effectively for themselves, both in meetings and in the community.

[http://www.nccsl.net/Assets/Youth Peer Support Case Study.pdf](http://www.nccsl.net/Assets/Youth%20Peer%20Support%20Case%20Study.pdf)

4

What is the importance of a Peer Support role?

" Peer Support is not a new phenomenon – it has probably existed in some way since the dawn of human beings. It is a natural tendency for us to seek of those who have walked similar paths and can truly understand us."

Lyn Leggett Consulting

5

The Evidence

- Decreased substance use among persons with co-occurring substance abuse issues (Rowe, et al., 2007; Sledge, et al., 2011)
- Decreased participants' level of distressing symptoms (Tondora, et al., 2010)
- Decreased experience of depression (Sledge, et al, 2011)
- Reduced overall symptoms (Campbell, J. et al, 2004);

6

Things To Think About...

- Building a Foundation
- Reviewing Policies & Procedures
- Challenges

7

Things To Think About...

You may ask:

- What has inspired you to consider adding peer roles?
- What are the unique contributions you gain by bringing peer roles to the agency?
- What fears and/or worries do you have about this process?
- Where are those fears/worries coming from and what might we do to address them?

Adapted from the Western Illinois Health Plan Network's Health & Wellness Plan. Credit: The HealthPlan.org and HealthPlan.org

8

Things To Think About...

- Think about places in the program or agency that natural supports already serve as staff and add to the richness of the organization
- Provide a series of opportunities that allow staff to participate in the planning and/or problem solving of issues or concerns about.
- Anticipate and be prepared to respond to questions about confidentiality, dual relationships, ethics etc.
- Do You have champion at each level of the organization

9

Things To Think About...

- The identification of guidelines for developing appropriate and meaningful job descriptions.
- Providing a foundation upon which peer support core competencies can be identified.
- Creating a basis for peer support ethical guidelines.
- Gathering information that could be used to examine peer supporter training
- Is documentation recovery oriented or deficit oriented

WHO Quality Rights Toolkit to assess and improve quality and human rights in mental health and social care facilities. Geneva, World Health Organization, 2014.

10

National Practice Guidelines for Peer Supporters

Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

The belief that recovery is possible for all who experience psychiatric, traumatic, or substance use challenges is fundamental to the practice of peer support. The likelihood of long-term recovery is increased with effective support. Peer support has been demonstrated through research and practical application to be highly effective.

--SAMHSA Working Definition of Recovery (Last updated in 2013)

11

Misperceptions & Concerns About Implementation

- If peer roles are all about developing relationships and sharing experiences then they won't understand the importance of boundaries and confidentiality.
- Peer workers cannot work full time due to the level of responsibility and stress.
- Anyone can be a good Peer Support.
- Peer workers aren't professional workers.
- People who have had similar experiences will 'trigger' peer workers.
- This big push for the use of peer workers combined with shrinking budgets means I may be replaced by a peer worker.
- Criminal History and Agency Policies

Adapted from the Western Massachusetts Peer Network's 'Myths & Misperceptions: Shedding the Misunderstandings as a First Step to Progress' (2014)

12

SAMHSA Core Ethical Guidelines for Peer Support

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

43

Peer Support is not designed to have a separate set of goals. The roles of Peer Support and clinical staff often align:

- Supporting people to experience less distress and isolation
- Supporting people to find satisfaction and contentment in their life
- Supporting people to have hope for moving forward

44

Peer Principle

"The relationship between the peer worker and the peer they are working alongside is founded on learning rather than one person in the helper role and the other on the receiving end. The relationship is central and is grounded in the sharing of experiences with mutuality this encouraging relationships that are equal, accepting and respectful"

Bradshaw

45

Peer support workers bring valuable skills to the organizations in which they work

"In programs which hire [peer workers], numerous, desirable attributes and abilities of [peer] employees have been noted ... system knowledge, 'street smarts', responsiveness, coping strategies, patience & flexibility, relational emphasis, issues identification, engagement abilities, role modeling, advocacy against stigmatization, and educational activity with co-workers." (Van Tosh, 1993, Dixon et al, 1994).

16

Hope is reflected in the following types of attitudes

- When people believe in each other
- When they feel better about themselves
- When they feel optimistic about their future
- When they are making positive changes in their lives

17

Peer Support Competencies

• A competency is "the capability of applying or using knowledge, skills, abilities, behaviors, and personal characteristics to successfully perform critical work tasks, specific functions, or operate in a given role or position" (Ennis, 2008, pp. 4-5). These are gained through experiential and academic learning, as well as through factors that may be beyond the person's control, such as talents and gifts with which someone may be born. For example, some people are naturally extroverts and may be more comfortable in a "people" field than another.

18

Peer Support Competencies

Peer Support Workforce Competencies
Ability to use one's experience to inspire hope and belief in recovery; support self-determination through connections from a mutual stance; facilitate self-exploration and discovery, etc. Act as a change agent to support environments, systems and approaches to move forward.

Recovery Oriented Mental Health Workforce Competencies
Ability to work with people from a strengths perspective, support people's recovery process, support dignity of risk, etc.

Mental Health Workforce Competencies
Ability to work with people respectfully, navigate regulations, recognize roles of different workers, work independently, etc.

General Worker Competencies
Ability to get to work on time, interact with other co-workers and supervisor, pick up on the cultural norms of the agency, communicate needs & respond to others' communications, etc.

