

Supervisors' Guide to Peer Support

Understanding Roles & Responsibilities for Successful Implementation of Consumer Provided Services

1

What are your learning priorities?

2

History of Peer Support

- MHSA 2004
 - 1% Tax on Millionaires
 - Specialty Mental Health Services
- Early Peer Support
 - Parent Partners
 - Family Advocates
- Acting on the Law
 - Pre-Employment Training for Consumer Peers
- Champions for System Change

3

Advocacy Starts at the Top

What is the System's Vision?

4

Advocacy Starts at the Top

"We create doors, where walls and windows separated people from their promise of a life worth living. We usher in the whole person, their families and their loved ones, recognizing their value, uniqueness and the contributions they can make to their community. We promote an affirming environment that recognizes the gifts that all people possess, by stepping away from old ways of thinking. Our knowledge and experience are sought after to provide support to the entire system to develop and sustain an environment that welcomes and inspires all who pass our threshold."

Shannon McCleerey-Hooper
Consumer Affairs

5

What is Consumer Affairs?

- Division within Behavioral Health
- Voice of the consumer
- Trains and supports consumer peer providers
- Functions of MHSA
- Provides technical support for recovery practices
- Plans and develops programming
- Informs the system
- Writes Policy

6

Who is Consumer Affairs?


- Peer Policy & Planning – Program Manager
- Administrative Team
- Consumer Senior Peer Support Specialist Team
- Peer Support Interns
- Peer Support Volunteers
- Peer Navigation Line
- The Gym at Rustin
- The Rustin Café
- State wide advisor on Consumer Peer Support
- **Training Curriculum Development & Oversight**



7

What is a Peer Support Specialist?


- People with lived experience
- People who live in wellness & recovery
- People who can model wellness for others
- People who share their story in a meaningful way
- People who have been trained in the practice of Peer Support



8

Where Does BH Use Peers?


Adult Outpatient Services
 Mature Adult Services
 TAY Children's Services & Drop-in Centers
 New Life - AB109
 PROP 47 Services Grants
 Long Term Care – Crisis Outreach Teams – Contract Svc Providers
 Navigation Centers
 RBY – CSEC Services Grant
 Integrated Health Centers (FQHC)
 Family Room Clinics
 Workforce Trainings
 Research & Technology
 Conferences



9

PSS Roles in Clinics


- Be the evidence
- Role model
- Facilitate Groups
- Support consumers to learn new ways to wellness
- Provide training to all staff in "hopeful" interactions
- Create and model a recovery environment
- Allow the person they are serving to take the lead



10

How Could We Utilize PSSs?

- Engagement
- Navigation
- One-on-One Support
- Groups
- Skill-Building Classes
- Income Generation
- Community Outreach
- Perspective in Staff Meetings

