

Considerations in Employing and Supporting Youth and Parent Peer Support Providers

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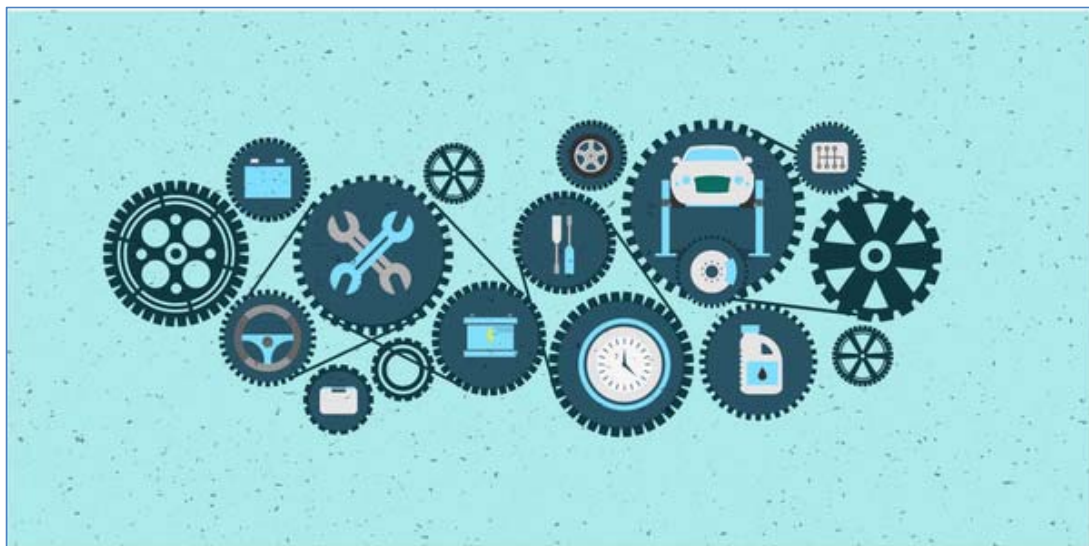
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Leadership Association (FREDLA)*

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Purpose and Objectives

- Articulate the roles of youth and parent peer support providers in mental health and how these roles support youth and families
- Describe best practices in youth and parent peer support programs and employment
- Share specific strategies to develop youth and parent peer support programs in CCBHCs and other organizations.



INFRASTRUCTURE

Components for successful youth and parent peer support programming

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Common Questions

- How do you set up a youth/family peer support program?
- Is this service MEDICAID Billable, what other ways to fund?
- What about Confidentiality and other trainings?
- Liability coverage for this workforce population?
- What roles and activities can peer support providers do?



