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JULY 25-28, 2018 | WASHINGTON, D.C.

*Supporting the Workforce:  
Effective Supervision and  
Support of Parent Peer  
Support Providers*

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Millie Sweeney, *FREDLA*

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Regina Crider, *Youth & Family Alliance (IL)*

Lisa Conlan, *Parent Support Network of RI*

## What we're going to cover...

- PPSPs – a unique and powerful workforce
- Supervising and supporting PPSPs – the basics
- Effective supervision structures and strategies



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## A unique workforce

PPSP defined, characteristics, roles and services



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## Parent Peer Support (PPS) defined

- Caregiver to caregiver approach
- Provided in variety of venues
- Not clinical but complementary to clinical services

- providing empathetic listening and emotional support
- assisting families in navigating systems
- supplying information about child-serving systems, children's behavioral health and development, and community resources
- rendering advocacy support
- encouraging self-care activities
- facilitating familial engagement with service providers
- modeling collaboration between families and professionals
- engaging in safety and care planning
- exploring and eliminating barriers to care plan follow-through
- offering skill-building for parents that enhances resiliency, communication, advocacy and other areas affecting the ability to maintain a child with complex needs in the home, school and community



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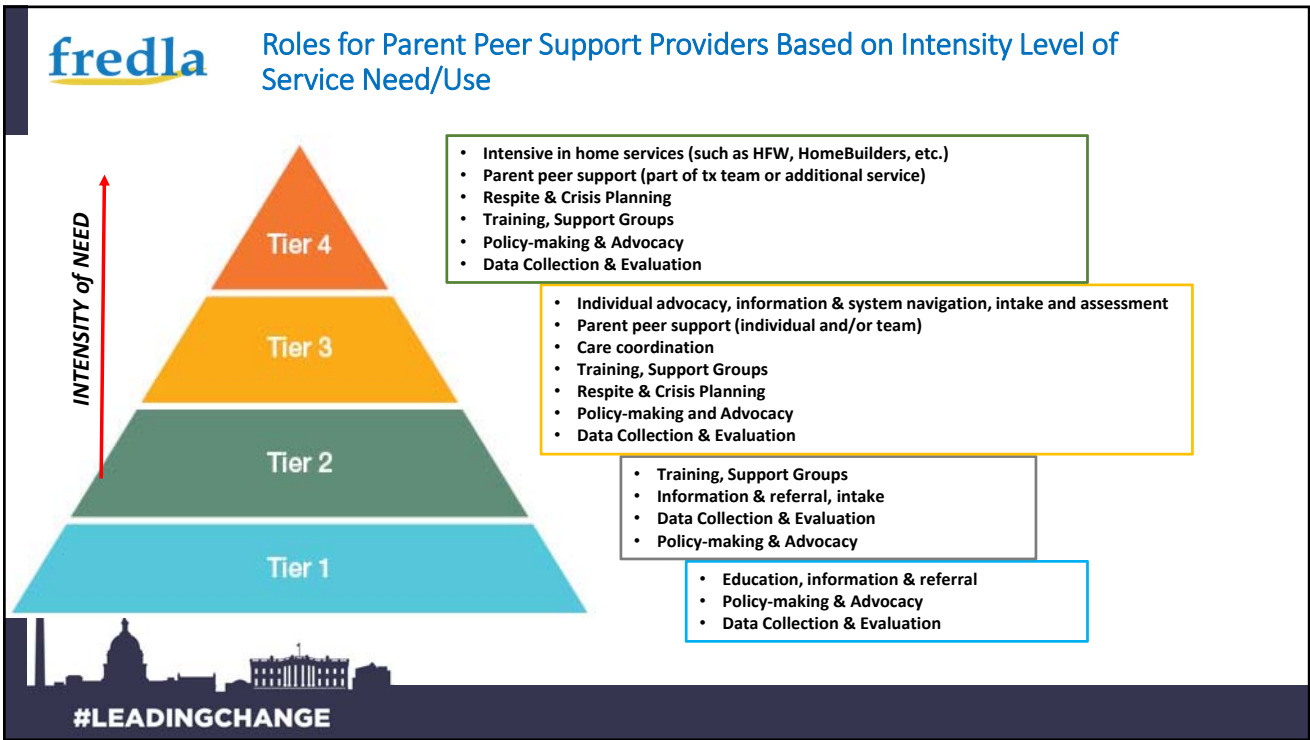
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## PPS Provider defined



- Caregivers hired to work with other families across systems
- Based on life experience, not degree
- Peer to peer support that facilitates effective service connection and delivery
- Modeling of advocacy and collaboration skills
- Fulfilling variety of roles, infusing family voice at all levels of service delivery



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This workforce does not need *clinical* supervision...