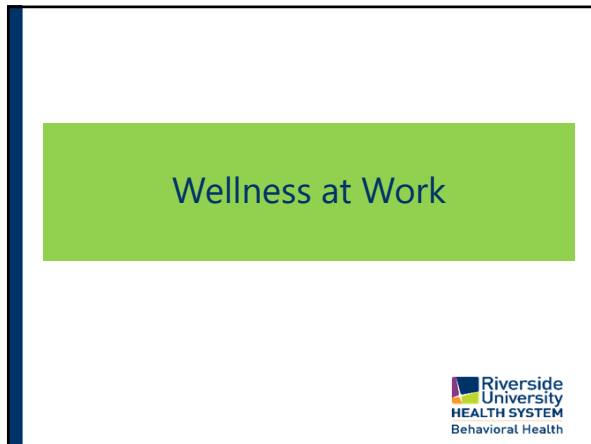


11

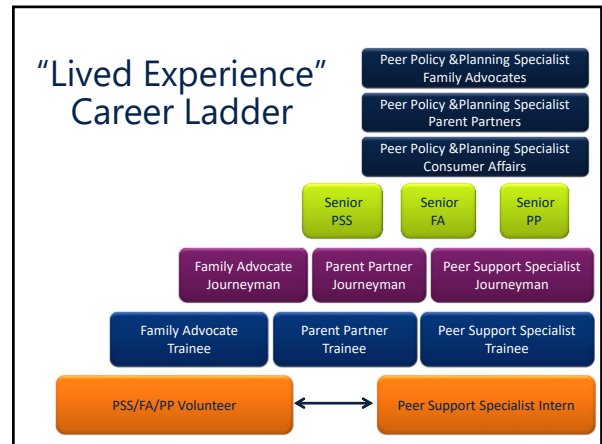
What do Supervisor's find most challenging?



12



13



14

- ### Senior Peer Support Team
- Leadership with lived experience
 - Placed regionally or program-specific
 - Minimum of 2 years experience as a line staff PSS
 - Mentorship role – trainer to line staff PSS
 - Partner to clinic/program supervisor
 - Non-punitive role
 - Role model to line staff
- Riverside University Health System Behavioral Health logo.

15

- ### Senior Peer Roles
- Mentor/Advisor to line staff
 - Partner to program supervisor
 - Community outreach
 - Leaders in recovery model practices
 - Trainer to peer staff
 - Supervisor to PSS Interns and Volunteers
 - Public speaking
 - Contribute to county wide training curricula
- Riverside University Health System Behavioral Health logo.

16

- ### Senior Peer Roles in Clinics
- Confer with supervisor on clinic needs
 - Assist supervisor in skill building with staff
 - Provide support to all staff – be the "listener"
 - Support consumer providers to stay in their role
 - Provide training to all staff in "hopeful" interactions
 - Create and model a recovery environment
 - Be the evidence
- Riverside University Health System Behavioral Health logo.

17


What is a Recovery Environment?

Non-Recovery Environment	Recovery Environment
Low expectations	Hopeful with high expectations
Stability/maintenance is the goal	Recovery is the goal
There is no clearly defined exit	Clear exits; graduates return/share
Little or no access to information	Easy access to information
Compliance is valued	Self determination, critical thinking, and independence are valued
Coercion is used to achieve compliance	People become the experts in their own care
People are protected from trial/error learning	People take risks and have "right to fail"
One-size- fits-all treatment approach	Wide range of programs and non-program options
People live in "treatment centers"	Opportunities for community integration with choice
People are judged by their level of motivation	Restoring hope creates new choices
Medication is the primary tool	Medication is one of several tools
Emphasis is on treatment	Peer support and self-help are valued

18

Why is Senior Peer Support Necessary?


- Quality control
- Help to reduce staff burnout
- Help reduce staff turnover
- Assist to increase productivity
- Keep peer services up to date (MHSA, DHCS & SAMHSA)
- Reduce HR & Union interactions
- Assist with professional development of peer staff



19

What is the SPSS role with the PSS Line Staff Member?

- Coach – Recovery & Professional
- Trainer of new materials
- Reorient to the practice of Peer Support
- Provide support
- Role model
- Hold hope



20

Functions of the Senior PSS

- Attend & participate in staff meetings
- Speaking engagements
- Inform the system – RUHS at all levels
- Provide moral support to staff under disciplinary review
- Provide training to all staff
- Interview potential PSS - recruitment



21

Let's talk about recruiting


- How do we get recruits?
- What are we looking for in a candidate?
- Who should be the interviewer?
- What kind of questions can we ask?
- How does it work with HR/Union?



22

Peer Support is a Practice

- Must be certified
- Not just a "warm body"
- Role is defined by the SAMHSA
- Statewide Certification
- RUHS-BH is the gold standard



23

Questions?




24

Need Help Getting Started?

CONTACT:

Shannon McCleerey-Hooper
Program Manager, Consumer Affairs
951-955-7117
smccleereyh@ruhealth.org



25



26