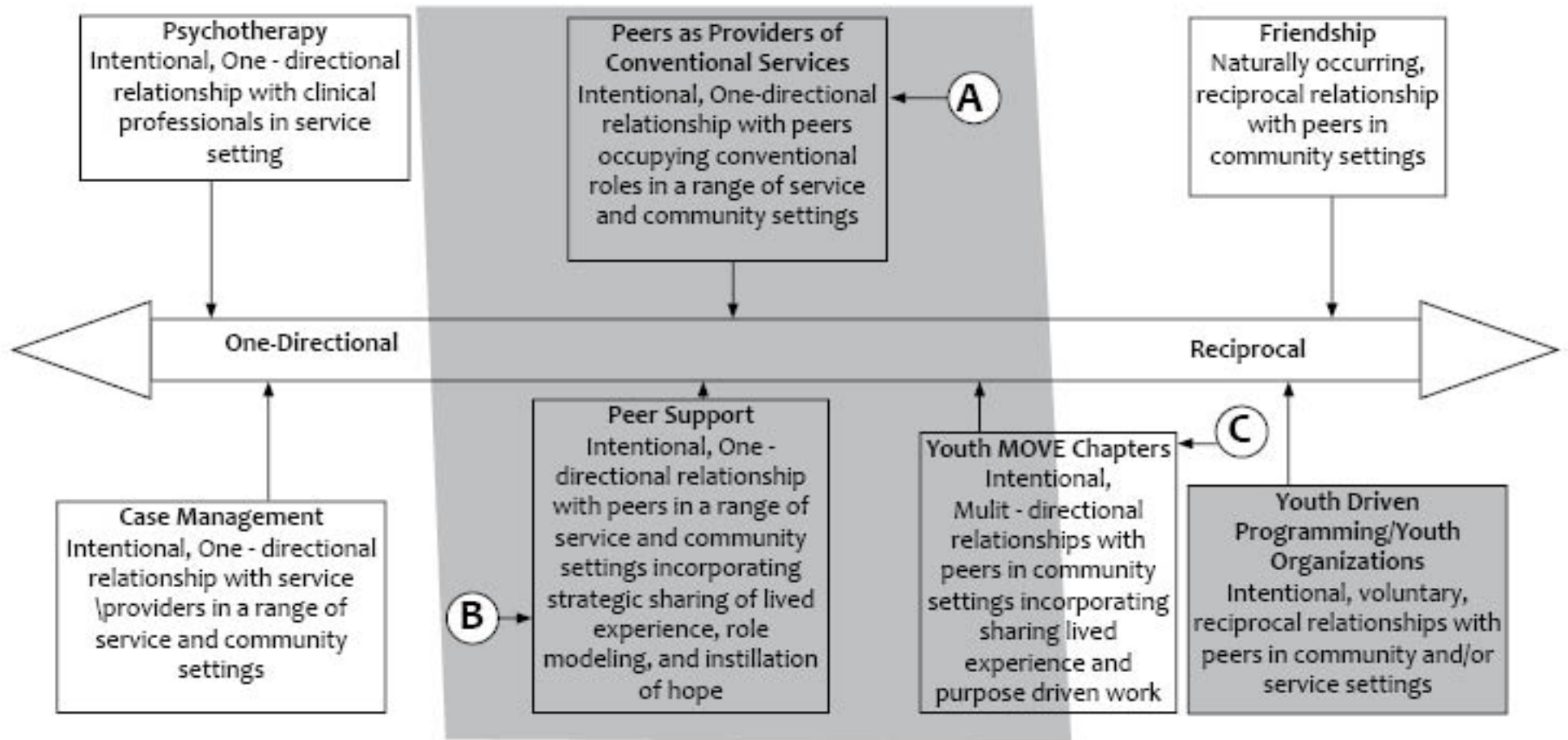
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Strategies

- Develop an organizational structure for hiring, training and supporting YPSPs/PPSPs – clear job descriptions and responsibilities, professional development plans, training, Y/F involvement in hiring and CQI
- Establish internal programmatic structure to promote partnership between YPSPs/PPSPs, to ensure equity in the workplace and working with Y/F together is required
- Clarity in responsibilities and required tasks is critical in developing and implementing program structure
- Ensure policies/procedures incorporate unique qualities of peer support workforce (i.e., still living their experience)



Continuum of Helping Relationships



Adapted from 'A Continuum of Helping Relationships' Davidson L et al. Schizophr Bull 2006;32:443-450

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Youth MOVE National Implementation Framework for Youth Peer Support

Foundation: Youth Voice and the Youth Driven Process

Dedication: Creation and Work
of Youth Peer Support Planning
Committee

Exploration: How, Why, and
What Is Being Built?