They need *peer supervision* with *clinical consultation*

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PPSPs are often still living their “lived experience”

- May still struggle with child/youth and accessing services
- DOES NOT mean they are unable to help others in similar situations
- Need organizational policies that reflect the experience of this workforce, i.e., hired for lived experience and therefore should not be penalized for it when it occurs



# Supervision of PPSPs – the basics

Developmental approach, policies & procedures, workplace culture



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## Supervision of parent professionals:

- May need access to clinical consultation to complement personal experience used and to address clinical issues in complex situation
- Need an understanding of how parent professionals operate in various systems – constructively channeling their passion
- Supervisor must sometimes balance dual role – authority figure and professional support
- Establishing a supportive workplace environment
- Handling inevitable home issues with workplace needs



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## Challenges faced by supervisors

### *Supervision:*

- Boundaries – being supervisor and informal support but **not** therapist
- Handling calls from other professionals when staff advocates “aggressively”
- Reviewing and rewriting documents for professionalism

### *Programmatic:*

- Consistent re-training on boundaries, documentation, etc.
- Gossip, in fighting among co-workers
- Balancing work product and being supportive of staff’s family needs (IEP meetings, etc.)
- Sustaining program – funding for non-traditional service (non-degreed personnel)



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# Challenges faced by PPSPs

- Balancing work/life dynamics
- Self-care
- Maintaining documentation
- Staying on track with the family plan
- Resistance to change



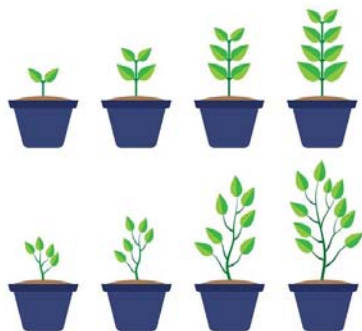
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# Using a developmental approach

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## Supervision is best understood as a process

- Human learning research has shown that learning occurs in spurts and is affected by a number of individual and contextual factors
  - PPSPs function at different levels of development for different aspects of their job
- It is the role of the supervisor to create a **safe** environment in which the employee can **work through the developmental stages/challenges** of each level to gain the necessary **motivation, self-awareness and autonomy** to move to the next level of development.

*This is very much in line with family driven care practices.*

\*adapted from *The 10 Keys to Effective Supervision: A Developmental Approach*. Rising Sun Consultants. 2005

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## Using a developmental approach means to...

1. Support growth
2. Unite with your team
3. Praise others
4. Expect excellence
5. Require accountability
6. Verify potential
7. Instill independence
8. Share continuously
9. Optimize ownership
10. Reinforce relationships



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## Three main areas of supervision for this workforce:



1. Family (case) work
2. Performance
3. Professional growth



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## Coaching is *critical*




- It's critical that PPSPs are coached through any and all procedural issues they may encounter
- A PPSP should not just know how to do their jobs but, understand why it's being done



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Training is  
*important*



- Orientation
- Initial training
  - Competencies of parent peer support providers
  - Role
  - Organizational policies and procedures
- Ongoing training in relevant topics

## Example - *The Alliance*

- CANS Training
- Developmental Assets Training
- Trainings offered locally – child abuse, sexual abuse, IEP etc.
- Conferences
- In-Service

## Example - *Parent Support Network of RI*

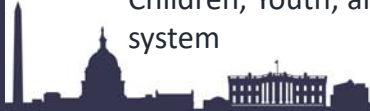
- PSN Orientation
- 16 hour introductory peer mentor training
- Shadowing- at least 2 weeks
- Coaching-ongoing
- Individual and group supervision-weekly (family reviews)
- Monthly Topical in-service presentations
- Conference/state and community training opportunities
- Certification opportunities (Wraparound, Peer Provider, and Recovery Specialists)

## Example - *PSN Peer Mentor Training*

- Peer Mentor Overview
- Ethics & Core Conditions of Peer Support
- Values, Beliefs, and Prejudices
- Family Support Circle/Natural Supports
- Confidentiality-Records
- Boundaries
- Self Care
- Active Listening /Skills of Asking Questions
- Setting Goals & Strategies
- Navigating Services- Referral
- Meetings-Collaboration
- Preparing for and Responding to Crisis
- Documentation

## Example – PSN Family Support Partner Trainings

- Safety & Risk Training
- Wraparound Team Based Training
- Data Management Training
- Advanced Family Support Partner Training
- Wraparound Coach/Supervisor Training
- Child Welfare, Juvenile Justice: Navigating the Department of Children, Youth, and Families (DCYF) system
- Visual Diagnosis
- Domestic Violence Training
- Substance Abuse Training
- Mental Health Training
- Trauma Informed Training
- Positive, Behavioral, Interventions, and Supports (PBIS) & School Based Wrap Training



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## Policies and Procedures



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## What policies should be in place for PPSPs?