Sanjour, J. (2016). Peer Support, Recovery & Wellness. National Learning Community.

19

Proficiencies

- Believes that everyone can progress, heal and move forward in life.
- Values choice and self-determination.
- Can describe the peer role in relation to both people using services and those providing services.
- Values the peer role as a new non-clinical position to augment and not duplicate traditional services.
- Recognizes the relationship of the peer role to the peer and self-heal movement.
- Has the ability to "stand up" for people being served, but with respectful and effective communication.
- Recognizes the importance of "hope" in healing.
- Has the ability to describe a healing process through the use of personal story.
- Has the ability to use personal story to describe strategies toward healing.

20

Peer Support Knowledge

- Knowledge of 'peer' movement
- Knowledge of 'peer' principles
- Self determination
- Supporting dream centered life planning
- Community Resources
- Empathic listening
- Knowledge of the Social Determinants of health
- Diversity & Inclusion
- Honest & Direct
- Strengths Focused

21

Where is the support?

- Medication
 - Supporting someone to evaluate and communicate their concerns and discuss changes with medication
 - Not to administer Medication
- Visits
 - Visit when the individual request or when you offer
 - Mutual agreement (scheduled weekly time)
 - When you are open to talk about/ do whatever makes sense for where that person is at in the moment
- Meetings
 - Advocating for providers to not talk about the person without them present
 - supporting the person to be present and heard during team meetings
 - Asking clarifying questions to both the providers and the client
- Reading Files
 - To help the person understand what is in their file and treatment plan
 - Not a way to get to know the person

23

Supporting The Peer Supports

Skylar & Cherie

- Emphasizing Self Care
 - Recognizing Compassion Fatigue
 - Forming New Habits
 - How to work new self care habits into a busy schedule
- Support Skill Set
 - Maintaining boundaries
 - Guiding the conversation
 - Intentionality
- Professional Growth & Opportunities
 - Connecting to mentors and others doing the work
 - Preparing for the next step in their professional career
 - First professional role- Leave time and space for them to develop professional competencies: time management, professional dress, professional communication, documentation & note keeping skills.

23

Websites / References

www.naops.org (home page, current events, quick access to forms and links)

<http://na4ps.wordpress.com> (INAPS main web site / WordPress site, includes detailed explanations of the International Association of Peer Supporters organization and its projects and in initiatives)

<http://na4ps.wordpress.com/7th-annual-national-conference/> (National Peer Supporter)

<http://na4ps.wordpress.com/national-standards/> (National Practice Standards site – information about the efforts to establish Practice Guidelines for peer support providers)

[www.nwi.pdx.edu/NWI.../Walker-4a.1-\(phases-and-activities\).pdf](http://www.nwi.pdx.edu/NWI.../Walker-4a.1-(phases-and-activities).pdf)

24

Websites /
References

<http://na4ps.wordpress.com/library/> (Resource Library with training materials and other resources that can be helpful for peer supporters and those who are receiving support)

<https://www.facebook.com/NA4PS> (Like us on Facebook – and join the ongoing discussion about peer support!)

<http://rtp4ps.org/> (Recovery to Practice page on the iNAPS website, with information about the SAMHSA-Funded Recovery to Practice continuing education program for peer support providers)

35

Websites /
References

Foundation for Excellence in Mental Health-A website dedicated to raising funds, but, Also disseminating information and research about best practices in mental health care www.mentalhealthexcellence.org

Hearing Voices USA-A website full of information on the Hearing Voices movement and Nationally available trainings and resources- www.hearingvoicesusa.org

Intentional Peer Support- A website focused on Intentional Peer Support (IPS) training, its Basic concepts, values and resources- www.intentionalpeersupport.org

International Association of Peer Supporters- A website focused on peer roles, trainings and resources www.inaops.org

Mad in America—A website full personal stories and perspectives on peer roles and the mental health system- www.madinamerica.com

Madness Radio-A website full of radio interviews on mental health, peer support and other relevant topics

36

Websites /
References

Mind freedom International-An international organization focused on the stories, rights and strengths of people who have 'been there'- www.mindfreedom.org

National Coalition for Mental Health Recovery-A website full of resources on the efficacy of peer support (<http://ncmhr.org/downloads/References-on-why-peer-supportworks-4.16.2014.pdf>) and other relevant information-www.ncmhr.org

National Empowerment Center-A national technical assistance center website offering resources and information on a variety of related topics, webinars and beyond (including a listing of statewide peer-to-peer organizations: www.powerzu.org/consumerrunstatewide.html)-www.powerzu.org

National Mental Health Consumers' Clearinghouse-A national technical assistance center website offering resources, trainings, webinars, etc.-www.mhselfhelp.org

Peerlink-A national technical assistance center website offering resources, trainings, webinars, etc.-www.peerlinktac.org

37

Websites/
References

PeersTV– A YouTube channel with lots of relevant interviews and personal stories www.youtube.com/user/peersTV

Transformation Center-A Massachusetts-based peer-to-peer organization that offers a supervisory training for individuals supervising peer roles-www.transformation-center.org

Western Mass Recovery Learning Community-A peer-to-peer organization offering nationally available trainings and resource information– www.westernmassrlc.org

- Enhancing the Peer Provider Workforce: Recruitment, Supervision, and Retention, National Association of State Mental Health Program Directors Jorgenson, J, Schmook, A., (2014)