Building: Training

Implementation:
Action Phase

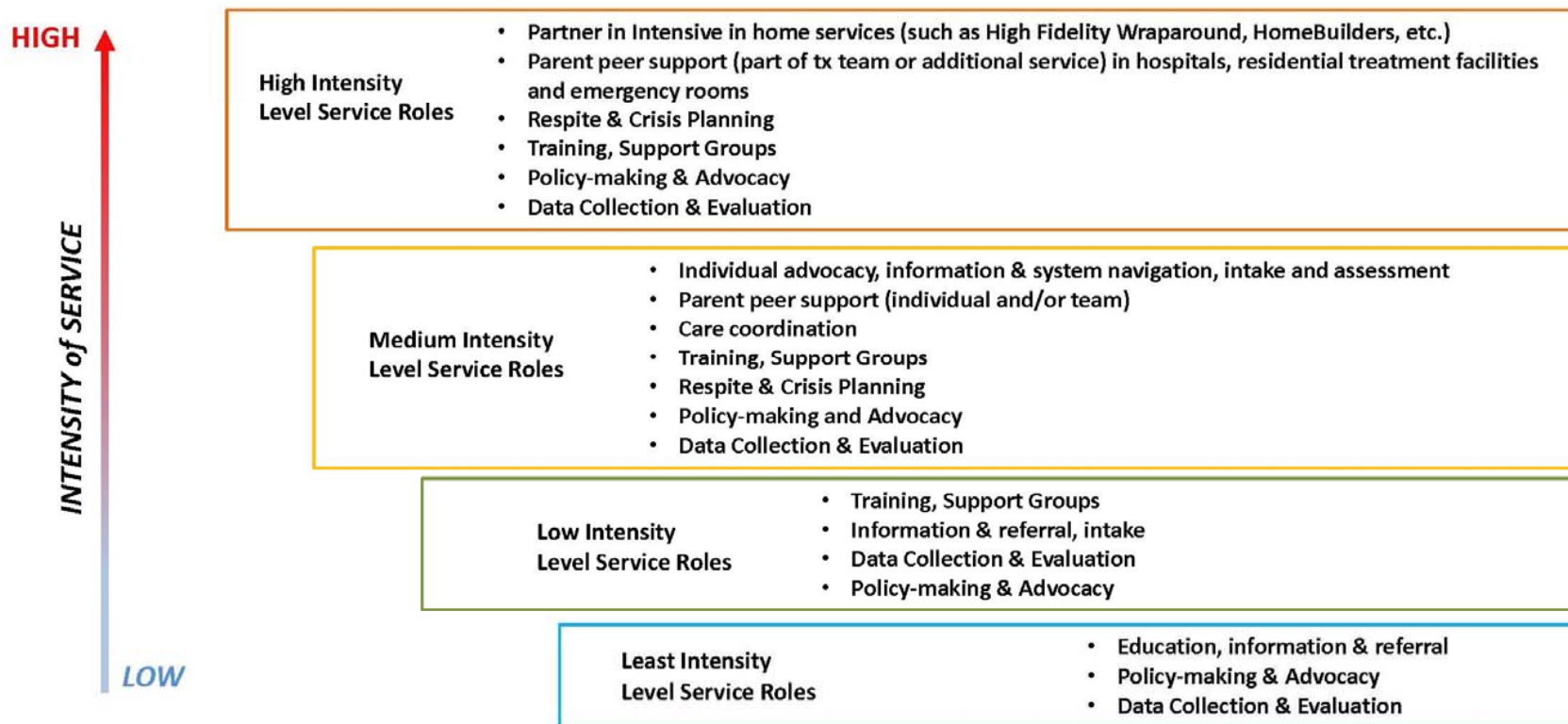
Sustaining &
Reflecting

Models of Infrastructure for Parent Peer Support

Infrastructure	Family-Run Organization	Governmental Agency or MCO	Private Provider	Hybrid Model
Employment	Family organization employs PPSP	Local/State government or MCO employs PPSP	Provider employs PPSP	PPSP may be employed by governmental agency or organization
Training	Family organization provides training	Family organization provides training	Family organization provides training	Family organization provides training
Supervision	Family organization supervises PPSP	Local/State agency or MCO supervises PPSP	Provider supervises PPSP	Co-supervision with family-run organization and provider
Location	Located within family organization or out posted to regional office or agency	Located within local/state government or MCO	Located within providers organization	Located in either or both family organization or provider or local/state agency
Certification	National or State Certification	National or State Certification	National or State Certification	National/State or Family Organization Certifies

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Roles for Parent Peer Support Providers Based on Intensity Level of Service Need/Use



Experiences from the field

Pennsylvania

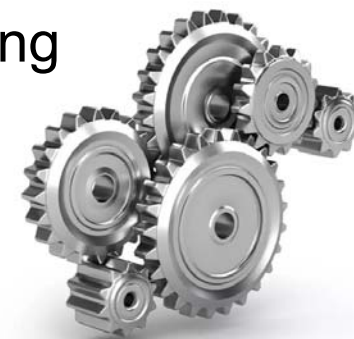
- Not everyone knows what peer support is; educating other providers is essential
- Supporting staff's own recovery is as important as supporting the peer's recovery; early on, we lost a lot of staff to compassion fatigue and burnout
- Every opportunity should be taken to educate clinical staff in what peer support is (and isn't).