- Clear job description and responsibilities, their role within the agency and program
- HR policies that recognize and meet the needs of staff hired for their lived experience
- Graduated levels of employment – FT, PT, PRN
- Opportunities for professional growth (training, conferences, etc.) and advancement

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#### Examples



- Background check/criminal history
  - *Maryland Coalition for Families*
- Interview process:
  - Readiness tip sheet (*FREDLA*)
  - Interview tool kit (*The Alliance*)



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# Workplace culture



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## Equity in the workplace leads to positive workplace culture

- PPSP's MUST be held at the same level of accountability and professional standards as any other employee
- The PPSP's lived experience is no less important or valuable than any other professional



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## Productive workplace culture - Delivering high-quality services successfully within Medicaid and state guidelines

- Progress note writing reflects contract needs
- Family-friendly support is personal and individual
- Protect the role and maintain the integrity of PPSP standards and ethics
- Use management tools as teachable moments



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## Effective Supervision Structures and Strategies



Best practices and national trends, state examples - promotion within organization (AZ), structured approach and consultation (IL), FRO contract for peer supervision



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## Overview of trends and best practices




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- Most states with certification or Medicaid billing for PPS require supervision or oversight by Master's level person
  - *Seek Master's level person who is also a parent*
  - *Can have clinician providing consultation to sign off on work (if billing Medicaid) or as supervisor of peer supervisor*
- Several types and structures:
  - PPSP level – individual, group
  - Co-supervision of peer and clinician within organization or via contract
  - *Peer supervisor with access to clinical consultation*





**Peer Supervision**

- Focus on strengths and barriers, triggers and solutions, identity as PPSP
- Professional and personal growth
- Discuss case strategies
- Administrative and/or programmatic

**Clinical Consultation**

- Focus on casework, intervention strategies
- Skill-building, prof. development
- Administrative and/or programmatic

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Important to have connection to peers and/or FRO



- FRO has all necessary structures for PPSPs
- Peers and supportive environment keep PPSPs grounded in their role
- Multiple strategies to accomplish this – employment, supervision, coaching, training



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## Promotion from within organization

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## Identify potential



- Seeing a leader in a parent
- Having experience with child-serving systems isn't enough
- Recognizing a passion for helping others
- Readiness
- Hiring logistics



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## Develop skills

- Understand what the role is
- From a manager's standpoint
- What parent to parent support really means
- Helping them fall in love with the work and the role



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## Sustain staff

- Flexible
- Creative Schedules
- Management Style
- Expanding on staff strengths
- Supporting staff in the “processes” and logistics of our work



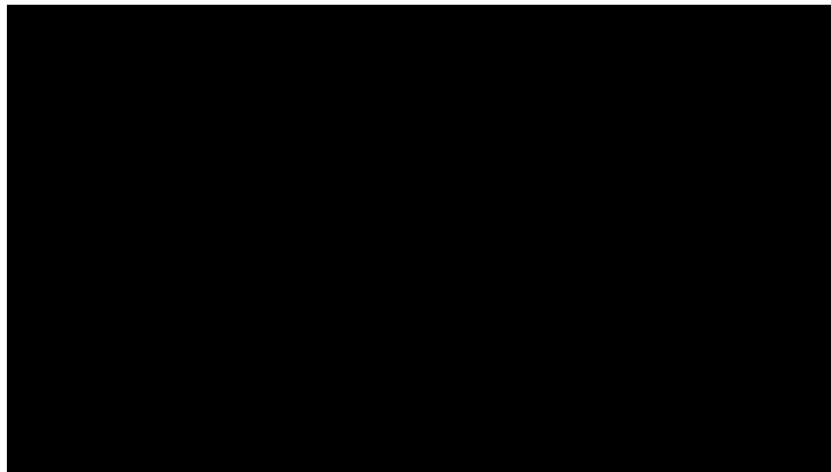
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## PPSP Perspective....



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## PPSP perspective, continued



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Structured approach

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**PEARLS**

**Suspend Bias & Blame**

**Links with others**

**Respect**

**Peer -Based Relationships**

**Encourage Growth as a Peer**

**Active Acceptance**

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## Consultation for development of supervisors with other organizations

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MEMORANDUM OF UNDERSTANDING  
Between  
XXXXXXXXXXXX and  
YOUTH & FAMILY PEER SUPPORT ALLIANCE

**Purpose**

This Memorandum of Understanding (MOU) describes and confirms an agreement between [ORGANIZATION] and Youth & Family Peer Support Alliance. The purpose of the agreement is to formalize and clarify expectations and relationships between both parties from [DATE] to [DATE].