Experiences from the field

North Carolina

- If your state has a B4 definition, in lieu definition or Innovation Waiver you may bill Medicaid - NC uses a combination.
- Statewide Family Organizations provide family/youth peer support training, including confidentiality and HIPPA.
- Providers also train this workforce as they do any other incoming employees (companies' expectations, rules regarding practices) and all employees are held to the same standards and face the same challenges.
- Liability coverage is generally equal to the same coverage of all other staff doing similar types of work.





AGENCY CULTURE

Peer “buy-in” and agency culture as a critical part of workplace success

Common Questions

- How do we get our current staff to accept this workforce as equal colleagues?
- How do we build an agency and staff culture that embraces equity among staff and buy-in to peer services?
- What type of infrastructure supports incorporation of youth/family peer programs and staff?
- How do we get our current staff to accept this workforce as equal colleagues?
- How do we support the wellness of a peer workforce?
- What do Family/Youth Peer Support workers really do?
- How are they different from Adult Peer Support?
- Why do I need peers when my staff care coordinators can accomplish these tasks?



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Paradigm Shift – Shift Our Thinking

From

- **Fragmented service delivery**
- **Limited services**
- **Reactive, crisis-oriented**
- **Focus on “deep end” in restrictive settings**
- **Children/youth out-of-home**
- **Child only focus**
- **Centralized authority**
- **Creation of “dependency”**

To

- **Coordinated service delivery**
- **Comprehensive service array**
- **Focus on prevention/early intervention**
- **Least restrictive settings**
- **Children/youth within families**
- **Family focus**
- **Community-based ownership**
- **Build on strengths and resiliency**

Pires, S. (2002). *Building systems of care: A primer*. Washington, D.C.: Human Service Collaborative.

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Strategies

- Build buy-in of youth and family driven practices as foundational to peer support implementation
- Provide a Peer support Readiness Training for all staff *PRIOR* to implementation, then ongoing opportunities for all staff to see themselves as a team
- Clarify the differences in all roles, esp. case management/care coordination and peer support, and youth/young adult and parent peer support



Strategies

- Supervisors play a pivotal role in workplace culture and often “champions” of YPS/PPS within and outside their organization
- Provide initial training and continuing education to supervisors of peer providers
- Hire for and publically recognize the value of lived experience in other positions
- Promote youth and parent peer support with data (from others and your own data) to show the impact on functionality for youth and families



Experiences from the field

Pennsylvania

Lessons learned in implementation:

- Peer support is healthier and more robust when those managing the program understand the concept and value of peer support
- Every opportunity should be taken to educate clinical staff in what peer support is (and isn't).



Experiences from the field

North Carolina

- On the Road is delivered annually within the community, provider, Psychiatric Residential Treatment Facility (PRTF), and CCBHC in NC
- Provide a 6 hour training that outlines the reasoning and history of Family Driven Care and Peer Support.
- Providers that train all staff prior to employing peer support are more readily willing to accept the need for flexibility for this workforce.





EMPLOYMENT

Recruiting, hiring and supervising staff hired for lived experience as youth/young adult with BH challenges or as caregiver of child/youth with BH challenges

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Common Questions – *Recruiting & Hiring*

- What are the hiring practices for peer support?
- How do you pay staff a fair wage if peer staff do not have the same degrees as current employees?
- How do we recruit and hire young adults and parents that are ready to do this work?
- How do you find applicants that have lived experience?