**Responsibilities of Parties**

Parties (Parties) understand that each should be able to fulfill its responsibilities under this Memorandum of Understanding (MOU) in accordance with the provisions of Law and regulation that govern their individual organizations.

If at any time any Parties are unable to perform their functions under this MOU consistent with such Parties statutory and regulatory mandates, the affected Parties shall immediately provide written notice to the others, seeking a mutually agreed upon resolution.

**Three Day On-site Assessment and Planning**

- Three days @ \$500/day \$1,500
  - Day 1: Observe and assess leadership and supervision style (shadow, documentation review, program and site visit etc.)
  - Day 2: Program planning and implementation plan (format, facilitation, needs, objects, goals, outcomes etc.)
  - Day 3: Meet with Director; develop training, coaching and goals plan
- 1 day travel (driving) \$238.14
  - @ \$.54 per mile (Example: 441 roundtrip)
- Expenses \$627
  - Meals & incidentals @ \$54 per day for 3 days = \$162
  - Hotel @ \$155.00 per night for 3 nights = \$465

**Total \$2,365.14**

**3 Day Training**

- 3 days @ \$500/day \$1,500
- 1 day travel (driving) \$238.14
  - @ \$.54 per mile (Example: 441 roundtrip)
- Expenses \$627
  - Meals & incidentals @ \$54 per day for 3 days = \$162

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RC

MEMORANDUM OF UNDERSTANDING  
Between  
XXXXXXXXXXXX and  
YOUTH & FAMILY PEER SUPPORT ALLIANCE

- Hotel @ \$155.00 per night for 3 nights = \$465
- Printing, materials and supplies = \$250

**Total \$877**  
**\$2,615.14**

**Weekly Peer Coaching (40 weeks)**

- Weekly peer coaching with LFC @ \$65.00/hour, once a week for 1 1/2 hr. (or as needed)

**Total \$3,900**

**Monthly Coaching (9 months)**

- Monthly coaching call with Director @ \$65.00/hour, once a month for 1 (or as needed)

**Total \$585**

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Lily Ullard Director Date: \_\_\_\_\_ Sally See CEO Date: \_\_\_\_\_

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# FRO contract for peer supervision



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## Statewide Certified Peer Workforce

- 46 Hours of skill based competency training across the domains of ethical responsibility, advocacy, mentoring and education, wellness & recovery and other evidence based and trauma informed trainings such as Seeking Safety, Wraparound, WRAP, and WHAM.
- Individuals go through online application process, face to face interview and are selected to participate in training based on meeting our readiness scale.
- Paid and volunteer internship program- cover letter, resume, and interview for selection-board process for individuals with felony backgrounds
- 500 peer work experience hours with Certified peer supervisor with lived experience in partnership with clinical supervisor at PSN or a placement agency
- This includes learning the soft skills of being in the workforce, navigating agency environments, co-workers and supervision, learning core skills and competencies to become certified including documentation in electronic health records



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## Peer Special Populations of Focus

- Children, Youth, and Adults with mental health, substance use, or co-occurring mental health and substance use disorders and their family members-special focus on transition age, elders, and minorities.
- Parents and families of children with complex trauma and child welfare involvement.
- Pregnant and Parenting women with substance exposed newborns/neonatal abstinence syndrome.
- Families and individuals who are homeless.
- Parents and individuals who are justice involved, incarcerated and re-entering to home and community.
- Parents and individuals who have psychiatric hospitals and re-entering to home and community.



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## Peer Co-Supervision Model

- Partnership with other peer driven organizations (NAMI-RI, RICARES, etc.), child and family agencies, community mental health centers, substance use treatment centers of excellence, hospitals, department of corrections, and homeless shelters.
- We bring the skills of a peer supervisor with lived and work experience providing peer services
- Agencies are required to have individual or group peer supervision by a licensed clinical supervisor once a week.



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## Peer Co-Supervision Delivery

- FRO Peer Supervisors deliver individual and group supervision in partnership with the Clinical peer supervisor.
- FRO Peer Supervisors attend monthly clinical team meeting with the Clinical Supervisors of health homes and discuss supervision approaches and challenges – learn more about person and family driven approaches, system of care and recovery oriented principles.



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## Monthly Peer Provider Group Soup

- Peer providers from across the state come together for non-clinical supervision with our FRO supervisors and provide each other with mutual support and assistance with their service delivery roles within their respective agency
- Continued work on self –care and becoming solution based around working within clinical driven programs



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Questions  
or  
Comments?

*Thank you!*



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