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Strategies

- Recruit via youth and family run organizations
- Contract with local/state youth and family run organizations to recruit, screen and ask “the hard questions”
- Assess readiness and provide competency training; Provide access to training pipelines
- Recruit from those who have completed programs and from areas where youth/parents are likely to be (pediatrician offices, schools, training events, etc.)
- Familiarize staff with organizational on-boarding process
- Train all staff on DOL exemption policy “Bona Fide Occupation Qualification for Specialty Jobs”



Experiences from the field

Pennsylvania

- We do provide support to youth and young adult populations (starting at age 14); we do not have separate parent peer supporters at this time.
- We explore with staff their strengths, interests, and background to determine who will work with which populations and then train specifically for work in those populations.
 - Discuss in interviews the various populations we serve and gauge interest of the applicant in them
 - Look to existing staff for qualifications for and compatibility with parent and youth peers
 - Encourage work that draws on their own experiences



Experiences from the field

North Carolina

- Use the 1-day FFCMH training, “On the Road to Family Driven Care” provided by the state family-run organization or the national family organization.
- In NC the statewide FRO is contracted with to advertise peer positions and screen potential candidates.
- The National FFCMH recommends 5 years of lived experience is equal to a BA. However, in NC the state office of personnel agreed to write into policy that 10 years of lived experience is equal to a BA.



Common Questions – *Supervision*

- What is the best way to supervise a PPSP?
- What should I expect from Family/Youth Peers employees in terms of performance?
- Why does my Family Peers need a more flexible working schedule?
- How do I supervise a Family/ Youth Peer Support employee if I am not familiar with the workforce?
- Can I terminate a Family/Youth Peer support employee if their performance does not meet standards?
- What special accommodations do I have to make for peer staff?



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Types of Supervision

Administrative

- Performance
- Policy and procedure
- Timesheets, scheduling
- Training
- Strategic planning

Programmatic

- Focus on service delivery, programmatic issues, case specific planning and strategy
- *Clinical, Peer or mixture of both*



Best Practice

Peer supervision with clinical consultation

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Peer Support Providers benefit *most* from a combination of clinical consultation and peer supervision

Clinical

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

Peer

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

Strategies

- Different models of providing peer supervision:
 - hiring a peer supervisor
 - contracting with a youth- or family-run organization to provide peer supervision
 - co-supervision with clinical and peer supervisors (team)
- Use a developmental approach to supervision
 - promotes professional growth
 - allows for learning from mistakes
 - provides opportunities to use individual strengths
- Offer specific training to supervisors of YPSPs/PPSPs
- Create pathways for peers to become supervisors and take on other management roles



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Employees stay when they are:



Paid well



Mentored



Challenged



Promoted



Involved



Appreciated



Valued



On a mission



Empowered



Trusted

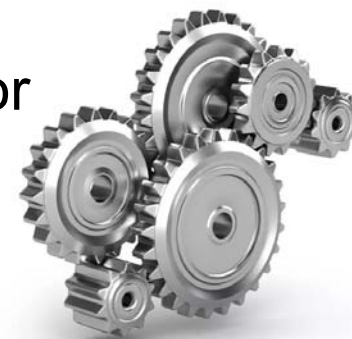


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Experiences from the field

North Carolina:

- FRO hosts On the Road to Family Driven Care and 1 day Prep session for new providers choosing to hire peer staff.
- FRO screens potential candidates asking “Hard Questions”
- FRO trains FP 101 and Supervisory Training for Family Peers
- FRO provides TA to family, youth and agencies.
- Quarterly all state workforce development meetings held for youth and families providing peer support services.



Experiences from the field

Pennsylvania

- Supervisors must have enough time to support staff not only in providing services, but also in the maintenance and growth of the staff's own recovery
- Supervisors and administrators encourage peer support staff to reach out to/collaborate with clinical staff (when appropriate)
- Continuing education about workplace professionalism is very important
- Supporting staff's own recovery is as important as supporting the peer's recovery; early on, we lost a lot of staff to compassion fatigue & burnout
- Lessons learned:
 - Underestimating the time and effort it takes to help someone move conceptually from a medical model to a personal empowerment, peer-centered model
 - Providing only youth peer support can be stressful; we've found it better to staff our peer supporters with a mix of youth and adult peers.



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Experiences from the field

Nationally

- Provide training to supervisors on supporting this workforce and using a developmental approach
- Clinical supervision is not enough. Coach approach or reflective group supervision are strategies.
- Continued education is necessary, as well as opportunities for both YPSPs/PPSPs and Supervisors to network with their peers and share strategies or approaches





ROLES & DYNAMICS

Youth and parent peer support roles and dynamics when working together with families

Common Questions

- Can youth peers and parent peers work with the same family?
- How do I support YPSPs and PPSPs when they are working with the same families and there are disagreements between the youth and parents?
- What is the best way to structure their supervision and training within the same agency?
- How do you handle the dynamics if they are hired by different agencies?
- How do you handle equity in the workplace for the two peer roles?



Strategies

- Co-training when possible in joint competencies, communication skills and other topics, as well as on procedures for working within the same home at the same time that promote supporting practices for both the parent and youth
- Developing and implementing processes that promote collaboration in the different aspects of working with a family (strengths discovery, planning to reach goals, etc.) in both programs and within the agency
- Opportunities for joint supervision on case-related issues, as well as opportunities to problem-solve together at both the individual family and program levels



Strategies

- Training on both parent and youth/young adult perspectives, culture and relationship evolution/dynamics between parent and youth/young adult – equipping PPSPs and YPSPs with tools to use in managing conflict between youth and their parents
- Conflict resolution training and protocols (both for the peer support providers and to use with youth/young adults and families)
- PPSPs are working with Youth Peer Support Providers, it is important that the supervisors of the two also collaborate and hold joint supervision to discuss unified approaches to case-specific issues



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Strategies

- Clear roles and responsibilities are required. Between youth and family peer providers, as well as other team members
- Need separate and shared places for reflection
- Ensure that there is fairness in access – both services offered to families so all youth and families have opportunity to choose what works for them



Experiences from the field

North Carolina

- Family/Youth Peer Support engage families through their own experience. Families share more, reengage in services quicker and have successful completion of treatments, thus saving tax and organization dollars.
- Adult Peer Support's roles are less expansive and have a narrow focus of emotional support and encouragement. Billing is limited.
- Families and Youth can relate better with peers. They feel they have faced the same challenges and feel more comfortable engaging.



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Experiences from the field

Nationally:

- Co-training of youth/parent peer support providers is an effective way to build partnerships and understanding of perspectives/roles
- Establishing processes during program development that facilitate positive working relationships between YPSPs and PPSPs and incorporating time for joint supervision and debrief when working with the same families



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Youth and Parent Peer Support Resources

Curated by Youth MOVE National and the Family-Run Executive Director Leadership Association (FREDLA) to support the Considerations in Employing and Supporting Youth and Parent Peer Support Providers presentation offered at NatCon 2019. The resources are organized in the topic areas of the presentation.

Additional resources and technical assistance are available from both FREDLA and Youth MOVE National

FREDLA

info@fredla.org

www.fredla.org

Youth MOVE National

info@youthmovenational.org

<https://www.surveymonkey.com/r/YMNTA>

Infrastructure components for successful youth and parent peer support programming

- Guide for becoming Medicaid Providers (parent peer support)
[https://theinstitute.umaryland.edu/media/ssw/institute/images/Guide-for-Family-Organizations-to-Become-Medicaid-Providers-\(1\).pdf](https://theinstitute.umaryland.edu/media/ssw/institute/images/Guide-for-Family-Organizations-to-Become-Medicaid-Providers-(1).pdf)
- Youth MOVE National Youth Peer Support Resource Page
<https://www.youthmovenational.org/youth-peer-support/>
- Joint CMCS and SAMHSA Informational Bulletin http://youthmov.wwwmi3-ls5.a2hosted.com/wp-content/uploads/2018/03/CMS_SAMHSA_Joint_Bulletin_Peer_Support.pdf
- *Webinar*: Parent Peer Support – Models of Service Delivery –
<https://www.youtube.com/watch?v=oLnyRkKbEJc&t=0s&list=PLWv-X8-WjcQVI3Sov17TOKUyPqM4dpDCG&index=23>
- Family Peer to Peer Support Programs in Children’s Mental Health: A Critical Issues Guide
<http://www.ipfcc.org/bestpractices/Family-Peer-to-Peer-Critical-Issues.pdf>
- PPS Infrastructure models: http://www.fredla.org/wp-content/uploads/2018/09/SEC-4-Continuum-of-PSP-Models_Aug2018_no-logo.pdf
- Service types and definitions: <http://www.fredla.org/wp-content/uploads/2018/09/SEC-4-service-type-and-definition-Nov-2014.pdf>
- Providing Youth and Young Adult Peer Support through Medicaid http://youthmov.wwwmi3-ls5.a2hosted.com/wp-content/uploads/2018/03/YPS_Medicaid_Financing_Guide_2017.pdf
- Operationalizing and Funding Youth and Parent Peer Roles in Residential Treatment Settings
<https://theinstitute.umaryland.edu/media/ssw/institute/national-center-documents/Operationalizing-and-Funding-Youth-and-Parent-Peer-Support-Roles-in-Residential-Treatment-Settings.pdf>

- Utilization of peers in services for youth with emotional and behavioral challenges: A scoping review: <https://www.ncbi.nlm.nih.gov/pubmed/28068538>
- Effectively Employing Young Adult Peer Providers: https://www.umassmed.edu/globalassets/transitionsrtc/publications/effectivelyemployingyoungadultpeerproviders_a_toolkit.pdf
- Youth Peer Support FAQ <https://www.pathwaysrtc.pdx.edu/pdf/proj-5-AMP-peer-support-faq.pdf>

Peer “buy-in” and agency culture as a critical piece of workplace success

- Family Driven <https://www.ffcmh.org/resources-familydriven>
- Culture of Wellness self- assessment http://www.fredla.org/wp-content/uploads/2018/09/SEC-3-Culture-of-Wellness-Self-Assessment-COW-OSA_Summer-2015.pdf
- *Assessment example:* MI org readiness assessment http://www.fredla.org/wp-content/uploads/2018/09/SEC-3-Michigan_Organizational-Readiness-Assessment.pdf
- Webinar: Developing Leadership and Change Management Skills (SOC Leadership Learning Community) <https://www.youtube.com/watch?v=ONNSC0sAaic&list=PLWv-X8-WjcQUfJL3jYKhBwwNnhnT7rq3R&index=7&t=0s>
- Family and Youth Peer Support Literature Review http://www.chcs.org/media/FYPS_Literature_Review_FINAL.pdf
- *Powerpoint:* Strategies for FROs to use evaluation data <http://www.fredla.org/wp-content/uploads/2018/09/SEC-7-Family-Session-4-Eval-strategies-for-FROs.pdf>
- Young Adult Voice at the Agency Level Assessment <https://www.youthmovenational.org/yval/>

Recruiting, hiring and supervising staff hired for lived experience as a youth/young adult with behavioral health challenges or as a caregiver of a child/youth with behavioral health challenges

- Bona Fide Occupational Qualifications <https://definitions.uslegal.com/b/bona-fide-occupational-qualification/>
- *Article:* Tips on Promoting Job Success for Peer Providers at Community Mental Health Agencies <https://www.naric.com/?q=en/content/tips-promoting-job-success-peer-providers-community-mental-health-agencies>
- *Webinar:* Creating a Competency-Based Approach to Training, Assessing and Supporting Parent Peer Support Providers <https://www.youtube.com/watch?v=0joB51zVBNw&t=5038s&list=PLWv-X8-WjcQVI3Sov17TOKUyPqM4dpDCG&index=9>
- *Webinar:* Assessing Family Support – Assessment Tools Used in Parent Support Services - <https://www.youtube.com/watch?v=zphNQ4ySt1Y&t=0s&list=PLWv-X8-WjcQVI3Sov17TOKUyPqM4dpDCG&index=10>
- *Webinar:* Workforce Development – Readiness for Becoming a Parent Peer <https://www.youtube.com/watch?v=Ni6JDpnnHHs>
- FREDLA Assessing Readiness TIP sheet <http://www.fredla.org/wp-content/uploads/2015/09/FREDLA-Assessing-Readiness-Tip-SheetFINAL.pdf>

- *Powerpoint*: Parent Peer Support – A critical service in all systems http://www.fredla.org/wp-content/uploads/2018/09/SEC-7-Institute-F20_-_Parent_Family-Peer-Support.pdf
- *Webinar*: Ethics for Parent Peer Support Providers <https://www.youtube.com/watch?v=3qtJl6ZYzgU&t=4s>
- Ethics Workbook for Parent Peer Support Providers: http://www.fredla.org/wp-content/uploads/2018/04/FINAL_EthicsParentPeerSupportWorkbook_2018.pdf
- Interview questions for PPSPs: <http://www.fredla.org/wp-content/uploads/2018/09/SEC-5-Parent-Interview-sample-questions-and-writing-sample.pdf>

Supervision

- *Webinar*: Effective supervision strategies TA Network https://www.youtube.com/watch?v=B4AwaC8s_QI
- *Powerpoint*: Supporting the Workforce <http://www.fredla.org/wp-content/uploads/2018/09/SEC-6-supporting-the-workforce-supervision.pdf>
- *Powerpoint*: Medicaid Documentation and Paperwork <http://www.fredla.org/wp-content/uploads/2018/09/SEC-2-Medicaid-Documentation-and-Paperwork.pdf>
- List of PPSP and Supervisor training curricula available through FROs https://www.fredla.org/wp-content/uploads/2019/02/Final-FRO_PPSP-and-Supervisor-curricula_FEB2019.pdf?fbclid=IwAR3ehyU7DdwwvMmWAu1pv8UW2QxOBPZI4gx72oaNRCBWj_NHa-l-UInoY1Y
- Wellness and Peer Support Webinar Series: <https://www.youtube.com/watch?v=ZWrcUTkns-A>
- Youth Peer Support Webinar Recording with Allegheny County, PA - <https://www.youtube.com/watch?v=EbjpHLgoTTM>
- Supervision Guide to Peer Support Whole Health and Wellness: https://www.integration.samhsa.gov/Supervisor_Guide_to_Peer_Support_Whole_Health_and_Wellness_-_c-2013.pdf

Youth and Family Peer Support roles and dynamics when working together with families

- Conflict resolution training from Community Toolbox: <https://ctb.ku.edu/en/table-of-contents/implement/provide-information-enhance-skills/conflict-resolution/main>
- Using the Interest-Based Relational Approach: https://www.mindtools.com/pages/article/newLDR_81.htm
- Building skills that turn conflicts into opportunities: <https://www.helpguide.org/articles/relationships-communication/conflict-resolution-skills.htm>
- Sources of Conflict Between Parents and Teenagers <https://wehavekids.com/parenting/Sources-of-Conflict-Between-Parents-and-Teenagers>
- Breaking the Cycle <https://parenthetical.wisc.edu/breaking-the-cycle-8-strategies-for-dealing-with-conflict-with-your-young-teen/>
- Got Transitions? <https://www.gottransition.org/youthfamilies/index.cfm>
- Supporting Youth in Transition https://cjr.georgetown.edu/wp-content/uploads/2015/03/SupportingYouthinTransition_April2009.pdf

- “A Screeching Halt: Family Involvement When a Youth Turns 18” (2018):
<https://www.pathwaysrtc.pdx.edu/focal-point-S1809>
- The Role of Youth-Run Organizations in Improving Services and Systems for Youth and Young Adults: A commentary on the State of the Science <https://www.pathwaysrtc.pdx.edu/state-of-the-science-articles-2018-youth-move>
- Workshop, UMD Training Institutes, July 2018: Finding Common Ground
<http://www.fredla.org/wp-content/uploads/2019/02/YF-Common-Ground-Final -TrngInst2018.pdf>